# Results

January - September 2015



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### Highlights; Q3 fueling our organic growth profile

- 1 3<sup>rd</sup> consecutive quarter in 2015 of improving organic performance
  - Revenue accelerated to +4.8%; Spain returned to positive growth (+0.2% y-o-y), first time since Q3 08
  - OIBDA growth accelerated to +4.8% y-o-y (+1.4 p.p. q-o-q); extracting value from synergies in Germany
  - Maintaining healthy profitability: OIBDA margin at 31.0% (flat y-o-y)
  - OpCF growth in Q3 (+6.6% y-o-y)
- 2 Differential infrastructure leading to solid and targeted high-value commercial activity
  - Consistent investments in UBB drive CapEx up 8.8% vs. 9M 14 (organic)
  - **Delivering product innovation & quality**: 13.4m FTTH premises passed in Spain; 16.6m FTTx in Brasil; LTE coverage: 71% in Europe; 40% in LatAm
  - Increasing customer lifetime value: Ramping-up Avg Rev/Access (+2.8% y-o-y organic); reducing churn (-0.7.p.p. y-o-y)
- 3 Strong earnings and FCF despite Q3 FX headwinds
  - 9M EPS 0.91€ (+63.5% y-o-y); strong execution on non-operating results
  - Sequential FCF improvement to €1.2Bn in 9M (€2.5Bn ex-spectrum). Q3 FCF: €1.4Bn
  - Net debt: €49.7Bn Sep-15; leverage ratio at 2.32x (post-O2 UK sale), within <2.35x target</li>
- 2015 results solid across the year and completely on track with upgraded guidance in Q2
  - DPS 2015 & 2016 confirmed



### Key financials

	9M 15			Q3 15		
€ in millions	Reported	Reported y-o-y	Organic y-o-y	Reported	Reported y-o-y	Organic y-o-y
Revenues	35,337	11.9%	4.2%	11,919	10.8%	4.8%
OIBDA	11,013	5.7%	3.5%	3,693	2.9%	4.8%
OIBDA Margin	31.2%	(1.8 p.p.)	(0.2 p.p.)	31.0%	(2.4 p.p.)	(0.0 p.p.)
OpCF (ex-spectrum)	5,499	(3.4%)	(1.3%)	1,684	(3.0%)	6.6%
Net Income	4,577	69.6%		884	(1.9%)	
EPS	0.91	63.5%		0.17	(9.6%)	
FCF	1,206	(58.8%)		1,400	3.6%	
FCF pre-spectrum	2,511	(19.1%)		1,397	1.8%	
Net Financial Debt	49,691	17.7%				•
ND/OIBDA (post-O2 UK sale)	2.32x		•			

NEGATIVE FX EFFECT IN OIBDA OFFSET AT FCF LEVEL THROUGH LOWER CAPEX, INTEREST, TAX AND MINORITIES



### Full year guidance confirmed; on track to meet targets

<b>2015 Guidance</b> (Constant FX 2014; ex-UK; ex-VZ; incl. 12M E-Plus, 8M GVT, 8M DTS)	Guidance 2015E	9M 15
Revenues	Growth >9.5%	13.8%
OIBDA margin	Limited margin erosion around 1.2 p.p. (to allow for commercial flexibility if needed)	(1.3 p.p)
CapEx/Sales	Around 17%	15.6%
Net Debt/OIBDA (adjusted for O2 UK sale)	<2.35x	2.32x
Dividend	€0.75/sh. • €0.35/sh. voluntary scrip Q4 15 • €0.40/sh. Cash Q2 16	First Tranche: €0.35/sh.  Voluntary scrip dividend Nov-15
Share buyback: % share capital cancelled (treasury)	1.5%	Executed in Jun-15

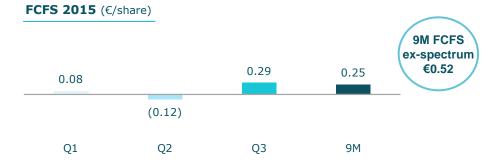


### Strong FCF in Q3, to accelerate further in Q4

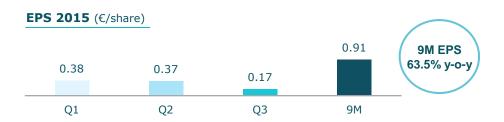


#### €2Bn FCF improvement q-o-q

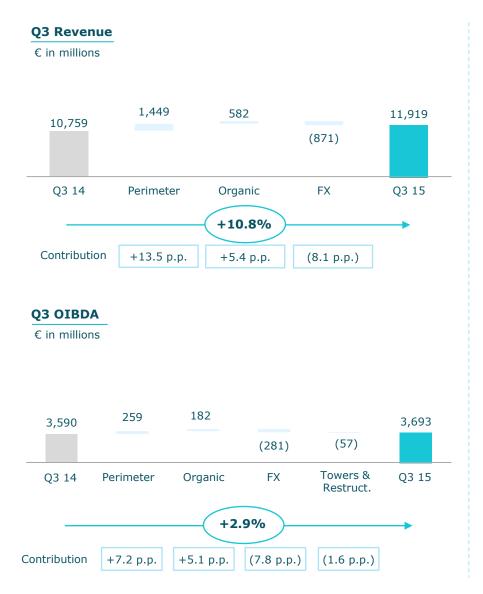
- Lower spectrum payments (-€1.2bn)
- Reduced interest payments (+€60m)
- Savings on tax payments (+€38m)
- Improved WC generation (+€98m)
- Less minority drag (+€363m)



FCF TO IMPROVE IN Q4 AS SEASONAL FACTORS IMPACT POSITIVELY



### Organic growth and perimeter outweighing Q3 FX impact

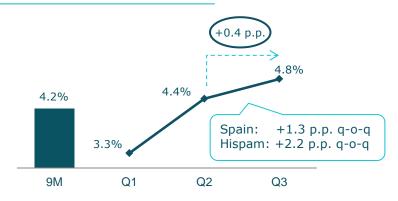






### Revenue & OIBDA continue to accelerate

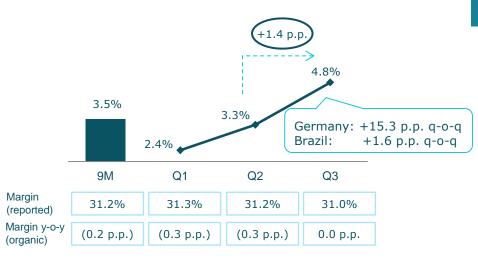
#### **Revenue 2015** (organic growth y-o-y)



#### Group organic revenue growth ramping-up in Q3

- Proving strong progress in Spain to positive y-o-y
- Hispam ramping-up to +12.6% y-o-y
- Continued solid mid-single digit y-o-y in Brazil
- Data increase remains robust: +19.3% y-o-y
- Higher Digital Services sales
  - SoC revenues 11% of total; +1.9 p.p. y-o-y

#### **OIBDA 2015** (organic growth y-o-y)

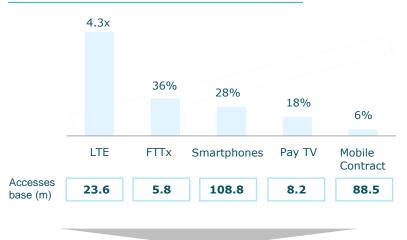


#### Right balance between growth and profitability

- OIBDA improved performance in Q3 supported by Germany and Brazil
  - Successful execution of initial synergies in Germany; Brazil to follow
- Strengthening efficiency over the year
  - Flattish margin at 31% (Range Q3: Spain 45% Germany 20%)
- OpEx +4.8% (vs. Q3 14 organically)
  - Investment in value customers to capture market growth...
  - ... despite cost and simplification initiatives

### Attracting more customers and with higher value

#### **Accesses growth** (Sep. organic y-o-y; except LTE)



#### **Growing customer value**

- 327m accesses; steady increase of 1% y-o-y organic
  - ► Reported +12% (GVT+ DTS incorporation since May)
- Rapid LTE adoption drives robust smartphone growth in Q3
  - Added 5m LTE customers
- Contract mix improved to 35% (+2 p.p. y-o-y)
- 385k FTTx connected accesses added to the base in Q3 (+28% q-o-q)
- Well positioned for Pay TV opportunities

#### **Average Revenue / Access** (organic y-o-y)



- Enhanced customer loyalty:
  - ► Lower Q3 churn y-o-y across all services

### SUBSCRIBER VALUE DRIVES REVENUE PERFORMANCE

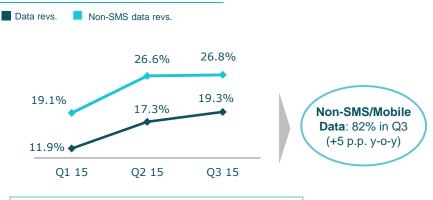


### Data monetisation contributing to revenue acceleration

#### **Smartphone penetration**



#### Mobile data revenue (y-o-y organic)



Mobile Data/MSR: 44% in Q3 (+5 p.p. y-oy)

#### LTE strong take-up

- Developing initiatives to further monetise data usage & upsell
  - Evolving data propositions towards recurrent integrated packages in Hispam & Brazil
  - Roaming opportunity: new commercial proposals
- Boosting data traffic growth
  - LTE usage 63% higher vs. 3G
  - Q3 avg. usage per smartphone +21% y-o-y (563 MB/month)
  - LTE traffic (5x y-o-y) represents 17% of mobile data traffic
- Further data potential in Hispam
  - Prepay smartphone penetration at 27% vs. 47% in T. Brazil

#### Foundations to monetise data opportunity

- Data beyond allowance
  - Adds ~1 p.p. to Q3 organic revenue growth
  - "Bundle breakage": 30% clients; of which >44% buy extra data
- Clear ARPU benefits
  - Double digit LTE ARPU uplift
  - ARPU strongly pushed by increasing data adoption in Hispam & Brazil
  - Significant ARPU uplift on prepay once they become data users



### Digital services: developing a platform for growth

#### Video:

Technological superiority & ever-improving portfolio

#### **Digital Services Revenue**

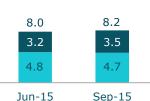


### Other Digital Services:

Pioneering partnerships & solid growth in key areas



### Pay TV Accesses (m) ■Satellite ■IPTV/Cable



- Exclusive content & superior technology driving accesses growth
  - Total accesses in Spain (DTS + T. España): 3.6m (+18% y-o-y organic)
  - In Brazil, capturing whole market growth in 9M
  - Spain: exclusive 'Star Wars' content, basketball ("Liga ACB")
  - Colombia: launched 'Win Sports' channel (football league)
  - Integration of DTS & GVT delivering best available technology
- Growing adoption of Pay TV services driving ARPU upside

Cloud: partnering to widen global footprint

€99m; +22.7% (Q3 y-o-y organic)

VDC – launches in Peru, Argentina, Colombia & Chile Partnerships – CU & Equinix (data centres); Microsoft (SMEs packages)

Security: innovating the industry €72m; +29.4% (Q3 y-o-y organic)

FiLIP launched – the smartwatch for children Gesdatos – now part of TEF's security portfolio **M2M: leading in an ever-growing market** €46m; +41.5% (Q3 y-o-y organic)

**'Leader' in global M2M services** – Gartner **New energy efficiency projects** in Spain

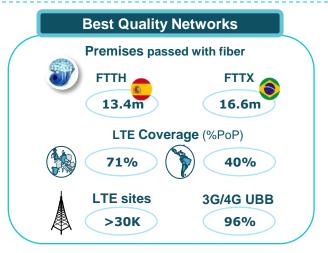
LTE & smartphones growth driving the data usage explosion

**86**% of Q3 purchased devices were **smartphones** (+14 p.p. y-o-y), o/w **59**% were **LTE** (+29 p.p. y-o-y)



### TGR: Towards all-IP network; Further IT simplification

More technological Co. (UBB developments)



#### **Network Innovation**

#### **Competitive differentiation**

- HGU to substitute home devices
- Launched R&D lab for 5G (Successful Multivendor Wireless transport SDN Trial)
- Tested automatised VNFs deployment

#### **AII-IP**

**Deploying All-IP Architecture** for Core and Backhaul in Spain

- Further simplification
- Higher capacity (for video traffic surge)

**Supporting Business Transformation** 

#### **Best-in-class operations**

#### Addressing demand efficiently

- OSS transformation: deploying E2E diagnosis and integrated field force management
- Submarine cable network: increasing quality and capacity in Europe and LatAm

### • Full Stack :

- Projects progressing in-line with 2015 targets: under deployment in 15 countries
- Migrated prepay customers in Mexico
- Real Time Decision (RTD) launched in Argentina & Chile
- Brazil Online program: New store (mobile) rollout completed

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



**Applications** 





**Physical Servers** 





**Data Centers** 





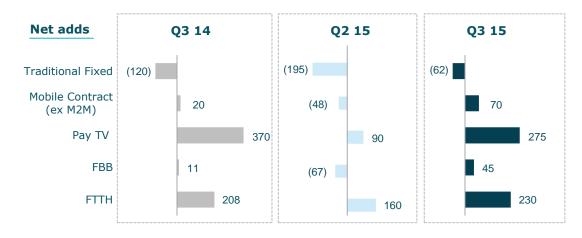
**Virtualisation** 



**Executing IT strategy:** Better time to market & user experience

### Spain: Strong trading and increasing value

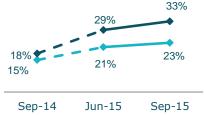




#### **Capturing customers**

- Strong recovery in quarterly gross adds
- Solid churn despite removal of retention clauses
- Positive portability in contract mobile
- Best FBB & fixed telephony net adds since "Fusion" launch in Q4 12
- "Fusión" base: +14% y-o-y to 4m

#### **FTTH FBB base** (%) Fiber Fiber UBB



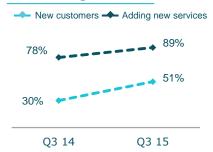




TV Add-ons/Pay TV base (%) (1)







#### "Fusión" ARPU (Euros)



#### Upselling strategy is delivering value growth

- "Fusión" fostering high-value
  - UBB: 28% of base; 38% of Q3 gross adds
  - IPTV: 58% of base; 61% of Q3 gross adds
  - TV add-ons: 450 K joining TV promotion in Q3
    - 20% of the base (12% as of June)
- Quad-play churn 25% below 3-Play
  - Fusión churn reduced (1.1%; -0.3 p.p. q-o-q)
- **Undisputed leadership in network** 
  - 13.4 m premises passed with FTTH (+4.6 m y-o-y)
  - LTE coverage: ~66% pop. after 800 MHz release



### Spain: Return to revenue growth



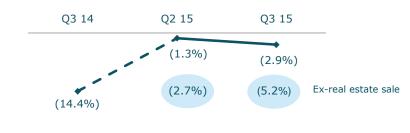
#### **Revenue** (y-o-y)

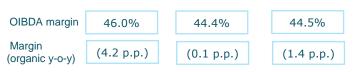
→ Total Revenue





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





#### Value-oriented strategy driving a new revenue growth cycle

- First quarterly revenue y-o-y growth since Q3 08
  - +1.0 p.p. q-o-q improvement in service revenue y-o-y in Q3
- Quality accesses growing & ARPU uplift
- Successful upselling and new revenue stream
  - Full impact in Q3 from tariff update
  - Improved customer mix (UBB; Premium TV; LTE)
  - Wholesale revenues: Growing Pay TV & lower MVNO due to consolidation
  - Focus on IT services for corporates
  - Better market dynamics

#### Solid OIBDA margin, slight erosion linked to new product launch

- Q3 OpEx (+3.8% y-o-y) mainly on increased content cost
- Increased y-o-y margin erosion in Q3 due to
  - Higher content costs; coupled with price promotion
  - Increased equipment and network costs
- Real estate capital gain (€32m in Q3; €19m in Q2)



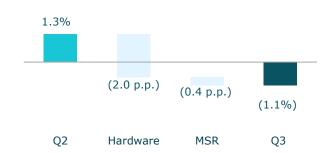
### Germany: Maintaining market momentum



#### Net adds 2015 ('000)



#### Revenue 2015 (organic y-o-y)



#### Balancing value with growth; Mobile customers +3% y-o-y organic

- Q3 total net adds up 16% y-o-y
  - Prepay segment leveraged on ethnic brands
  - 45% of Q3 contract gross adds from partners
  - Improved customer loyalty (contract churn: -0.1 p.p. y-o-y to 1.7%)
  - Enhanced O2 Premium brand; Revamped Blau portfolio
- Continued mobile data monetisation
  - LTE coverage: 73% at Sep-15; 75% target by YE
  - > 37% new O2 Blue All-in clients take >1 Gb tariff
  - ▶ 54% automatic data extensions (opted-in O2 Blue All-in)
- Steady VDSL growth (Q3 net adds at 64k vs. 58k in Q2)

#### Total revenues +0.9% vs. 9M 14 organic

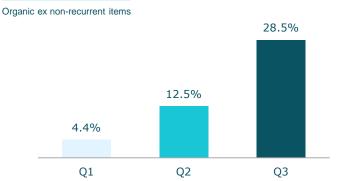
- Q3 handset sales growth decelerated to 2.7% (Q2: +18.7% y-o-y)
  - Focus on retention & customer base management
- Slightly negative MSR performance in Q3 (-0.3% y-o-y); broadly stable in 9M (+0.4% y-o-y)
  - Increased contribution from key partners in contract
  - Non-SMS data up 2.9% y-o-y in Q3
- Sustained trends in fixed (Q3: -9.5% y-o-y; 9M: -10.0%)



### Germany: Early synergy capture boosting profitability



#### **OIBDA 2015** (y-o-y)

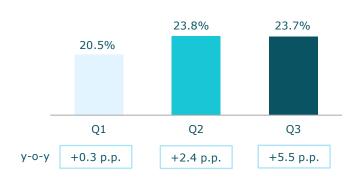


#### Outstanding Q3 OIBDA growth; >45% driven by integration savings

- Continued synergies & Commercial costs savings on focused subsidy approach & easier comps y-o-y
- €63m restructuring costs in Q3; mainly from network integration
- 9M 15 OpCF +44.9% y-o-y (organic ex non-recurrent items)
  - Network synergies outweigh cost for LTE deployment

#### OIBDA margin 2015

Organic ex non-recurrent items



#### Updated outlook on synergy ramp-up

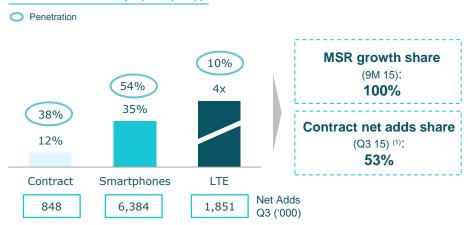
- Acceleration on synergy capture; total synergy case unchanged<sup>1</sup>;
  - 2015 synergies: €280m OpCF savings (previous €250m run-rate)
- Increased OIBDA growth target for 2015 (organic; post Group fees)
  - Expected to grow by 15% to 20% (previous +10%)
- Lower CapEx spend expected in 2015
  - Low double-digit pct. decline (vs. high single digit pct. decline prior)
- MSR to remain broadly stable in 2015 y-o-y (unchanged outlook)
- Proposed €0.24 DPS (stable vs. 2014)



### Brazil: Outperforming in high-value services

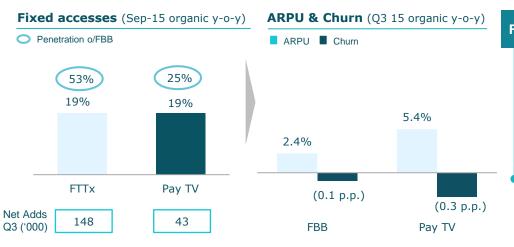


#### Mobile accesses (Sep-15 y-o-y)



#### **Strengthening leadership**

- Best-ever quarterly contract gross adds (+11% y-o-y)
- Retaining the most profitable prepay customers
  - Q3 R\$ volume top-ups +1.6% y-o-y vs. accesses -7%
  - Smartphone and LTE adoption driving data ARPU acceleration (+32.7% y-o-y; +27.1% in Q2)
  - Q3 data traffic: +20.0% y-o-y; LTE traffic 34% o/total in main cities
  - LTE deployment: 161 cities covered (leadership in market share: 38.5%)



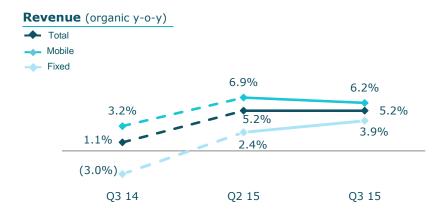
#### Fiber & video strategy paying-off

- Progressive take-up of the most valuable services
  - Capturing the entire Pay TV market growth (Jan-Aug 15)
  - > 57% net adds share in FBB > 34 Mbps (Jan-Aug 15)
  - 3.8m accesses connected; FTTx premises passed 16.6m (Sep-15)



### Brazil: Robust revenue & OIBDA growth

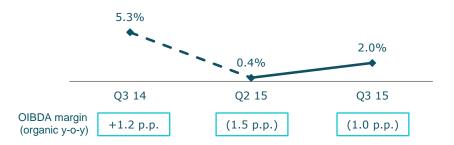




#### Continued mid-single digit revenue growth

- Fixed & mobile growth rates outperforming the market
  - Q3 MSR +4.5% y-o-y on data rev +36.0% (46% o/ MSR; +11 p.p. y-o-y)
  - Handset sales (+36.8% y-o-y) reflecting FX depreciation on handset prices and higher gross adds
  - Fixed revs acceleration mainly driven by return to growth in São Paulo
  - Negative impact from regulation (-2.5 p.p. Q3; -2.8 p.p. 9M)

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



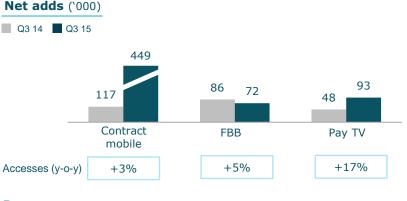
#### OIBDA y-o-y ramping-up in Q3 amid tough macro backdrop

- Revenue flowing into OIBDA
  - Better sequential y-o-y trend in OpEx (Q3: +6.6%; Q2: +7.0%) despite both higher commercial cost and energy prices
  - Personnel expenses slowing down (+1.9% y-o-y; +4.6% Q2)
    - Redundancy program executed in Sep-15 (2.2k headcount) to further reinforce efficiency
  - ► Tougher macro driving higher bad debt y-o-y increase
  - Q3 OIBDA margin 30.4% (9M: 30.6%; -1.2 p.p. y-o-y).
- Synergy execution evolving according to expectations



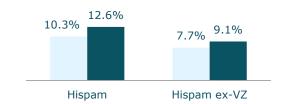
## Hispam: Commercial momentum driving revenue acceleration



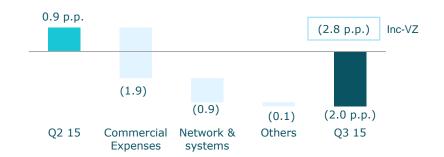




Q2 15 Q3 15



#### OIBDA margin (organic y-o-y ex-VZ)



#### Robust commercial activity across segments

- Contract mobile boosted by higher gross adds volume (+14% y-o-y; +13% q-o-q)
  - ▶ Booming smartph. penetration (35%; +9 p.p. y-o-y) & LTE (6%)
  - Q3 data traffic +60% y-o-y; voice traffic +12%
- Sound performance in Pay TV over the year
  - Best-ever net adds in 9M (310k; +48% y-o-y)

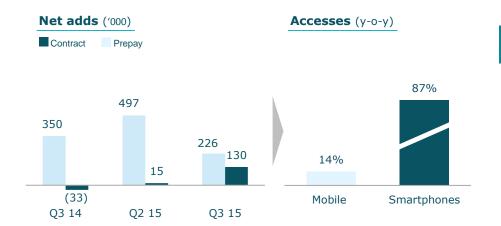
#### Strong trading flowing into top line growth

- Revenue acceleration in Q3 on better traction in MEX & COL
  - Data revs +27.6% y-o-y to 36% o/MSR (+4 p.p. y-o-y)
  - FBB & new services +18.4% to 64% o/fixed revs (+4 p.p. y-o-y)
- OIBDA deceleration y-o-y (Q3 +3.0%; Q2 +9.1%)
  - Higher commercial expenses (+15.1% y-o-y; +6.2% in Q2)
  - Growing handset sales & costs affected by FX depreciation



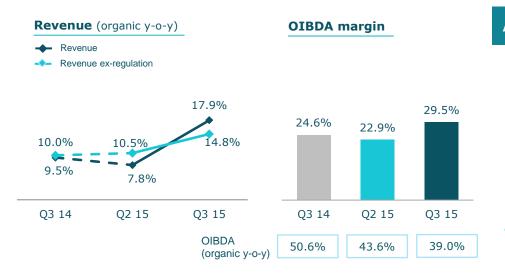
### Mexico: Increasing scale & profitability





#### **Continued strong commercial momentum**

- Outstanding improvement in contract gross adds; launch of new "Planes Vas a Volar" (17th August)
- Smartphone penetration increased to 40% (+16 p.p. y-o-y)
- Progressive LTE deployment (1.3m accesses; 34% population coverage



#### Accelerating revenue growth

- Sequential improvement
  - Interconnection adjustment neutral in 9M (rev up +10.5% y-o-y)
  - Data revs +18.2% y-o-y in Q3 (Non-SMS data +28.2% y-o-y)
- Robust OIBDA & margin expansion
  - Q3 margin +4.4 p.p y-o-y organic; 9M 25.6% (+6.6 p.p.)
  - Accesses growth flowing into economies of scale
  - Q3 OIBDA y-o-y deceleration due to comparable regulation from Aug-15



### Rest of Hispam: Capturing market value





#### Better commercial trading across the board

#### Colombia:

- Q3 revs return to positive y-o-y variation despite regulation (-3.6 p.p.)
- Highest contract mobile net adds of last 2 years & record-high Pay TV gross adds impacting Q3 OIBDA

#### Peru:

- Solid revenue increase despite MTRs reduction (-2.8 p.p. y-o-y)
- Positive commercial momentum on high-value segments amid intense competition

#### Argentina:

- Sound y-o-y mobile data rev. (+24.8%; 47% of MSR) and FBB & new services (+31.5%; 56% of fixed revs)
- Profitability affected by outstanding commercial performance across services

#### Chile:

- Sustained y-o-y accesses growth in contract mobile (+2%); FBB (+7%) and Pay TV (+10%)
- Positive rev & OIBDA growth amid highly competitive market

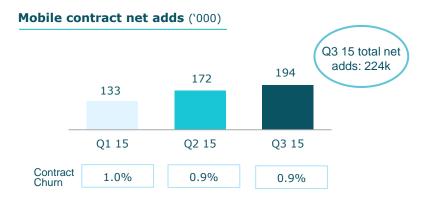
#### Venezuela & Central America:

- Launch of LTE services in Nicaragua from Oct 5th
- Q3 voice & data traffic ramping-up y-o-y (+14%; +51% respectively), driving top line & OIBDA improvement



### UK: Continue outperforming the market





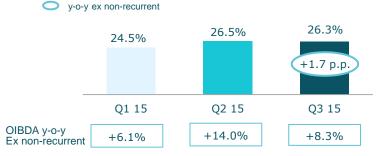
#### **Mobile Service Revenues** (y-o-y)

→ MSR ex "O2-Refresh"



#### **OIBDA** margin

→ MSR



#### **Record loyalty maintained**

- Sixth quarter in a row with mobile base growth (+4% y-o-y to 25m)
  - Strong contract performance
- LTE driving growth
  - Penetration: 30% (+16 p.p. y-o-y)
  - Net adds at 862k in Q3 (Q2: 864k)
  - > 78% outdoor coverage at Sep-15
  - Increasing demand for higher subscription bundles
    - >65% of gross adds & upgrades chose tariffs of 1GB or more

#### Twelfth quarter of continued MSR improvement (ex "O2 Refresh")

- Total revenue up +5.1% y-o-y in Q3 ex "O2 Refresh"
  - ARPU broadly flat ex "O2 Refresh" (Q3: -0.3% y-o-y; Q2: -0.8%)
  - MSR sequential improvement (+0.2 p.p. vs. Q2 ex "O2 Refresh")
  - Marginally lower handset sales
- Strong OIBDA growth & profitability
  - Optimisation of commercial costs
  - "O2 Refresh" deducted 0.1 p.p. of OIBDA margin
  - Q3 OIBDA impacted by increased investment in digital services
  - Q3 14 non-recurrent impact mostly related to final settlement from disposal of fixed business assets (+€34m)

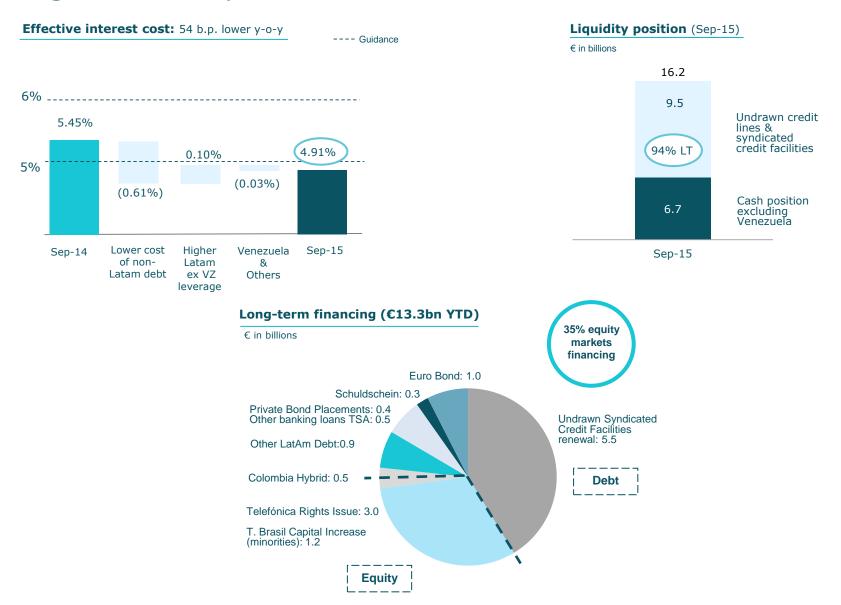


### €1.5bn net debt reduction in Q3 15





### Progressive improvement in financial costs





### Summary

#### Q3 ACCELERATING SUSTAINABLE PROFITABLE GROWTH

- 1 3<sup>rd</sup> consecutive quarter in 2015 of improving organic revenue & OIBDA performance
- 2 Continued momentum in commercial activity (fiber, LTE, Pay TV) backed by superior infrastructure
- 3 First tangible results from integration synergies in Germany; Brazil to follow
- 4 Investing in network quality; Data demand rocketing
- 5 Leadership in major markets; better competitive position on strong CapEx
- 6 9M 15 key metrics aligned with guidance; DPS confirmed (2015 & 2016)

#### ROBUST FUNDAMENTALS & STRENTHENING POSITONING FOR FUTURE GROWTH

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