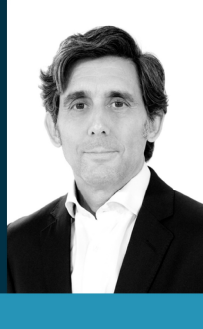
Telefónica

Q1 2020 Results

"Our priority during this social emergency has been people: protecting the health of our teams while ensuring connectivity for customers, businesses, public administrations and ultimately, for society."

José María Álvarez-Pallete
Chairman & CEO - Telefónica S.A.



#PeopleFirst

We live moments where it is necessary to return to our essence, the values that identify us and the mission that guides us. Because we no longer serve only our customers. We serve society as a whole.

"Making the world more human by connecting people's lives"

- We bought 150 tons of sanitary equipment for Spain's Health Service
- We connected the IFEMA hospital and hotel-hospitals in Madrid
- Paid in advance 200 million euros to SMEs in Spain
- Priority attention in our Call Centres for our customers over 65 years old
- Free entertainment and data packages for our customers in Spain for two months
- More than 100,000 employees working from home to protect their health

Our main **figures**

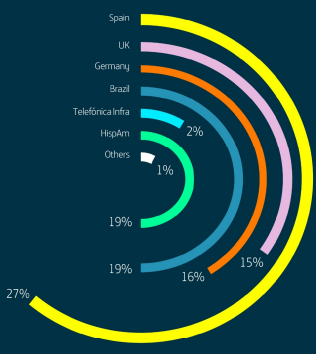
Net Income	OIBDA	Net Debt	Liquidity
€406M	€3,760M	€38,223M (-5.3% y-o-y)	€22.5Bn

342.2M	114,042	Guidance 2022
Total number of accesses	Employees	Confirmed

- **#1 Fiber** in Spain and Brazil
- **Coverage LTE** 80%
- **Fiber** 129M
- **77%** Digitalised **processes**
- Digital revenues **€1,895M (+6.3 %)**
- **Revenue Cloud, Big Data/IoT/Security** + 18.7 % in B2B

Our **Revenues:**
Breakdown by Regions

- **27%** Spain — Best Fibre Network in Europe (23.4 M), OIBDA-Capex + 1.4%
- **19%** Brazil — Fibre accesses +30% OIBDA margin expansion of 2 p.p.
- **15%** UK — Leadership in the mobile market Accesses +6%; Revenue growth for 15 consecutive quarters (+1.5% organic)
- **2%** Telefónica Infra (Telxius) — 20,331 towers; Revenues +5.8% and OIBDA +11.8% organic. (excl. capacity sale in Q1-19)
- **16%** Germany — Solid start of the year Revenues +3.8%; OIBDA +1.5%
- **19%** HispAm — Contract and Fibre focus Revenues -4.8% and OIBDA -10.6% organic
- **1%** Others



Revenues **€11,366M**

Shareholder's Remuneration

Voluntary scrip dividend payable in 2020	0.40 €/share	June 2020: 0.2€/share voluntary scrip dividend; December 2020: 0.2€/share voluntary scrip dividend
Dividend 2020	0.40 €/share	December 2020: 0.2€/share voluntary scrip dividend; June 2021: 0.2€/share

#WeStayConnected

Throughout this crisis, ensuring communications has been our priority. Our network has operated in a reliable, stable and secure way, allowing millions of people to continue working, studying or simply keep in touch with their loved ones. Because it's no longer gigabits that are crossing our networks.
Now, through our networks, what happens is life itself.

- **+50%** Mobile traffic growth
- **x7** Instant messaging App traffic
- **x5** Streaming video traffic
- **+25%** Growth in mobile voice traffic

For more information on our Results, please visit www.telefonica.com