



## Telefónica Deutschland Investor Presentation

September 2015

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# Telefonica Deutschland is setting the pace to become the Leading Digital Telco



Well positioned to lead the most attractive European telco market

- Strong network & distribution assets to provide the best digital customer experience
- Enhanced profitability and cash flow generation from a clear integration plan
- Strong value proposition for Telefónica
  Deutschland shareholders

## The Leading Digital Telco: our priorities and success factors



Keep the Momentum



Integrate quickly



Transform the company

Offer Best high speed Access experience

Superior customer experience throughout their digital journey

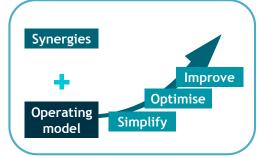
Achieve **Operational Excellence** 



Golden Grid for 2G/3G + LTE roll-out + access to best VDSL platform



Peace of Mind, Multi-channel & Digital first



Synergies & Lean operating model



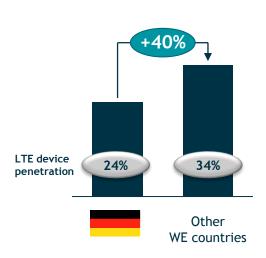
## Rational and balanced market structure<sup>1</sup>



- Non-disruptive pricing for tiered mobile data portfolios
- Stable ~30% households with converged Fixed & Mobile

## Infrastructure-based competition

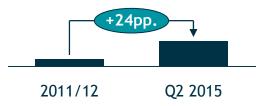
LTE device penetration in % vs. avg. 3G/4G data usage in MB in 2015 FC<sup>2</sup>



- Further opportunities ahead from steady LTE adoption
- Mobile (3x) and Fixed (2x) platforms for High Speed access

## Steady adoption of a Digital Lifestyle

Mobile customers using smartphones for video streaming in %<sup>3</sup>



3G/4G avg. data usage in Germany<sup>2</sup>



- Trend to 1 Gb/month; free VoD<sup>4</sup> as main usage driver
- Digital customers & households demand for quality

<sup>&</sup>lt;sup>1</sup> Market share of MSR based on reported financials by MNOs for FY 2014 & TEF D pro forma

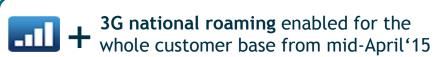
<sup>&</sup>lt;sup>2</sup> Source: Analysys Mason Report; countries: UK, Netherlands, Sweden & Germany

<sup>&</sup>lt;sup>3</sup> Source: Internal representative market study

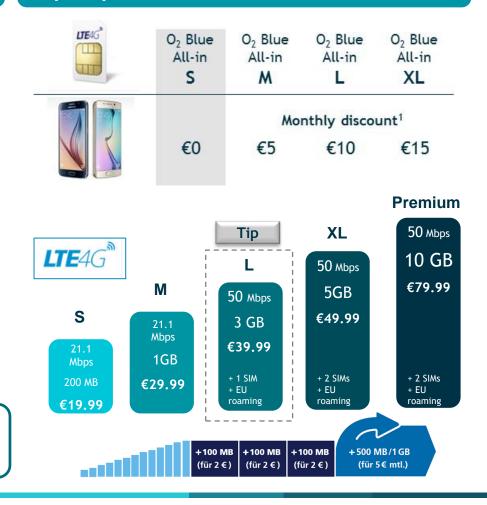
VoD: Video on Demand

### A clear multi-brand set up Leveraging densest mobile network





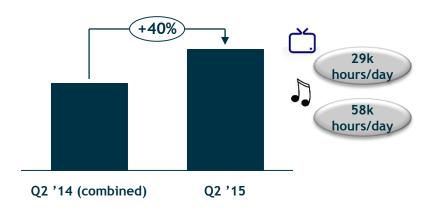
## Focused commercial approach, leveraging upsell potential & value based handset model



### Strong progression with mobile data monetisation

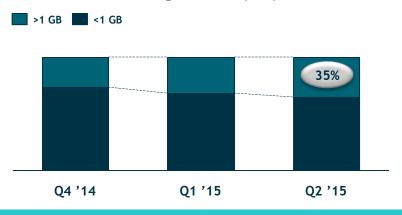
### Enabling our customers' digital life

Total increase in content streaming traffic



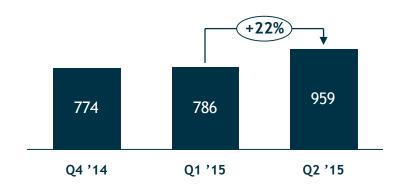
### Ongoing improvement of tariff adoption mix

Share of Gross Adds in O<sub>2</sub> Consumer postpaid



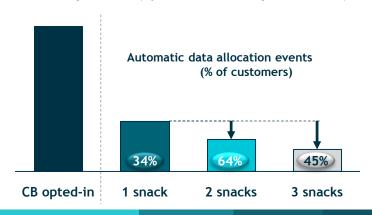
### National Roaming and LTE driving usage

Average data usage for O<sub>2</sub> consumer LTE customers<sup>1</sup> (MB)



#### **Encouraging progression of Data Automatic**

O<sub>2</sub> Blue All-in portfolio (dynamics within opted-in base)





# Enhanced network perception from 3G national roaming and LTE expansion

### Best network experience in 3G and 4G ...



#### Best-in-class 3G network with national roaming

- √ 90% 3G outdoor coverage
- ✓ Up to 42 Mbps download speed (HSPA+)
- ✓ Driving 5% to 10% increased data usage in newly covered 3G areas

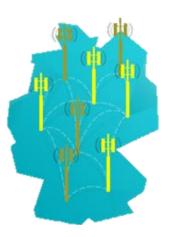
#### Accelerated value-driven LTE network rollout

- ✓ Good progression to reach 2015 coverage target of 75%
- √ Voice-over-LTE since April 2015

### ... with positive reviews from specialised media

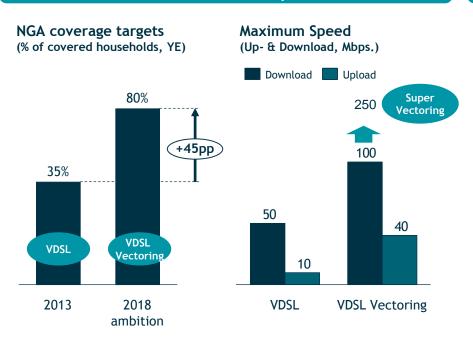


- User-driven network test (June 2015)
- 3G national roaming key for improved ratings
- **O**<sub>2</sub> **customers** showing strongest satisfaction

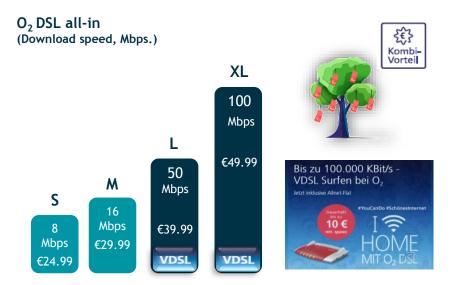




## Access to best available fixed NGA<sup>1</sup> network - scalable & future-proof



## With a very competitive bundled offer "Kombi - Vorteil"



- Immediate & nationwide access to DT's NGA rollout
- Regulated access/pricing terms
- Coordinated NGA planning and decommission of own DSL-ULL
- Flexible aggregation of fixed & mobile lines with progressive discounts based on value (up tp €30)
- Active cross-selling of fixed propositions to former E-Plus customer base



<sup>&</sup>lt;sup>1</sup> NGA: Next Generation Access, including VDSL, Vectoring and future FTTX deployments

## Best sales & service experience through extensive multichannel retail and digital approach

### Multi-channel to maximise efficiency O<sub>2</sub> Guru **Own** branded shops Online & telesales **Premium** partners Direct **Indire**ct Social media Other & eretailers Large indirect/SP MEDIA - SATURN mobilcor debitel

### "Digital first" for every customer interaction









- Largest physical distribution reach in the market
- Our priority is to reach operational excellence in customer service
- Shop footprint reduction (own branded & partner shops) by 1/3<sup>rd</sup>
- Increasing relevance of own online channels
- O<sub>2</sub> portfolio distributed in BASE branded shops

## Facilitating our customers' digital journey

#### Our flexible approach to a Digital Lifestyle with a smartphone-centric proposition

#### Digital enhancement @ Home

- Strong focus on enhancing our customers' digital experience
- Chromecast experience as a facilitator to big screen



#### Flexible Access







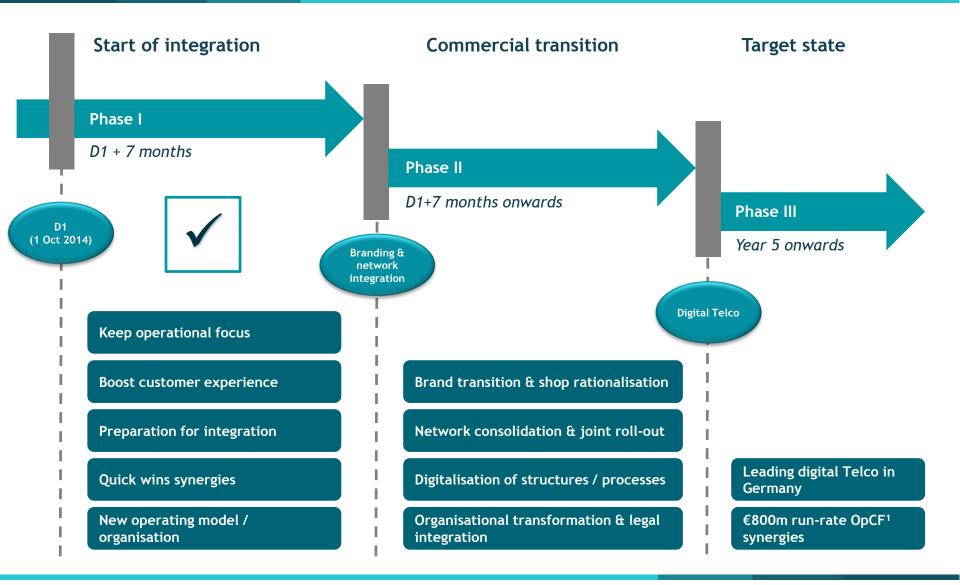
Access choice; leveraging LTE & VDSL + Kombi

### Flexible offering through Partners





## Successful start of integration & transformation activities





## Expected synergies to exceed €5bn (NPV¹) Run-rate of Operating Cash Flow synergies of ca. €800m in year 5

Distribution Customer Service

- Leverage and scale effects of broad distribution network and customer service organizations
- Optimization of retail footprint resulting in reduction of rent and overhead
- Focus on digital customer touch points for sales and service initiatives









- Improved quality & capacity in 4G with reduced CapEx requirement
- Consolidation of 2G/3G access networks, backbone and backhaul



- Leverage scalable cooperation with Deutsche Telekom regarding fixed line services
- Overall improved network perception





- Elimination of duplicities in organisation
- Transformation towards lean and digital
- Focused advertising & marketing spend

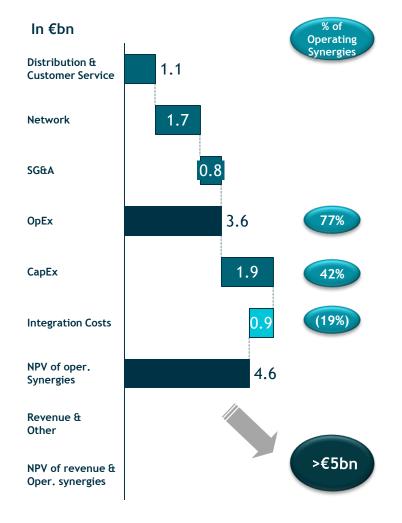




- Additional cross- and upsell opportunities in consumer and SME
- Cross selling opportunity for fixed BB
- Upside potential from strong wholesale component



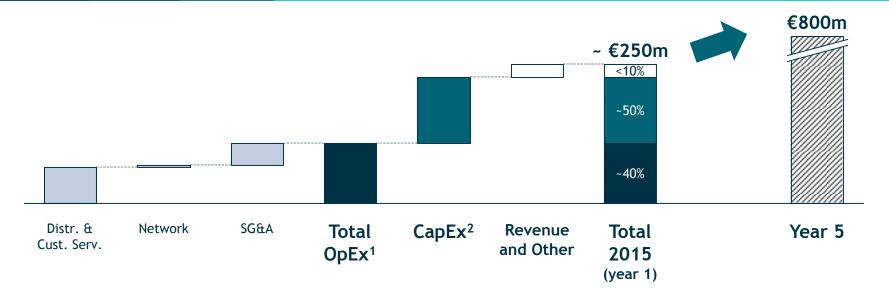
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<sup>&</sup>lt;sup>1</sup> Calculated as the sum of the present values of forecasted future cash flows including the so-called "terminal value" (NPV of expected future cash flows beyond the explicit forecast horizon) after tax.

## Around 30% of total target synergy run-rate to be achieved already in the first year of integration



- 2015 synergies at ~30% of €800m run rate in year 5 of integration (~80% in year 4)
- Distribution & Customer service to represent ~60% of OpEx synergies in 2015
- CapEx synergies mainly driven by a single LTE-network rollout
- A significant proportion of expected OpEx restructuring costs already booked in 2014

Headcount restructuring<sup>3</sup> of 1,600 FTEs by 2018 (~50% in '15 from Q2'15)

Shop reduction<sup>3</sup> planned by 1/3<sup>rd</sup> by year 5

**Decommission**<sup>3</sup> of ~14,000 **mobile sites** planned by year 5



### Integration

- Leaver program on track: 750 FTEs
- Transfer of 301 shops to Drillisch incl.
   300 FTEs + decommission plan for >100
- Agreement to transfer 7,700 sites to DT



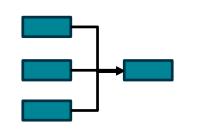
### **Transformation**

- Harmonisation of shop branding under O<sub>2</sub> already started
- Increased retail presence of blau brand
- Successful start of Drillisch MBA MVNO



### Simplification

- Ongoing simplification of legal corporate structure
- Inner-city consolidation of facilities and offices





## We expect a gradual progression in OIBDA for 2015 driven by synergies & operational excellence

	Baseline 2014* (€ m)	H1 2015* (y-o-y pct. growth)	Outlook 2015** (y-o-y pct. growth)
MSR	5,528	0.8%	Broadly stable
OIBDA	1,461	9.8%	>10%
CapEx	1,161	5.6%	High single digit pct. decline

~30%

of total target synergy run-rate to be achieved already in 2015

(~€250m²)

- Stronger focus on development of own customer base; with value-for-money approach to customers
- Drive data monetisation, leveraging higher demand for data services & LTE
- Lean & digital organisation with a simplified operating model & optimised processes
- Economies of scale in relation to network, administration, IT, rent, procurement etc.
- Synergies: ~30% of €800m Operating Cash Flow synergy run-rate already in year 1
- New investment cycle with focus on LTE and combination of the two networks; synergies outweighing additional CapEx for accelerated LTE rollout

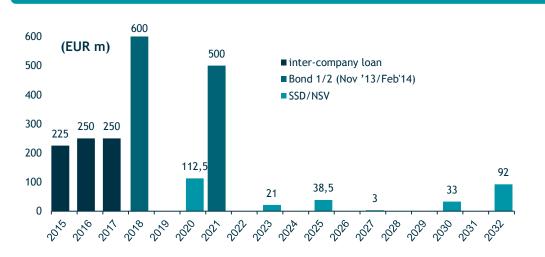
<sup>&</sup>lt;sup>2</sup> All expected regulatory effects (e.g. MTR cuts) are included in the outlook. Restructuring costs from the integration of E-Plus Group are excluded from OIBDA Outlook and CapEx excludes investments in spectrum

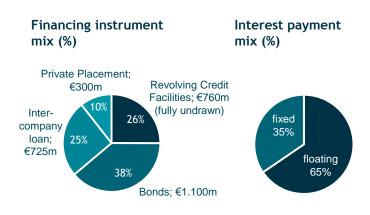


¹ Combined figures for 2013 and 2014 are approximate and the result of the aggregation and then consolidation of Telefónica Deutschland and E-Plus Group financials according to Telefónica Deutschland Group accounting policies. The combined figures are further adjusted by material exceptional effects, such as capital gains or restructuring costs based on estimates made by Telefónica management and resulting in combined figures we believe are more meaningful as a comparable basis. Financials also exclude material one-offs, such as capital gains or restructuring costs (€414m in 2014).

## Comfortable liquidity and conservative financing policy

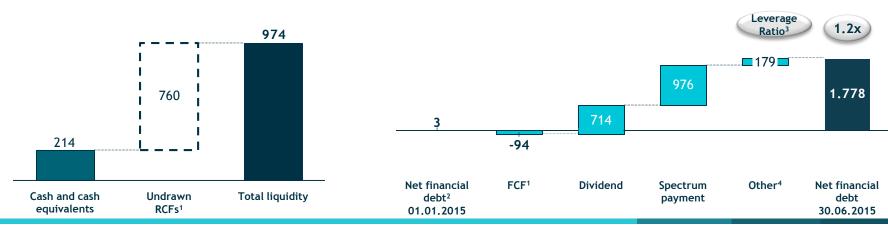
### Smooth, extended maturity profile and further diversified financing mix





### Comfortable liquidity position

### Leverage<sup>3</sup> ratio at 1.2x after one-off payments in Q2'15



Revolving credit facilities; €50m RCF volume maturing in 2015, €510m in 2017 and €200m in 2018

Public - Nicht vertraulich



<sup>&</sup>lt;sup>2</sup> For definition of Net financial debt please refer to the published Q1 2015 materials (www.telefonica.de)

<sup>&</sup>lt;sup>3</sup> As measured by Net Financial Debt/OIBDA (Last 12 months)

<sup>&</sup>lt;sup>4</sup> Mainly consists of movement of O<sub>2</sub> My Handy receivables and Handset model receivables

# We aim to maintain an attractive shareholder remuneration policy

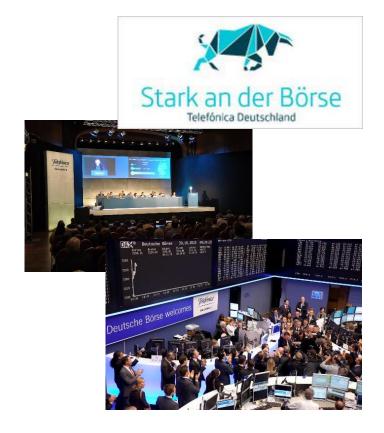
### Shareholder remuneration policy - main guidelines<sup>1</sup>

Maintain high payout in relation to FCF

Consider expected future synergy generation in dividend proposals

Keep leverage ratio at or below 1.0x over the medium term

Dividend of more than €714m on 2014 results approved by AGM and paid in May 2015



### Main Takeaways

1

Creation of the Leading Digital Telco in the German market

- Market leader (48m accesses)
- Enhanced Value-for-Money competitive position
- Significant data monetisation opportunity
- Simplification & Digitalisation at the core

2

Superior digital customer experience on strong foundations

- Right infrastructure model for best high speed experience
- Multi-brand strategy to enhance data monetisation
- Multi-channel retail and "digital first" approach
- Facilitating customer's digital journey flexible approach

3

Enhanced profitability and cash flow generation from integration synergies and focused strategy

- Gradual capture of synergies: €800m OpCF run rate in year 5
- Scale benefits from a mobile data-centric approach
- Simplified and lean operational model
- Focused investments on single LTE network rollout

4

Strong value creation for Telefónica Deutschland shareholders

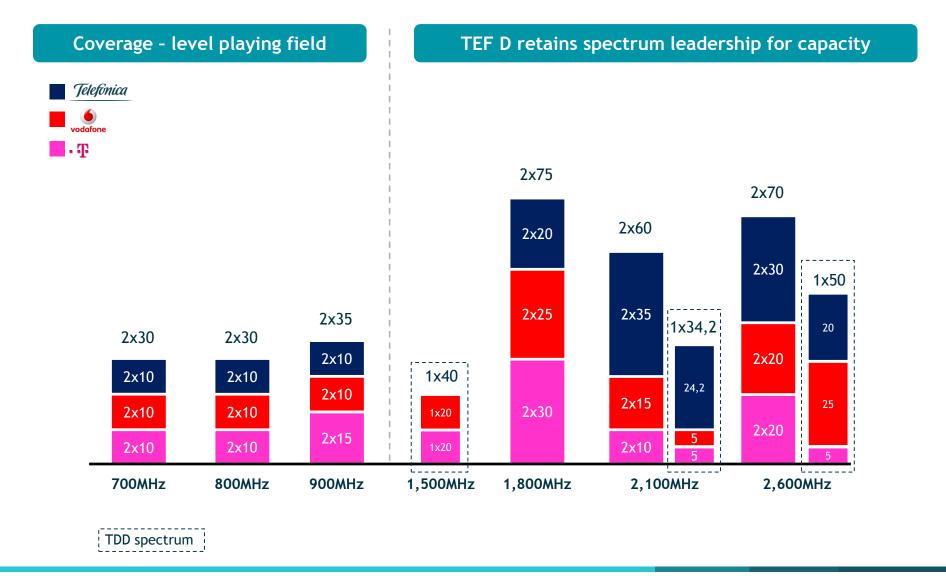
- Conservative financing policy
- Commitment to maintain a high FCF dividend pay-out ratio
- Consider future upside from synergies in dividend proposals
- High financial flexibility with leverage ratio at or below 1.0x



## Back-up



## Strong spectrum portfolio post auction enables full realisation of our best network experience vision



## O<sub>2</sub> Blue All-in portfolio

		N A4	TIPA L'	XL'	Premium⁴
O₂ Blue All-in	Sʻ	<b>M</b> <sup>1</sup>			
Minuten in alle dt. Netze und ins dt. Festnetz	FLATRATE	FLATRATE	FLATRATE	FLATRATE	FLATRATE
SMS in alle dt. Mobilfunknetze	FLATRATE	FLATRATE	FLATRATE	FLATRATE	FLATRATE
Surfen im Inland (Inklusiv-Volumen)	200 MB	1 GB	3 GB	5 GB	10 GB
Datenautomatik <sup>5</sup> (automatisch nach Datenverbrauch)	bis zu 3 x 100 MB für je 2 € zusätzlich	bis zu 3 x 100 MB für je 2 € zusätzlich	bis zu 3 x 100 MB für je 2 € zusätzlich	bis zu 3 x 100 MB für je 2 € zusätzlich	bis zu 3 x 100 MB für je 2 € zusätzlich
Maximale Geschwindigkeit	bis zu 21,1 MBit/s LTE <sup>6</sup>	bis zu 21,1 MBit/s LTE <sup>6</sup>	bis zu 50 MBit/s LTE <sup>6</sup>	bis zu 50 MBit/s	bis zu 50 MBit/s LTE <sup>6</sup>
Extra-Festnetznummer	/		/		/
EU Roaming Flat (Surfen und Telefonieren im EU-Ausland) <sup>7</sup>	+ 4,99 mtl.	+ 4,99 mtl.	/	<u> </u>	/
Minuten/SMS ins EU-Ausland mtl. inkl.	_	-	-	-	je 200
Multicard <sup>8</sup>	+ 4,99 mtl.	+ 4,99 mtl.	1 Multicard inklusive	2 Multicards inklusive	2 Multicards inklusive
O₂ Protect Complete <sup>9</sup> (12 Monate Laufzeit)	+ 3,99 mtl.	+ 3,99 mtl.	+ 3,99 mtl.	+ 3,99 mtl.	/
O₂ more Premium Status¹0	_	-	-	-	/
Mtl. Grundgebühr Kombi- Vorteil reduziert für O₂ Kunden*	14,99	24,99	29,99	39,99	69,99
Monatliche Grundgebühr (bei 24 Monaten Mindest- vertragslaufzeit)	19,99	29,99	<b>39,</b> <sup>99</sup>	49,99	<b>79,</b> <sup>99</sup>

Einmaliger Anschlusspreis beträgt 29,99 €.

Preise in € inkl. MwSt.



<sup>\*</sup> Weitere Informationen auf Seite 4 und siehe Hinweistext 1.

## O<sub>2</sub> Blue All-in portfolio

### Datenautomatik

Für bequemes Surfen, Streamen und mehr in allen O₂ Blue Tarifen

- Immer genug Datenvolumen für schnelles Surfen
- Nach Verbrauch Ihres monatlichen Inklusiv-Volumens erhalten Sie automatisch bis zu 3 x pro Monat 100 MB zusätzliches Datenvolumen für jeweils nur 2 €<sup>5</sup>
- Automatische SMS-Benachrichtigung bei jeder Erweiterung



Nach Verbrauch des Inklusiv-Volumens werden bis zu 3 x/Monat 100 MB Datenpakete zur Verfügung gestellt.

Werden in 3 aufeinanderfolgenden Monaten die mtl. zur Verfügung stehenden 3 Datenpakete genutzt, erfolgt mit Verbrauch des letzten Datenpakets ein automatisches Daten-Upgrade (Datenvolumen abhängig vom Tarif).<sup>5</sup>



## O<sub>2</sub> DSL All-in portfolio

				TIPP	<b>XL</b> <sup>13,</sup>	
			<b>№ Л</b> <sup>13</sup>	L <sup>13</sup>		
	O <sub>2</sub> DSL All-in	S <sup>13</sup>	M <sup>13</sup>	€VDSL	₹VDSL	
Allmot Flots	Flatrate ins dt. Festnetz	/	✓	<b>/</b>	/	
Allnet-Flat: —	Flatrate in alle dt. Mobilfunknetze	/		/	/	
	Unbegrenzt surfen (mit bis zu 2.000 KBit/s)	/	<b>✓</b>	/	/	
Maximale Surf-Geschwindigkeit		bis zu 8.000 KBit/s (Upload: bis zu 1.000 KBit/s)	bis zu 16.000 KBit/s (Upload: bis zu 1.000 KBit/s)	bis zu 50.000 KBit/s (Upload: bis zu 10.000 KBit/s)	bis zu 100.000 KBit/s (Upload: bis zu 40.000 KBit/s) <sup>14</sup>	
Maximale Surf-Geschwindigkeit bis*** (Inklusiv-Volumen)		100 GB <sup>15</sup>	300 GB <sup>15</sup>	300 GB <sup>15</sup>	500 GB <sup>15</sup>	
Fair-Use-Mechanik****		_		/		
WLAN-Router/HomeBox 2/ AVM FRITZ!Box 7490 <sup>16</sup>		0,00/19,99/49,99	0,00/19,99/49,99	0,00/19,99/49,99	-/19,99/49,99	
Anschlusspreis <sup>13</sup>		0,00 (anstatt 49,99)	0,00 (anstatt 49,99)	0,00 (anstatt 49,99)	0,00 (anstatt 49,99)	
﴿ \} Mtl. Grundgebühr reduziert für O₂ Kunden*		-	ab 4,99 (ab 4. Monat ab 19,99)	ab 4,99 (ab 4. Monat ab 24,99)	ab 4,99 (ab 4. Monat ab 29,99)	
Mtl. Grundgebühr für Neukunden		<b>14</b> 99 (ab 4. Monat 24,99)	<b>14</b> 99 (ab 4. Monat 29,99)	14 99 (ab 4. Monat 34,99)	<b>14</b> 99 (ab 4. Monat 39,99)	

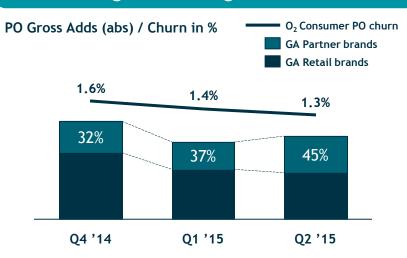
#### Preise in € inkl. MwSt.

<sup>\*</sup> Weitere Informationen auf Seite 4 und siehe Hinweistext 1.

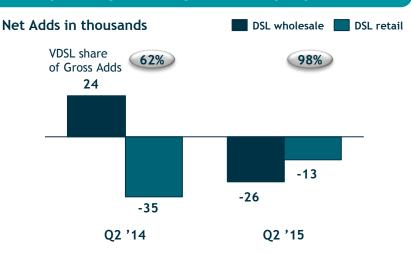
<sup>\*\*</sup> In vielen regionalen Gebieten verfügbar.

## Driving momentum in a rational environment with a continued focus on base management and partner trading

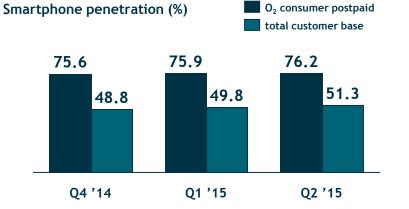
### Balancing value with growth in mobile



### Exploiting a strong fixed BB proposition

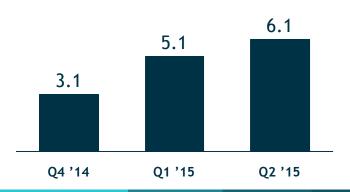


### Driving further smartphone adoption



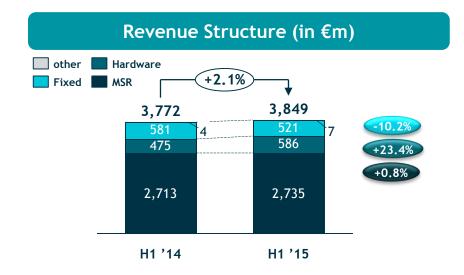
### Increasing our active LTE base

# LTE active customers (m)1

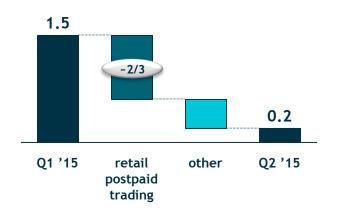




## Our mobile-centric strategy driving top line performance

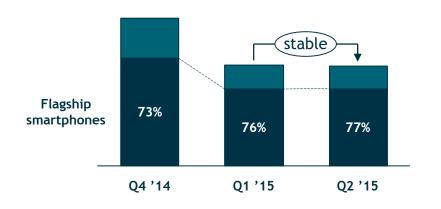


### Mobile Service Revenue y-o-y (in %)

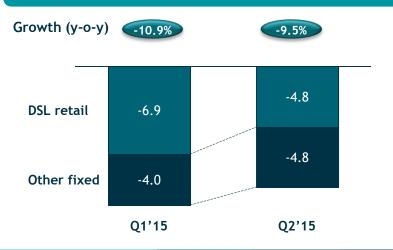


### Increased flagship HW sales driving revenue

#### Handsets sold (volume)

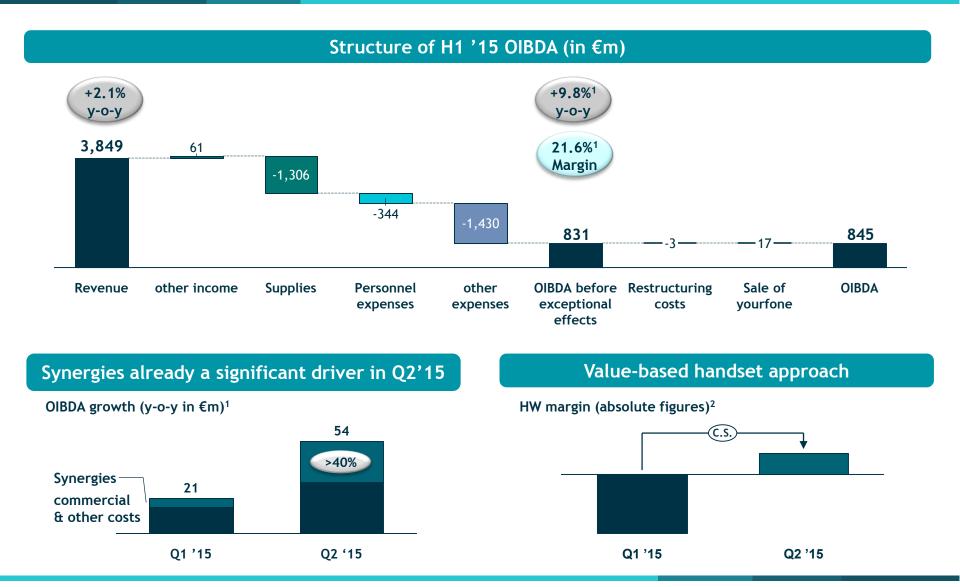


### Fixed Revenue y-o-y (in %)





### OIBDA already reflecting the benefit from integration savings

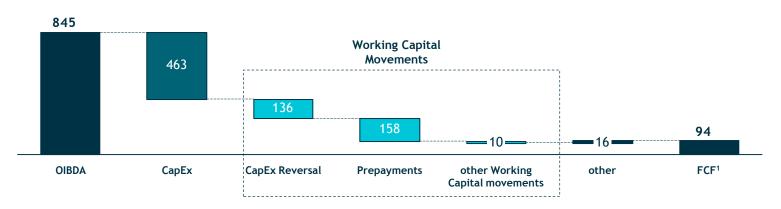


<sup>&</sup>lt;sup>1</sup> y-o-y comparisons based on 2014 combined figures and excluding exceptional effects <sup>2</sup> Hardware margin defined as handset revenues less cost of sales



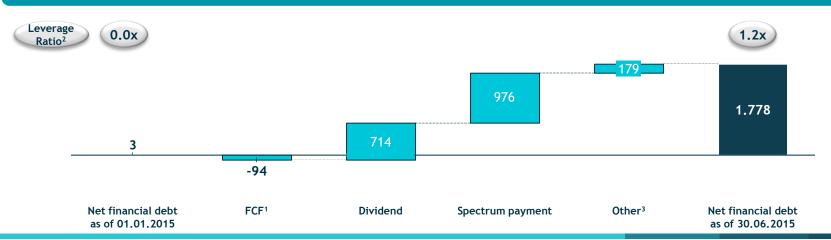
## Keeping financial flexibility after significant one-off investments in Q2 2015

### Evolution of Free Cash Flow (FCF)¹ (in €m)



<sup>&</sup>lt;sup>1</sup> Free cash flow pre dividend, spectrum payment and pre acquisition of E-Plus is defined as the sum of cash flow from operating activities and cash flow from investing activities.

### Evolution of Net Debt² (y-o-y in €m) - leverage² ratio at 1.2x after one-off payments in Q2'15





## Quarterly detail of relevant combined financial and operating data for Telefonica Deutschland from Q4 2013

Financials	2013	2014				
(Euros in millions)	Q4	Q1	Q2	Q3	Q4	FY
Revenues	2.022	1.847	1.925	2.002	2.019	7.793
Mobile service revenues	1.391	1.333	1.380	1.424	1.391	5.528
OIBDA post Group fees	462	357	399	350	354	1.461
СарЕх	471	215	224	286	438	1.161
Accesses (EoP)	2013			2014		
(in k)	Q4	Q1	Q2	Q3	Q4	FY
Total Accesses	46.899	46.897	47.303	47.803	47.662	47.662
o/w mobile	41.133	41.168	41.623	42.201	42.125	42.125
Prepay	22.876	22.680	22.940	23.316	23.351	23.351
Postpay	18.257	18.489	18.683	18.885	18.774	18.774

<sup>-</sup> The combined financials are not necessarily indicative of results that would have occurred if the business had been a separate standalone entity during the year presented or of future results of the business. The presentation of the combined consolidated financial information is based on certain assumptions and is intended for illustrative purposes only. The combined information describes a hypothetical situation and thus, due to its nature, the presentation does not reflect the actual results of operations. The assumed acquisition date had been the beginning of the annual period.



<sup>-</sup> Combined figures for 2014 and 2013 are approximate and the result of the aggregation and then consolidation of Telefónica Deutschland and E-Plus Group financials according to Telefónica Deutschland Group accounting policies. The combined figures are further adjusted by material excepitonal effects if any, such as capital gains or restructuring costs based on estimates made by Telefónica Deutschland management and resulting in combined figures we believe are more meaningful as a comparable basis.

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