

# Results

January - June 2014



Telefónica, S.A. Investor Relations

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## Highlights

## • Execution of strategy on track. Strong commercial push; focus on high value segments

- Q2 net adds: 2m contract, 0.6m Pay TV, 0.2m FTTH
- Increasing customer value through average life extension and improving ARPU
- Fifth consecutive quarter of top line growth (Q2: +1.3% y-o-y)
  - Highly diversified asset mix; improving trends in UK, Germany and Brazil
  - Outstanding commercial traction in Spain anticipates improving performance
- OIBDA stable in H1 (-0.1% y-o-y) amid increased commercial activity in Q2
  - Q2 OIBDA -0.7% y-o-y; limited erosion of 0.6 p.p. y-o-y in margin
  - Cost efficient organisation; H1 margin 32.3% (-0.5 p.p. y-o-y); OpEx savings continue to offset higher commercial expenses
- Continued investments on developing high speed networks, enlarging market differentiation
- Robust FCF up to June (€1.7Bn); sustained financial flexibility
  - Net debt €43Bn (2.43x ND/OIBDA) considering Ireland sale completed in July
- Net income up 5% y-o-y in Q2 (€1.2Bn); EPS accelerating to €0.26 per/share
- 2014 outlook and dividend confirmed
  - Performance consistent with FY targets (Revenues +0.1%; OIBDA margin erosion -0.9 p.p.; CapEx/Sales 13.7%; all organic and ex-Venezuela)

All y-o-y changes are organic



## Key figures / Financial summary

		H1 14			Q2 14	
€ in millions	Reported	Reported y-o-y	Organic y-o-y	Reported	Reported y-o-y	Organic y-o-y
Revenues	24,957	(12.6%)	1.4%	12,725	(11.8%)	1.3%
OIBDA	8,055	(14.5%)	(0.1%)	4,126	(15.0%)	(0.7%)
OIBDA Margin	32.3%	(0.7 p.p.)	(0.5 p.p.)	32.4%	(1.2 p.p.)	(0.6 p.p.)
OpCF (ex-spectrum)	4,722	(25.7%)	(13.5%)	2,161	(28.7%)	(16.9%)
Net Income	1,903	(7.5%)		1,210	4.9%	
EPS	0.41	(11.0%)		0.26	2.0%	
FCF	1,644	14.7%		1,325	(30.6%)	
Net financial debt	43,791	(12.1%)		43,791	(12.1%)	

Reported growth rates impacted mainly by forex

- Depreciated FX rates, basically BRL, ARG and VEF dragged y-o-y:
  - Revenue and OIBDA; H1: -10.9 p.p; Q2: -10.0 p.p.
- T. C. Republic deconsolidation drained y-o-y:
  - Revenue (H1 -3.1 p.p.; Q2: -3.0 p.p.); OIBDA (H1 and Q2: -3.7 p.p.)

FX effect at FCF level virtually neutralised as lower CapEx, Interest, Tax & Minorities payments offset OIBDA impact



# Accelerating commercial activity towards value and quality in Q2 (i)



Net adds. Q2 14 excludes 131K TV Mini accesses in Spain, and 50K FW accesses in Peru, but includes backlog in Spain (Pay TV, FBB and FTTH). Q1 14 excludes disconnections made in Spain, Mexico and T. Czech Republic accesses as of Dec-13



# Accelerating commercial activity towards value and quality in Q2 (ii)





Pay TV accesses (organic y-o-y)



## Increasing differentiation and customer experience

- Exploiting smartphone momentum: accesses +38% y-o-y organic
- FTTH connected accesses: 1.2m in Jun-14 (x2 y-o-y)
- Higher take-up and strong demand of LTE; fostering data monetisation
- Booming Pay TV adoption, mainly in Spain

## Steady organic revenue growth; healthy profitability

#### Revenues (organic y-o-y)



### **OIBDA** (organic y-o-y)



## OIBDA margin



All y-o-y changes are organic

#### Positive organic top line growth for the fifth consecutive quarter

- Benefits from diversification in H1:
  - T. Hispam boosting growth (+13.0% y-o-y; +10.4% ex-VZ)
  - T. Brazil (+0.6% y-o-y)
  - T. España (-8.6% y-o-y)
  - Mobile data: 40% of MSR (+3 p.p. y-o-y)
  - Consistent acceleration of Q2 mobile data revenues to 9.2% y-o-y
- Q2 revenue y-o-y showed similar trend to previous quarter
  - Ramped-up in Q2 ex-regulation (+3.7% y-o-y vs. +3.4% in Q1)

## **OIBDA and margin reflected growth reinvestment**

#### • Broadly stable OIBDA in H1 y-o-y:

- Ongoing cost control and revenue flow
- Targeted efficiencies and scale benefits
- Q2 OIBDA y-o-y decline affected by increased customer investment for capturing market growth opportunities:
  - Commercial costs +6.1% y-o-y vs. -1.3% in Q1 on higher advertising and commissions
  - Higher coverage, capacity and speed of UBB driving network costs 7.3% up y-o-y in Q2 (+2.2 p.p. q-o-q)





## Solid double digit FCF growth

FCF (€ in millions)



#### **FCF absolute change y-o-y** (€ in millions)



•	WC improvement (+€767m) mainly driven by optimisation measures and advanced collections in Germany
•	Lower spectrum payments (+€953m)
•	Savings on tax payments (+€331m)
•	Reduced minority drag (+€35m)
•	Higher <b>interest payments</b> (-€35m)



## TGR: leading technological transformation



Investor Relations Telefónica, S.A. (2)

Supply Relationship Management

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## Digital Services: Innovative portfolio of digital solutions





## Spain: Starting the recovery; outstanding KPIs





## Movistar Fusión (`000)



(3) Excludes the disconnection of inactive M2M accesses in Q1 14

Investor Relations (4) Internal estimate Telefónica, S.A.

Strong demand of "Fusión TV": Best 4P offer in the market

- Pay TV: 1.2 m customers, nearly doubling y-o-y
  - 27% market share<sup>(4)</sup> (+9 p.p. q-o-q)
- Steady growth in FTTH to 861K customers (791K 100Mb)
  - 10€/month price premium (ex-VAT); 0.6x churn vs. DSL
- Positive net adds in mobile contract in Q2, first since Q2 11
  - Strong portability improvement (net loss in contract: -43% q-o-q)

## Record high loyalty; enhancing the value of the base

- Churn reduction extends lifetime of services
  - Lifetime within "Fusión": 2.3x FBB & 3x Mobile contract
  - Loyalty reset by new portfolio (12 month)
- Fostered growth in high-end packages
  - 79% of "Fusión" gross adds in Q2 ≥60€/month
- **ARPU "Fusión":** €68.8 in Q2

## Accelerating UBB deployment

- Widening our quality gap with FTTH
  - 7.4m premises already covered
  - Fiber 10 Mb launched: 70K customers as of Jun-14
- LTE reached ~47% of pop. by Jun-14 (~60% Dec-14E)



## Spain: Revenues have reached the bottom





## UK: Record loyalty on superior customer experience



#### Contract net adds ex-M2M ('000)



#### Mobile Service Revenues (y-o-y)







#### Financial y-o-y change in local currency

## Improved commercial traction

- Sustained mobile base growth at 3% y-o-y
  - "Refresh" tariffs keep momentum
  - Upgrade of high value customers to LTE
  - Further investment in LTE expansion (43% outdoor coverage Jun-14)
- Strong contract access growth (+6% y-o-y)
- Launch of new set of prepay tariff "Big Bundles" in May

## Top line returned to growth in Q2

- **Revenue growth:** Q2 +0.1% y-o-y (Q1: -0.3% y-o-y)
  - "Refresh" deducted 0.8 p.p. (+6.0 p.p. in Q1) and fixed assets disposal deducted 0.5 p.p. (-1.7 p.p. in Q1)
  - ARPU uplift on data monetisation: Non-SMS data revenue accelerated to 19.2% y-o-y in Q2
- **Q2 OIBDA** (-8.4% y-o-y in Q2) impacted by:
  - Disposal of fixed business assets in Q2 13 (€73 m)
  - Q2 13 restructuring expenses (€40 m)
  - Contribution of "Refresh" gradually normalising from April-14
- **OIBDA margin stable in Q2** y-o-y (ex-fixed business assets & restructuring), due to better business performance, despite "Refresh" (-1.0 p.p.)



## Germany: Successful data monetisation strategy





## Brazil: Enhancing leadership in high value customers





# Contract Prepaid

**Contract vs. Prepaid** 

#### Focus on profitable growth

- 4th consecutive quarter capturing >60% of new contract customers in the market
  - +3.4 p.p. contract market share y-o-y to 41.3%
  - Highest coverage in 3G and 4G
  - Leadership in quality and brand perception
- Contract: record high gross adds (+7% y-o-y) and lowest churn ever (-0.5 p.p. y-o-y) in Q2 14
- **Sound outgoing ARPU** (+6.2% y-o-y organic in Q2 and H1)

## Fixed Services Net Adds ('000)

(Fixed telephony, TV and FBB)





FFTH net adds (`000)

## Execution of turnaround strategy on track

- Accelerating penetration of fiber: 19% of premises passed in São Paulo state
  - Fiber connected customers: 273k Jun-14
  - Fiber vs. ADSL customers 1.7x ARPU & 0.6x churn
- Growing Fixed Wireless, 89% net adds outside São Paulo (168k net adds in Q2 to 821k customers)



## Brazil: Improved revenue and OIBDA trend



#### Service Revenue (organic y-o-y)



#### Revenue y-o-y growth acceleration

- Increased regulatory impact in Q2 (dragging y-o-y growth by 4.6 p.p. vs. 2.7 p.p. in Q1)
- **Outgoing mobile revenues improved y-o-y** (+11.3% in Q2; +10.0% in H1) on steady non-SMS data revenue growth of 40%
- **Fixed revenues** (H1: -4.6% y-o-y; Q2: -6.1% y-o-y) affected by seasonal effects and higher regulatory impact (-1.4% ex-regulation y-o-y in H1)

#### **OIBDA** (organic y-o-y)

OIBDA margin organic y-o-y



## OIBDA returning to y-o-y growth in Q2

- Revenue improvement flowing into OIBDA
- OIBDA margin (32.1% in Q2) ramped-up both q-o-q and y-o-y
- Strict cost discipline offsetting higher commercial and network costs



## Hispam: Double digit revenue & OIBDA growth



### Revenue ex-regulation (organic y-o-y)

#### - Hispam - Hispam ex-Venezuela





#### New revenue streams boosting revenue growth

- Strong growth<sup>1</sup> across the board: Peru (+9.7%); Chile (+2.8%); Mexico (+6.3%); Argentina (+26.4%); Colombia (+9.7%)
  - Higher regulatory effect and lower handset sales dragging Q2 organic y-o-y growth by -1.6 p.p. and -2.3 p.p. respectively
- Non-SMS mobile data and FBB & new services: +41.5% and +18.5% y-o-y in Q2, respectively
- Voice traffic volumes booming: MOU up +12% y-o-y in Q2
- **Commercial push** on high-value segments setting the basis for further growth

#### **OIBDA** (organic y-o-y)



OIBDA margin organic y-o-y



(1) Q2 14 organic growth ex-regulation y-o-y

#### Solid OIBDA growth acceleration

- All countries (but Uruguay) posting OIBDA growth y-o-y
- OIBDA margin y-o-y trend steadily improving (Q2 14: 32.8%)
  - Strong efficiency efforts offsetting higher commercial costs and network & IT expenses
- **CapEx growing strongly** (+44.2% y-o-y in H1 14) to capture further growth



## Hispam: Strong growth across the board (i)



## Hispam: Strong growth across the board (ii)



## Year to date net debt reduction to €43bn

#### **Net Financial Debt**



Ieletónica

## Diversified financing at managing liquidity



#### Effective interest cost (12 month rolling)



 Liquidity position

 € in billions

 22.2

 Undrawn credit lines & syndicated RCF

 Syndicated RCF

 Cash position excluding Venezuela

 Jun-14

#### Net debt maturities (Jul-14)



## Conclusion

- Consistently executing our transformation strategy
- Accelerated subscriber intake in Q2
  - Strong traction of commercial offers and sequential churn improvement
  - Increased demand for value and quality services, with lower churn & higher associated ARPU
- Consolidating revenue growth trends in Q2
  - Improving revenues in Brazil, UK, and Germany offsetting slowdown in Spain and Hispam
  - Strong commercial traction in Spain anticipating revenue recovery
- Limited OIBDA margin erosion despite intense commercial activity in Q2
  - Robust margin of 32.3% in H1 (-0.5 p.p. y-o-y organic); 32.4% in Q2 (-0.6. p.p. y-o-y organic)
  - OpEx savings ongoing delivery
- Strong focus on expanding 4G coverage and fiber networks
- Sound FCF increase in H1
  - Net debt at €43Bn, including sale of T. Ireland closed in July



