



RESULTS

January - March

2021

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Q1 21 Results

Mr. Ángel Vilá
coo

⋮ A strong start to 2021; improving growth outlook

Q1 21 highlights

Revenues y-o-y org	OIBDA y-o-y org	EPS y-o-y org	Cash conversion y-o-y org	Customer experience y-o-y
Declined 1.3%	Up +0.3%	€886m net income, +118%	OIBDA – Capex margin +0.3 p.p.	Churn declined 0.3 p.p.
+0.7 p.p. vs. Q4 20	+3.1 p.p. vs. Q4 20	€0.15 EPS +158%	FCF x3.0 y-o-y	NPS +9 p.p. in core markets
B2B revenues+2.8 p.p. vs. Q4 Robust customer metrics	Improvement across the board OIBDA margin +0.6 p.p.	Strong earnings, greater value	(ex spectrum payments) Smart capital allocation	Digital sales +37% in 4 core markets

- ✓ **3rd consecutive quarter of sequential improvement** in revenue and OIBDA trends; **OIBDA and OIBDA-CapEx already growing y-o-y**
- ✓ **March was the strongest month in Q1**, showing y-o-y organic growth in revenues, OIBDA and OIBDA-CapEx
- ✓ **Q1 faced the toughest y-o-y comparison**

Progress on strategy

- ✓ **Advancing towards completion of UK JV** (preliminary CMA approval) + **Telxius Towers**; ~€9bn net debt reduction, >€6bn capital gains to be booked in Q2 21E
- ✓ **Hispania**: further improvements to operating model, +2.6 p.p. y-o-y in OIBDA-CapEx margin; Chilean InfraCo operational in H2 21
- ✓ **Strong growth across T. Tech companies**; revenues +25.1% y-o-y
- ✓ **T. Infra**: regulatory approval of towers sale to ATC most likely in Q2 21; launch of FiBrasil underway; UGG rollout & commercialisation initiated
- ✓ **Streamlined operations**: 79% of processes and 35% of sales digitised in Q1; implementation of Open RAN solutions progressing to plan
- ✓ **Strong ESG focus** recognised by S&P Global Rating (72 out of 100) and Bloomberg Gender Equality; founding member of European Green Digital Coalition

Financial performance

Q1 21

€ in millions

	Reported	Reported y-o-y	Organic y-o-y	4 core markets y-o-y org.
Revenues	10,340	(9.0%)	(1.3%)	(2.0%)
OIBDA	3,417	(9.1%)	0.3%	0.3%
OIBDA margin	33.0%	(0.0 p.p.)	0.6.p.p.	0.9 p.p.
OIBDA-CapEx (ex-spectrum)	2,079	(8.6%)	0.1%	(2.9%)
(OIBDA-CapEx)/Revenues (ex-spectrum)	20.1%	0.1 p.p.	0.3.p.p.	(0.2 p.p.)
Net Income	886	118.3%		
EPS	0.15	157.8%		
FCF (incl. leases principal payments)	33	(85.8%)		
FCF (ex-spectrum paid)	727	201.4%		
Net Financial Debt (ex- leases)	35,796	(6.4%)		

FX and C-19 impacts on reported figures less pronounced than in Q4 20

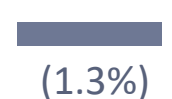
Organic margin expansion on accelerating digitalisation

CapEx stable y-o-y org.;
~ 50% on NGN

Neutralised FX impact at FCF level

Revenue Q1 21 y-o-y

Reported Fx Other Organic



COVID-19
-2.5 p.p.

Q4 20 (12.0%) (8.1 p.p.) (1.9 p.p.) (2.0%)

OIBDA Q1 21 y-o-y

Reported Fx Other Organic



(7.7 p.p.)



(1.8 p.p.)



0.3%

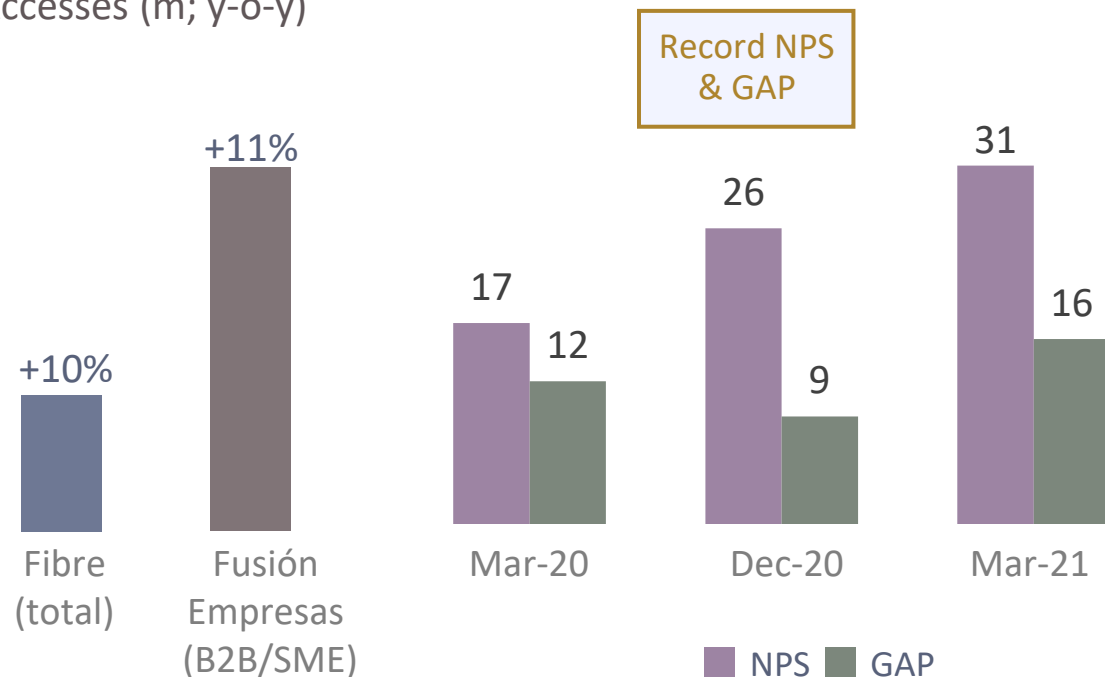
COVID-19
-3.3 p.p.

Q4 20 2.2% (10.9 p.p.) 16.0 p.p. (2.8%)

Spain | Continued recovery in revenue and OIBDA

Focus on value

Accesses (m; y-o-y)



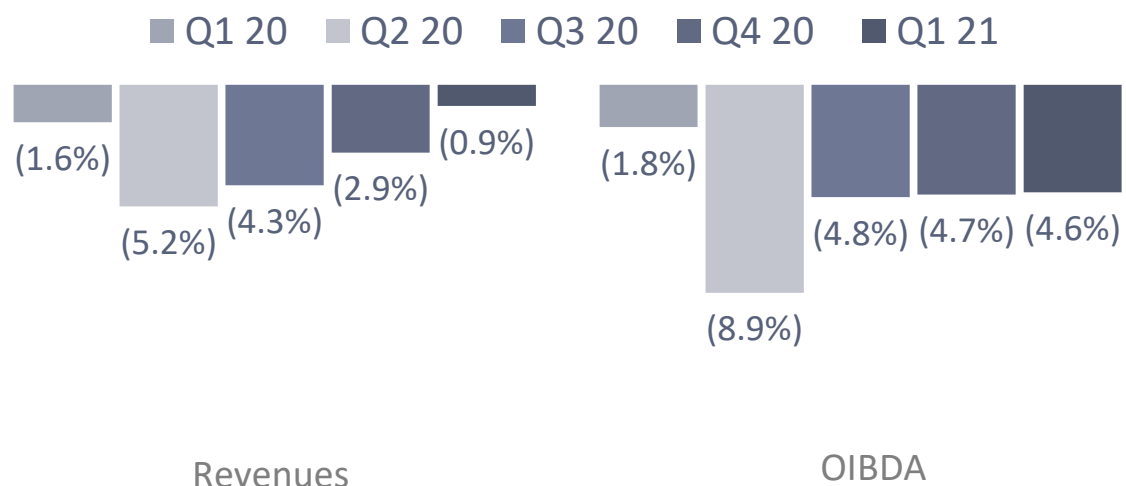
Performance

- **Moving towards a more rational market**
 - Q1 trading affected by tariff upgrade and end of promotions
 - New Fusion portfolio to bolster recovery
 - B2B “Fusión Empresas” enhanced with new IT services
- **Record customer satisfaction, high value base**
 - Superior convergent ARPU €89.7; ARPU GAP increased y-o-y
 - New digital businesses (alarms x4 gross adds y-o-y)
 - Convergent churn under control (1.5%; -0.1 p.p. q-o-q)
- **Improved top line (+2.0 p.p.) and OIBDA (+0.1 p.p.) trends q-o-q**
 - Record growth in IT sales: +7 p.p. q-o-q
 - Solid wholesale revenues underpinned by LT fibre agreements
- **Superior network:** 25.7m FTTH premises passed; 80% 5G coverage



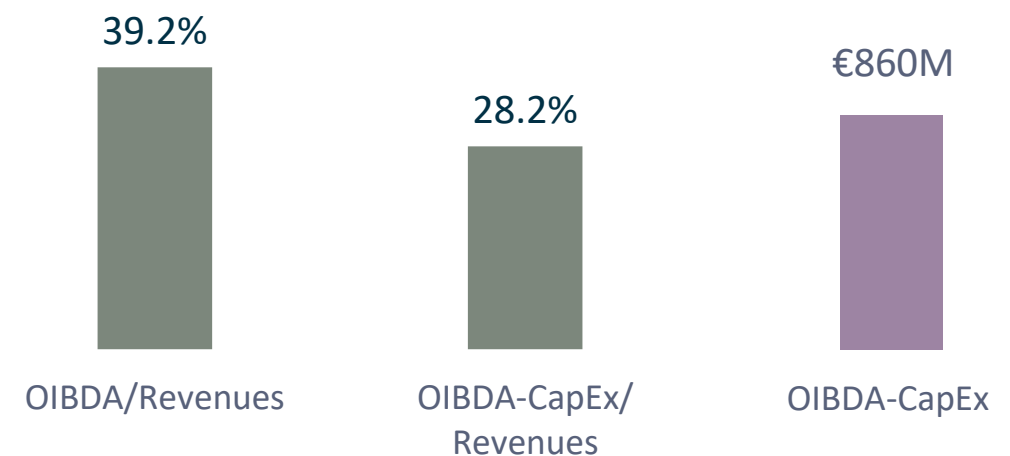
Key financials

y-o-y organic



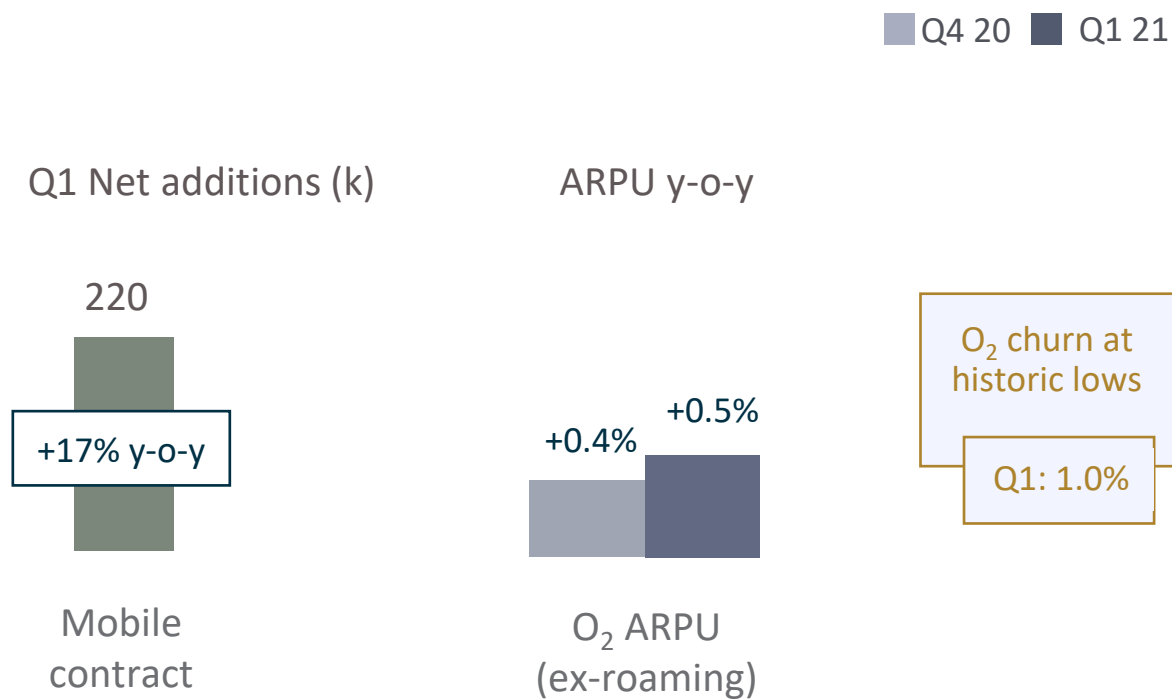
Profitability and cash generation

Organic margin



Germany | Solid operational and financial performance

Operational KPIs



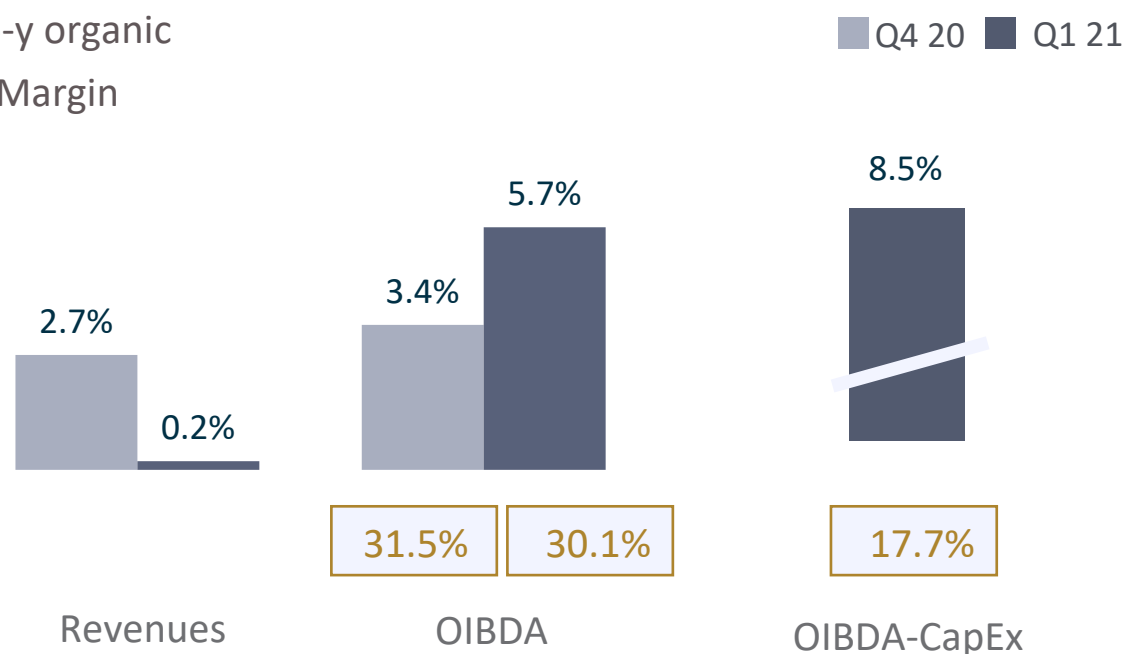
Key milestones

- **Full lockdown during quarter** impacted commercial activity and roaming; **underlying trends remained fully intact**
- Strong trading momentum; good traction of **O₂ Free**
- **‘Good’ rating** in ‘CHIP’ magazine **fixed** network test
- **5G network** active in **>30 cities**
- Responsible **Business Plan 2025** launched



Key financials

y-o-y organic
□ Margin



Good financial performance

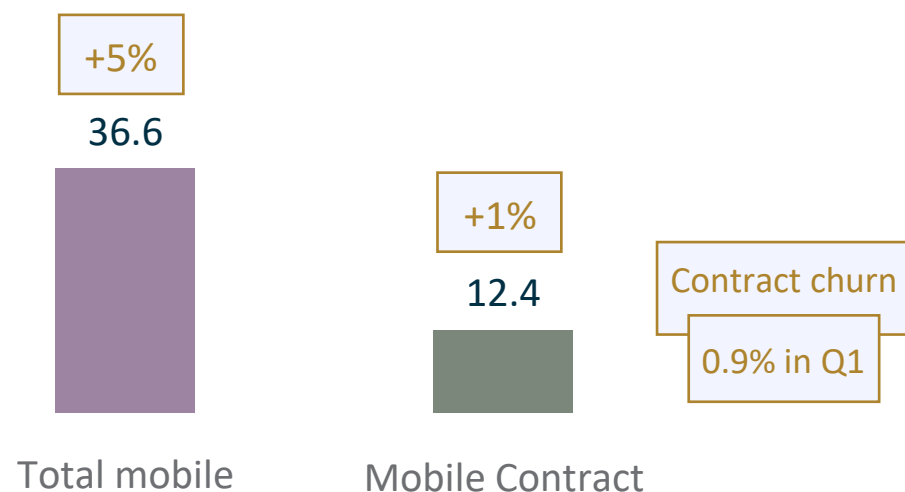
- **Revenue reflects COVID headwinds** (-€24m negative impact)
- **Continued positive momentum in handset revenue growth** (+2.3% y-o-y in Q1), driven by strong demand for high value handsets
- **OIBDA growth accelerated** (Q1 +5.7% y-o-y); effective COVID-19 cost management
- **CapEx up 1.8% y-o-y in Q1; with back-end loaded phasing**
- **OIBDA-CapEx/Revenues +1.4 p.p. y-o-y**



UK | Record Q1 OIBDA, successful spectrum acquisition

Operational KPIs

Accesses, m (y-o-y)



Operational highlights

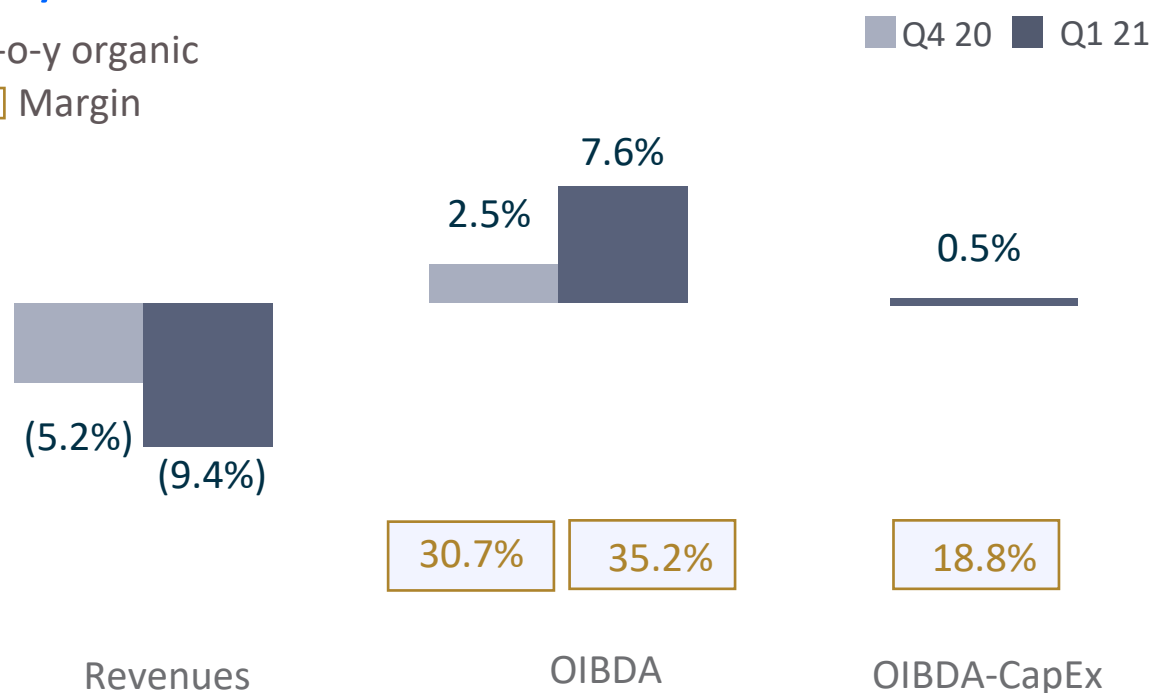
- **Successful auction outcome**, paid considerably lower than European benchmarks for 40Mhz of 3.6GHz and 20MHz of 700 MHz FDD, plus agreed a trade to create contiguous block of 80MHz in the 3.4 GHz- 3.8 GHz band
- **Market leading NPS and customer loyalty**
- **5G coverage expanded**; now in 180 towns and cities
- **Preliminary CMA approval** for JV with Virgin Media received
- Commercial and revenue trends impacted by **lockdown** retail closures



Key financials

y-o-y organic

Margin



Financial highlights

- **Record Q1 OIBDA, accelerated growth q-o-q**; continued cost control and focus on direct trading
- **OIBDA margin expansion** (+5.6 p.p. y-o-y)
- Q1 CapEx up 17.0% y-o-y; **increased network investment**
- **Improved cash profitability**; OIBDA-CapEx margin +1.9 p.p. y-o-y

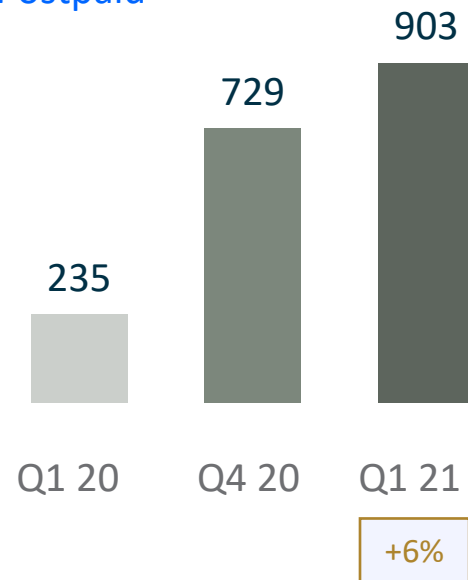
Brazil | Outstanding value growth led improvement on financials

Operational KPIs

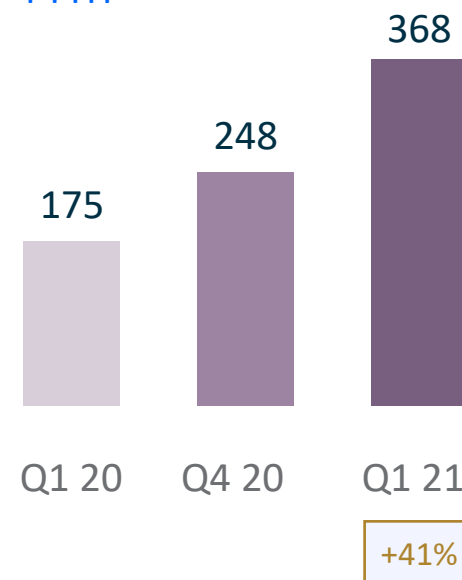
Net adds ('000)

Accesses y-o-y

Postpaid



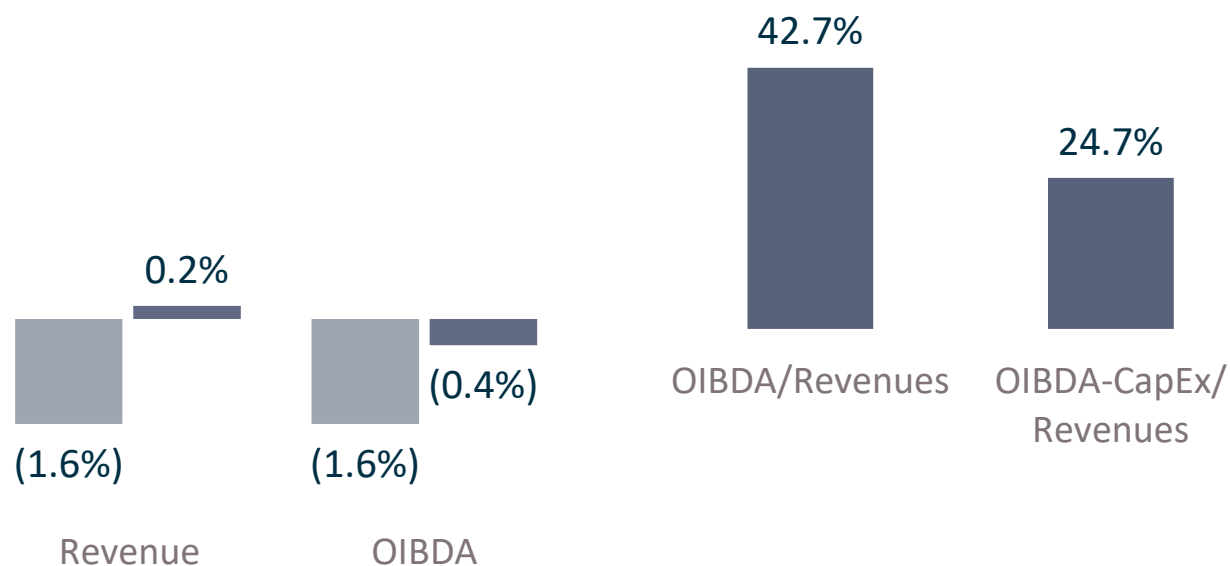
FTTH



Key financials

y-o-y organic

Q4 20 Q1 21



Key milestones

- Reinforced **mobile leadership** (33.1% MS; +0.1 p.p. y-o-y)
 - Record low contract churn levels (1.1%, -0.5 p.p.)
 - Digital prepaid top-ups +28.8% y-o-y
- Increasing demand for high-quality connectivity
 - Incremental R\$32 FTTH ARPU vs. VDSL
- Building a digital ecosystem: Vivo Money, Vivo Pay, CDF, Dotz



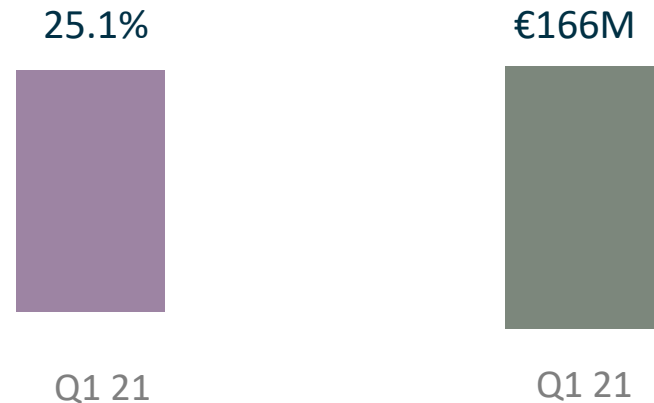
Good financial performance

- Resuming revenue growth
 - Core businesses (88% of total) +4.7% y-o-y
 - Fixed revenues +6.3 p.p. q-o-q to -1.4%
- Digitalisation & simplification continue to drive savings
- Optimised capital allocation
 - Growth CapEx 69% of total (> fibre; < legacy)
- Q1 21 COVID impacts y-o-y: Revenues -1.2 p.p.; OIBDA -0.3 p.p.
- Vivo's ESG initiatives proved to be essential to accomplish their purpose to "Digitalise to bring closer"

• Tech | Growth acceleration for trusted digitalisation partner

T. Tech accelerated revenue growth

Q1 (y-o-y)



- **Key assets and partner ecosystem**

- Cloud Hub in Spain, Intelligent SOC with multiple locations
- Global IoT, in-house AI/Big data
- >300 partners & agreements with global hyperscalers

- **Experienced and trusted digitalisation partner**

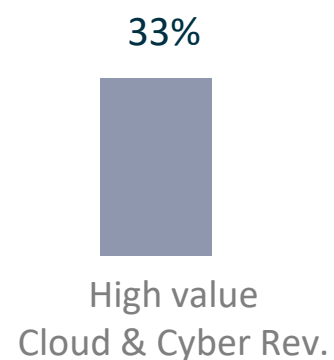
- E2E portfolio (consultancy, integration, management)

- **Global reach & cross selling, increased demand**

- Targeting >5.5m B2B customers at T. Group
- Digital transformation, a MUST for B2B

T. Cloud & Cyber Tech

Q1 (y-o-y)



- **Focus on Managed, Professional and Platforms services** (high value services)

- **Relevant deals** in Public Admin and banking sectors

- **Reinforced proposition**

- Next Defense, Cloud Garden 2.0

“Very Strong Player
in Unified Cloud Communications”

GLOBALDATA

“Very Strong Player in Managed Security”

T. IoT & Big Data Tech

- **Revenue growth at IoT connectivity**

- **Recovery** in Industry 4.0, Sustainability, Utilities, Transport & Logistic

- **Key role** for Corporate and Public Admin digitalisation

- **Unique “AI of Things” proposition**

“A Leader in MQ Managed IoT Connectivity
Services” (for 7th time)

GARTNER

Infra | Top infrastructure portfolio manager

Fibre

- ✓ **T. Group's FTTH network**
 - 49.3m owned PPs; +20% y-o-y
 - 13.3m connections¹; +22% y-o-y
 - 27% up-take¹; +0.5 p.p. y-o-y
- ✓ **UGG (JV 40% T. Infra / 10% T.DE/ 50% Allianz)**
 - €1.65bn financing (Mar-21); covers liquidity needs for 3yrs
 - Rollout & Commercialisation initiated in Mar-21
 - c.50,000 km; >2m PPs 6yrs
- ✓ **FiBrasil (25% T. Infra / 25% T.BR/ 50% CDPQ)**
 - c.5.5m PPs 4yrs (1.6m brownfield PPs from T.BR); EV/OIBDA PF 16.5x
- ✓ **InfraCo² (60% KKR/ 40% T.CHL)**
 - 3.5m PPs 22E (c.2m brownfield PPs from T. CHL); EV/OIBDA 18.4x
- ✓ **Further fibre optionality** (Europe & Hispam)

Subsea Cables

- ✓ **Optionality**
- ✓ **Attractive market**
 - Mission critical digital assets
 - Exponential traffic growth
- ✓ **Premium infrastructure**
 - State-of-the-art cable portfolio: c.94k Km of subsea fibre
 - Unique value proposition: 6 key new systems deployed since 2018
 - Best-in-class Tier-1 IP network
- ✓ **High top-line and cash-flow visibility**
 - Renewed MCAs contracts with TEF OBs
 - Large contracted backlog
 - c.65% revenues with 3rd parties
- ✓ **Scalable growth platform**

TELXIUS

Towers

TELXIUS

- ✓ **Sale of towers to ATC**
 - Record multiple of 30.5x OIBDAaL; €7.7bn; €4.6bn net debt reduction
 - Most likely approval in Q2 21
- ✓ **CTIL provides optionality in UK**

Data Centres/Edge

- ✓ **Crystallising value, strategic & operational flexibility**
 - 20% stake in Nabiax after contributing 4 DCs (2 Spain+2 Chile)
- ✓ **Further optionality**

(1) Includes retail and wholesale accesses connected to the FTTH network

(2) T. Infra doesn't have a stake in InfraCo

Q1 21 Results

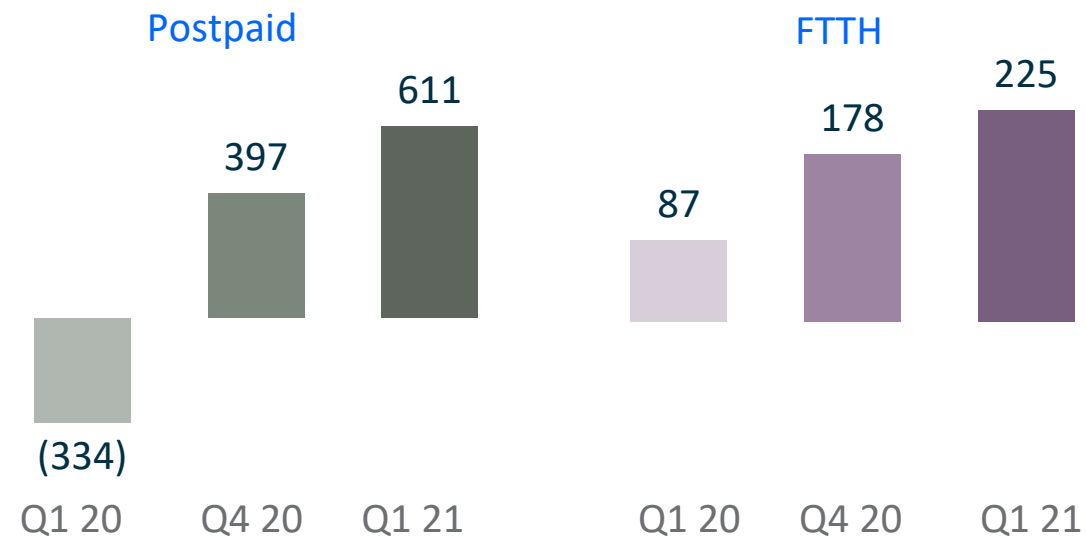
Ms. Laura Abasolo

CFCDO & Head of T. Hispam

Hispania | Reducing exposure without jeopardising growth

Operational KPIs

Net adds ('000)



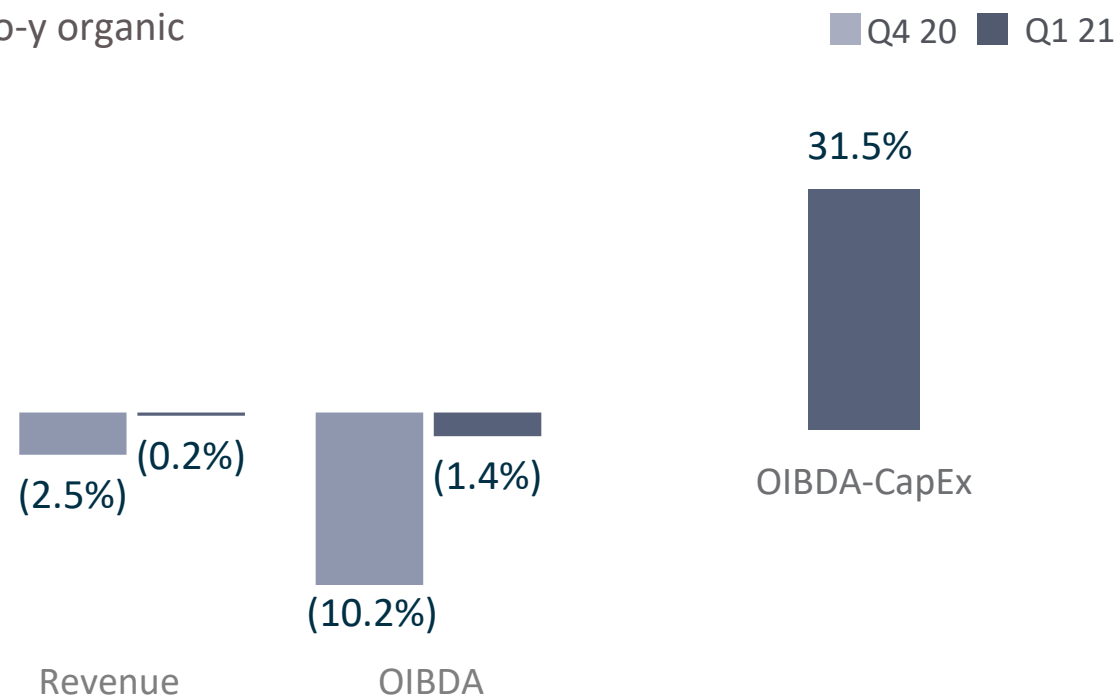
Key milestones

- Contract net adds +54% q-o-q
- FTTH net adds x3 y-o-y
- 10.4m premises passed with FTTH (+1.4m in LTM)
- **Improving customer experience:** churn reduced across services
 - Contract churn: -0.6 p.p. y-o-y to 2.0%
 - FTTH churn: -0.7 p.p. y-o-y to 1.7%



Key financials

y-o-y organic



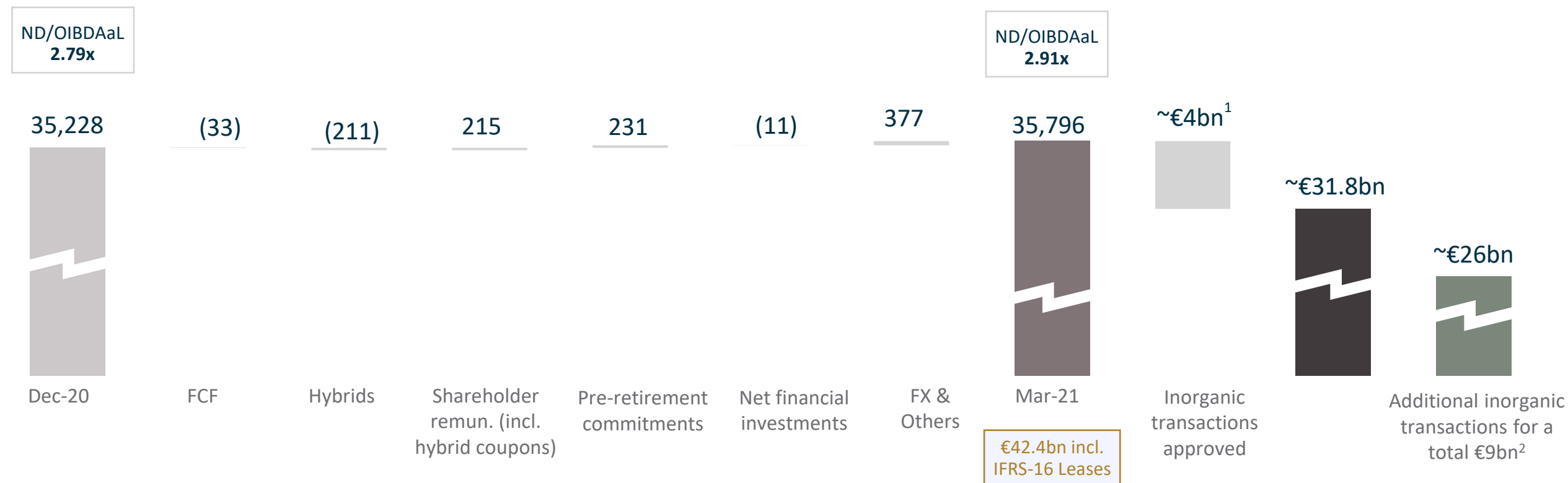
Good financial performance

- **Improved capital structure**
 - Aligning local leverage with T. Group levels
- **Asset light model**
 - Co-investments deals with ATC & ATP / Chile InfraCo
 - 35% of traffic in Mexico already in ATT's network
 - Wholesale satellite business sold
- **Reduced capital employed**
 - CapEx/Sales: 11%, -4 p.p. vs. Q1 20
- **Q1 COVID impacts y-o-y:** Revenues -0.4 p.p.; OIBDA -0.8 p.p.

Continued balance sheet optimisation

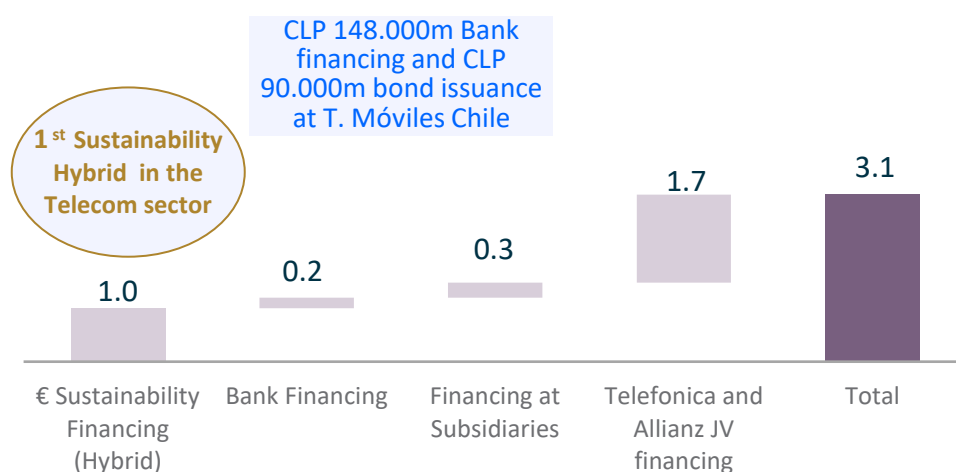
Net Financial Debt

€m

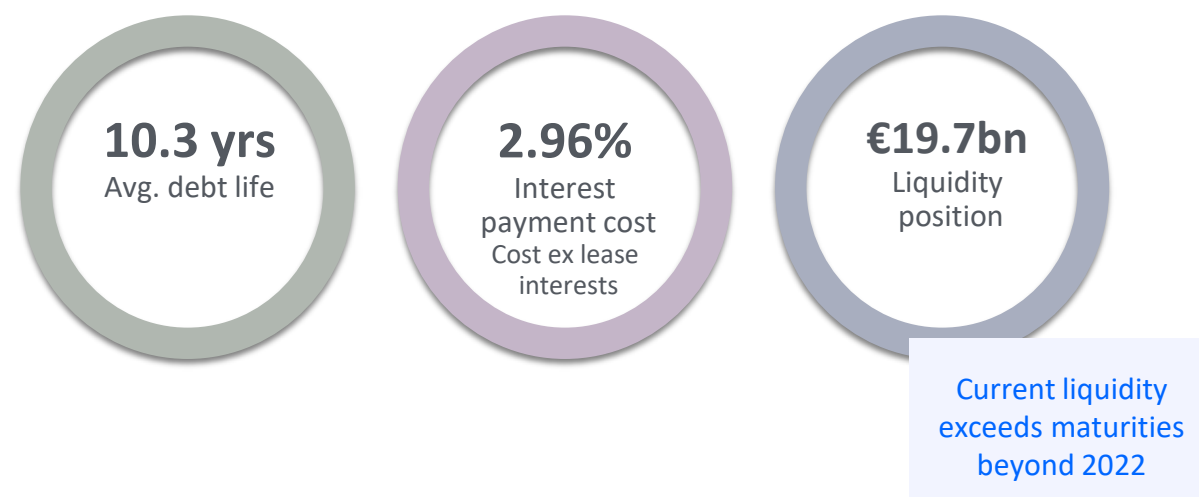


Sources of long-term financing (2021 YTD)

(€bn)



Key Metrics



1. includes net proceeds for Telefónica from the sale of Telxius Towers EU and second tranche of TEF DE towers
 2. Includes proceeds from the JV in the UK, the sale of Telxius Towers, the disposal of Costa Rica, the sale of stakes in InfraCo Chile and Fibrasil and reduced by payment for the acquisition of Oi assets

⋮ Achieved significant endorsement of ESG commitments

Alignment with UN Sustainable Development Goals, targeting Net Zero Emissions in our four main markets by 2025

LEADING BY EXAMPLE (SDG 5 & 16)

Building trust capital with our customers, employees, suppliers and shareholders

- **Non-financial objectives** for short-term remuneration refined; weight of Climate Change up to 25% (from 5%) in our overall ESG goals. Maintaining our goals on gender equality, society and customers
- **Long-Term Incentive Plan 2021-2026**; new ESG objective relating to CO2 emissions, weighted at 10% of the total threshold
- **Promotion of gender equality**; *Bloomberg Gender Equality Index*
- **S&P Global Ratings**; Telefónica's sound management of environmental, social and governance risks
- Top global telco in the **Ranking Digital Rights 2020**



HELPING SOCIETY TO THRIVE (SDG 4 & 8 & 9)

Economic and social development based on digitalisation

- Issued **first sustainability hybrid bond of the sector** valued at €1bn, including green and social projects to deploy broadband in rural and remote regions and promoting employability.
- **Wayra initiative** has driven the creation of more than 10,000 skilled jobs in Europe and Latam

BUILDING A GREENER FUTURE (SDG 13)

Through digitalisation, we continue to contribute to a more sustainable, circular and decarbonised world

- **Founding member of the European Green Digital Coalition**; green digital solutions for an innovative, sustainable and resilient economy
- **Became** one of the first 100 companies to join **The Climate Pledge**, an initiative to commit to achieving net-zero carbon by 2040
- Certifying our **ECO-Smart seal** which guarantees environmental benefits from our digital solutions

Conclusion

Mr. Ángel Vilá
coo

Well on track for 2021 guidance

2021 guidance

Financial Targets	2021 guidance	Q1 21
Revenues (y-o-y organic)	"Stabilisation"	(1.3%)
OIBDA (y-o-y organic)	"Stabilisation"	0.3%
CapEx/Sales (ex spectrum)	Back to normalised level up to 15%	13%

Q1 results in line with expectations

Shareholder remuneration

2021 Dividend	€0.30/Share
Interim Dec-21	€0.15/sh. (Voluntary Scrip)
Final Jun-22	€0.15/sh. (Voluntary Scrip)

2021 calendar payments

Jun/21 €0.20/sh. (Voluntary Scrip)
Dec/21 €0.15/sh. (Voluntary Scrip)

1.5% treasury stock cancelled

Summary

Good progress against all our strategic priorities

- Establishing the path to sustainable, profitable growth
- Laying the right foundations to generate top line growth with greater capital efficiency
- Further progress on ESG objectives, increasing our sustainable finance portfolio with a new sustainable hybrid bond

Strong start to the year, despite toughest comps and ongoing COVID-19 impact

- Positive quarter-on-quarter momentum in revenues and OIBDA
- Return to growth in key metrics in March (y-o-y organic); Revenues, OIBDA, OIBDA-CapEx
- Trends in FCF and net debt reflect spectrum payments. FCF ex spectrum payments up 201.4% y-o-y
- EPS up 157.8% vs Q1 20

Smart capital allocation

- UK spectrum auction completed at 40% below benchmark prices
- ~50% CapEx ex spectrum in the core 4 markets allocated to NGN; CapEx (ex spectrum)/Sales at 13% in Q1 21

Further reduction in net debt underway

- FCF accretive transformational M&A (to reduce net debt by a further c. €9bn in 2021)

Firmly on track to meet 2021 financial guidance

⋮ Results presentation and Q&A Session

Telefónica's management will host a webcast on **13th May at 9:30 am (CET), 8:30am (BST), 03:30am (EST)**

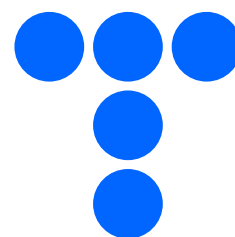
Participants from Telefónica: Ángel Vilá (COO), Laura Abasolo (CFCDO & Head of T. Hispam), and Adrián Zunzunegui (Global Director of Investor Relations)

Webcast

- To access the webcast: [click here](#)
- The webcast replay will be available on Telefónica IR's website after the event

Q&A Session

- To participate in the Q&A session, please register using the following link to receive the dial in and PIN details. [click here](#).



Telefónica



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