Telefonica



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JANUARY | SEPTEMBER 2018

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The Statements can be identified, in certain cases, through the use of words such as "forecast", "expectation", "anticipation", "aspiration", "purpose", "belief" or similar expressions or variations of such expressions. These Statements reflect the current views of Telefónica with respect to future events, do not represent, by their own nature, any guarantee of future fulfilment, and are subject to risks and uncertainties that could cause the final developments and results to materially differ from those expressed or implied by such Statements. These risks and uncertainties include those identified in the documents containing more comprehensive information filed by Telefónica before the different supervisory authorities of the securities markets in which its shares are listed and, in particular, the Spanish National Securities Market Commission.

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In October 2015, the European Securities Markets Authority (ESMA) published guidelines on Alternative Performance Measures (APM), applicable to regulated information published from July 3, 2016. Information related to APM used in this presentation are included in the our condensed consolidated interim financial statements and consolidated interim management report for the six-month period ended Jun 30, 2018 submitted to the Spanish National Securities Market Commission (CNMV), in Note 2, page 13 of the .pdf filed. Recipients of this document are invited to read it.

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Q3 18 Highlights

Mr. Ángel Vilá COO



Q3 Highlights | Executing on strategy



Enable people with the power of connectivity

- Enhancing high-value; UBB 49.0m premises passed; 75% LTE cov. (+6 p.p y-o-y)
- Strong net adds: 1.9m contract; 4.9m LTE; 550k UBB; 109k Pay TV
- Steady Avg. Rev per access growth (+3.5% y-o-y); building loyalty (stable churn y-o-y)
- Digital services progressing in the new ecosystem (9M +25.3% Revs. y-o-y org)



Operate in markets where we can have an impact & create value

- Spain: Best commercial KPIs in 10 years; Revs. stable, margin 40.5%
- Brazil: Best ever net adds in FFTH; +1m post paid; 7th straight Qs of margin expansion
- Germany: MSR ex reg. stable; network roll-out progressing at full speed
- UK: Continued strong performance; Revs., OIBDA and contract net adds ramping up
- S. Hispam: Revs. growth improved; strong UBB net adds (+197k)
- N. Hispam: Robust results in Colombia & Central America; Mexico remains affected by regulation



Optimise our capabilities for a sustainable digital future

- Continued evolution towards smart networks (#1 in network virtualisation)
- Advanced position in Digitalisation: yielding efficiencies (gross savings 2018E>€0.3Bn)
- AURA available in Spain through Movistar Home from November



Deliver strong results

- Better organic y-o-y trends in Revs., OIBDA & OpCF
- Expanding FCF to €3.6Bn ex-spectrum (+0.9% y-o-y). 9M FCF €3.0Bn
- **Upgraded guidance**; revenue growth around 2%
- 6th Q in a row of net debt decline (-€1.6Bn YTD)



Key Financials

		9M 18			Q3 18		
€ in millions	Reported	Reported	Organic	Reported	Reported	Organic	
	IFRS 15&9	у-о-у	у-о-у	IFRS 15&9	у-о-у	у-о-у	
Revenues	35,776	(7.9%)	2.2%	11,699	(8.3%)	2.7%	
Service revenues	32,310	(10.2%)	0.9%	10,499	(10.7%)	1.2%	
OIBDA	12,035	(2.0%)	3.8%	4,038	(1.4%)	4.1%	Growth acceleration from Revenues to OpCF
OIBDA margin	33.6%	2.0 p.p.	0.5 p.p.	34.5%	2.4 p.p.	0.4 p.p.	
OpCF (ex-spectrum)	6,967	2.2%	2.9%	2,262	5.8%	4.0%	
Net Income	2,721	11.6%		1,139	35.8%		
EPS (€)	0.46	6.1%		0.21	39.8%		Strong earnings performance
FCF	2,957	(8.3%)		1,420	(11.3%)		perrormanee
FCF (ex-spectrum)	3,591	0.9%		1,435	(25.5%)		
Net Financial Debt	42,636	(9.7%)					Continued debt reduction

Reported numbers impacted by

- Negative FX & regulation
- Hyperinflation in Argentina in Q3 & 9M 18: Revs. (-€361m; -€618m), OIBDA (-€123m; -€229m) & Net Income (-€103m; -€260m)
- Other non-recurrent impacts (OIBDA: Q3: +€223m; 9M: +€459m; Net Income Q3: +€93m; 9M: -€188m)



Upgraded full-year guidance

Operating 2018 guidance (organic)	Guidance 2018E (IAS 18)	Upgraded Guidance 2018	9M 18
Revenues	Growth of around 1% (despite regulation dragging: -0.9 p.p.)	Growth of around 2% (despite regulation dragging: -0.9 p.p.)	+2.2%
OIBDA Margin	Continues expanding around 0.5 p.p. (despite regulation dragging -1.6 p.p. on OIBDA growth)	Continues expanding around 0.5 p.p. (despite regulation dragging -1.6 p.p. on OIBDA growth)	+0.5 p.p.
CAPEX ex-spectrum/Sales	Around 15%	Around 15%	14.5 %

Solid balance sheet

Additional deleveraging

Improved ROCE

Attractive, stable & sustainable dividend

Dividends to be paid in 2018 calendar yr. €0.40/sh.

Cash: 15/Jun/18 €0.20/sh.

Cash: 20/Dec/18 €0.20/sh.

2018 DIVIDEND	€0.4/SH. CASH
Interim Dec-18	€0.20/sh.
Final Jun-19	€0.20/sh.

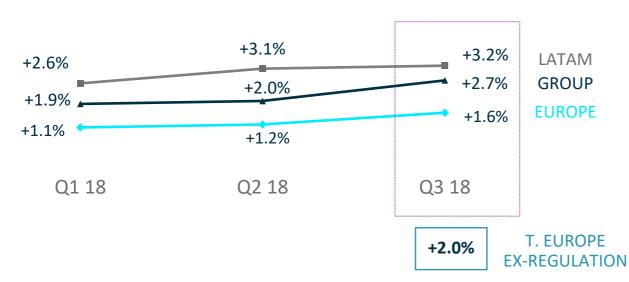


Improved earnings momentum driven by Europe

Strengthening growth trends

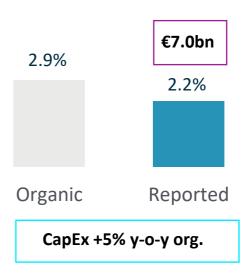
- Revenue acceleration vs. Q2
 - Services revenues +0.5 p.p.
 - **European operations** ramped-up to 1.6%; +0.4 p.p. q-o-q
 - **Latam** similar performance (+3.2%)
- Margin expansion continues (+0.4 p.p. y-o-y)
 - Spain margin 40.5%; Brazil +2.3 p.p.; Germany +0.3 p.p.;
 UK +0.5 p.p. y-o-y
- Strong OpCF trends

Organic revenue growth



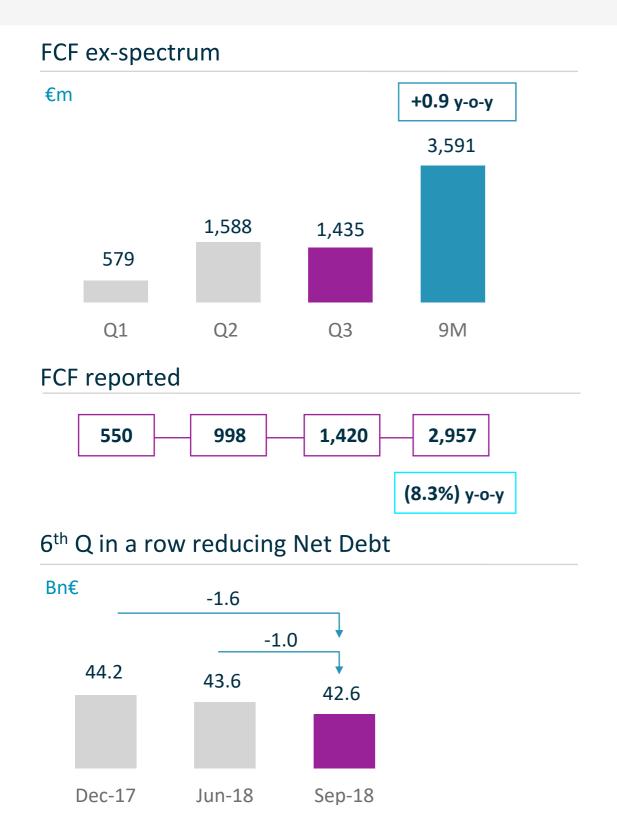
Revenues, OIBDA, & OpCF Reported y-o-y y-o-y organic Revenues **OIBDA** 4.1% 4.1% +0.7 p.p. 2.7% 2.0% Q2 18 Q3 18 Q2 18 Q3 18 €11.7bn €4.2bn €4.0bn €12.1bn (6.3%) (8.3%) +1.9% (1.4%)

9M OpCF (ex-spectrum)



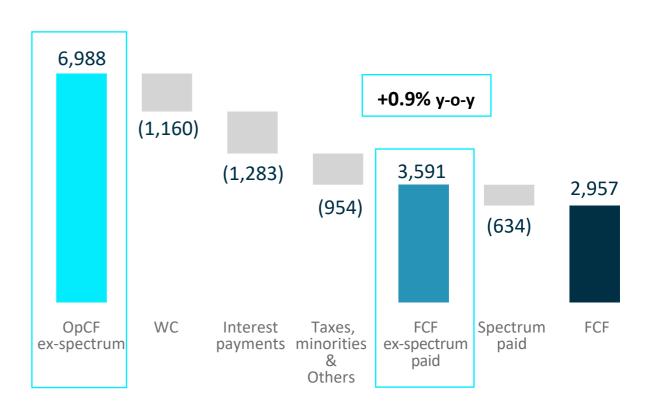


Solid FCF generation



FCF just -€0.3Bn vs. 9M 17 (rational spectrum acquisition)





FCF to continue improving in Q4

Further net debt reduction



Digital transformation framework across our platforms

4P

Frontrunner in Cognitive Intelligence



New functionalities ✓

Strategic alliances

- Contents manager: Movistar+
 - Iberia Communications
- El Corte Inglés Twitter

More use cases to come

3P

Enhancing growth on **Digital Services**

14%

SoC Revs. o/total (+1 p.p. y-o-y)

€4,901m

Digital Revs. (+25.3% vs. 9M 17) 44% Video

> 27% Content

Home connectivity

20% IoT, Cloud, Security... **Bundled & Integrated**

- **Smart Wifi**
- **Movistar Play**



- Consumer IoT
- Novum





2P

Structural **Transformation**



63%

E2ED level (+8 p.p. yoy)



Full Stack 27%

Cust. migrated +8 p.p. yoy



Online Charging System

Cust. migrated +3 p.p. yoy

1P

Towards E2E network virtualisation

Network virtualised



30 Data centers in 11 countries



81m

(o/w 49m owned)

Unified fixed devices





LTE coverage

92% EU 69% Latam









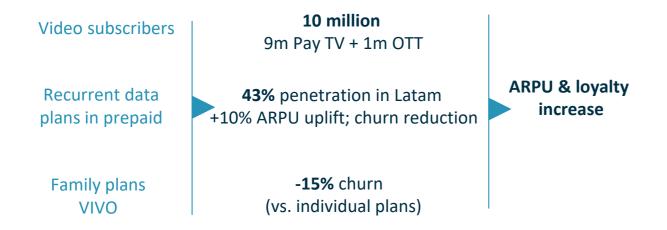


Data monetisation | Compelling proposals

B2C

Fostering customer value and engagement

- Innovative proposals in mobile post-paid
 - New flexible tariffs in UK & BRA
 - "Movistar Play" (Video OTT) across Latam
 - "M4M" in new tariffs (BRA, COL, GER)
- Data recurrent plans extended in prepaid
 - ARG and CAM in Q3
- UBB & Content, key to add value in fixed
 - New "Fusión+" portfolio in Spain (Oct-18)
- Open platforms, new digital services
 - Netflix available in CHI, COL, ECU, UK



B2B

Supporting customers' digitalisation journey

- Complete Digital solutions portfolio
 - Boosting Multi-cloud through strategic agreements
 - Overseeing customers and partners' Security
 - LUCA; leader among **Big Data** providers
- Strong and global capabilities
 - +45k km network, 11 SOCs, Cloud VPN...
 - Specialised commercial team
 - Leading brands (own & partners) + start-ups





Video at the core



Large scale, 10m base (Sep-18) ('000)____ y-o-y 9,889 8,845 5,124 3,721 1,044 IPTV/Cable OTT Pay TV DTH Total +5.6% (8.2%)+18.5% (332)+802 +470

Superior Video Capabilities

- FTTH/Unified Video Platform in Latam
- Relevant distribution power
- Most complete & quality content
- Leading partner-based bundles



Cognitive Intelligence: AURA 🤐

Tangible value accretion

- Video Revs. 9M 18 **€2,149m**
- TV ARPU Spain x3 vs competitor
- Increase loyalty Spain -25% churn

Sustainable value leadership in Spain

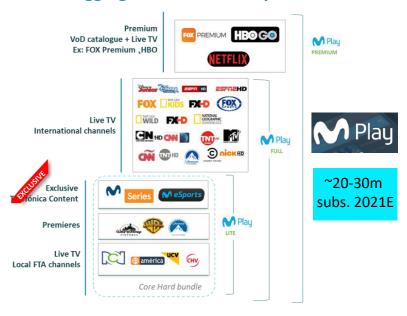
Best Network + Best Content + Best Technology



- Largest FTTH network in Europe
- 12m viewers, ~60% Pay TV market share
- 15-20% "Prime time" share in-house production
- Football rights for 3-4 yrs (3/5 most viewed events)
- Upside in Pay TV penetration (34%)

Capturing the OTT opportunity in Latam

Content Aggregation + Unified Experience



- >160m mobile subs. full bundling & billing
- New value lever to foster monetisation



B2B | Exploiting the digitalisation opportunity



Strategic and growing business

Relevant unit delivering a positive performance

4 million corporates

Gaining traction across Telefónica's footprint

- Underpinned by our Platform vision
- Above-avg. performance in key markets, **Spain** & **UK**
- T. España, Ranked #3 IT provider (Gartner)

Enhancing our growth profile

- Sustainable revenues & service mix
- 60% revs: Advanced Data Comms. & Digital Serv.
- #1 Microsoft O365 Channel in HispAm >650k licenses
- >18m M2M base (*Gartner MQ Leader*)



Global ICT & Cloud Comms. provider

Key capabilities to lead B2B Digital transformation

• 17 OBs, 170 country reach, 12k specialised salesforce

Customer centric B2B value proposal

- Values: Optimise, Innovate, Grow and Trust
- Pillars: Consumption Based, Softwarisation, All as a Service

Network transformation enabling new B2B services

- Cutting-edge platform
- SD-WAN, vCPE, BoD (Bandwidth on Demand..)
- Access Anywhere, Hybrid Networks, Near Real-Time
- +35% y-o-y legacy voice migration (IP) in Q3
- +36% VPNs with fibre Access

Global Customer reference









- Digital Transformation, AWS, IoT, Big Data
- Tailor-made digital integral solutions



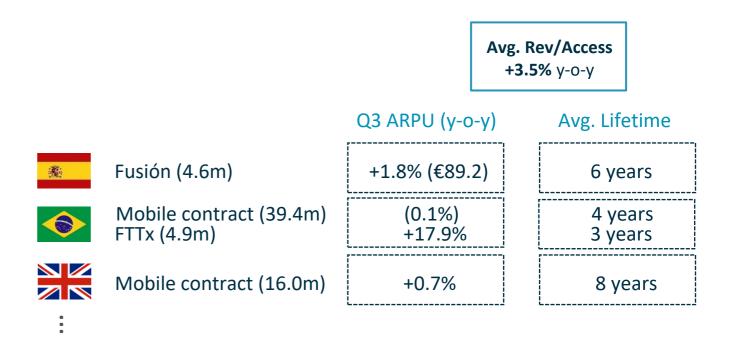
Successful focus on value customers; providing sustainability

Deep business transformation ...

- Network leadership
 - Towards customer-centric networks (softwarisation; data analytics & AI)
- Process automation
 - Full stack deployment, efficient sales....

... lever for differentiation; best experience

- Gain velocity to scale innovations
 - Better time to market, less complexity
- From core connectivity we created a global digital ecosystem around the consumer
 - Novum, Consumer IoT, Smart Wifi, Movistar Play





Digital Transformation | Optimising customer relationship

Digital relationship with our Customers



Increase Direct customer interaction for sales



Foster top-ups & add-ons through own digital channels



Make the payments & collections more efficient and user friendly



Improve experience Fulfilment and technical support



Enhanced customer care experience

Moving steadily...

Q3 y-o-y



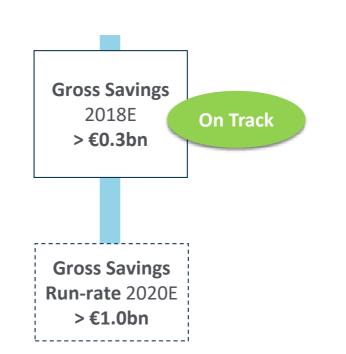
- √ +73% of digital sales (Fusión)
- ✓ B2B: 68% customers use digital channels
- ✓ B2C: +43% customers use App "Mi Movistar"
- +21% automated resolution of technical calls
- √ >50 advanced analytics use cases

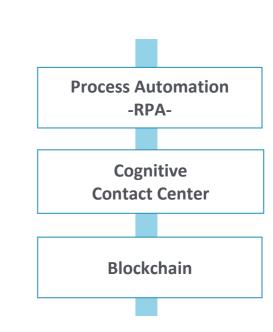


- +46% users App "Meu vivo"
- √ +20% prepaid digital top-ups
- √ +41% E-billing customers
- √ 63% digital technical resolution
- √ -30% calls to call center

...capturing savings...

...fostering structural iniciatives







Q3 18 Results

Ms. Laura Abasolo CFCO



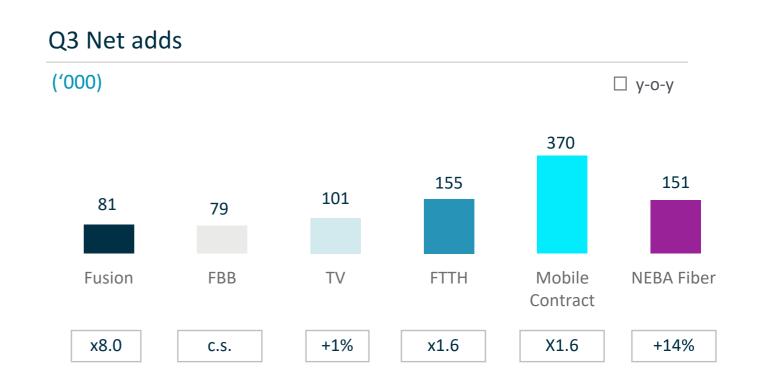
Spain | Record commercial activity in a reshaped market place

Largest-ever capture of high value customers

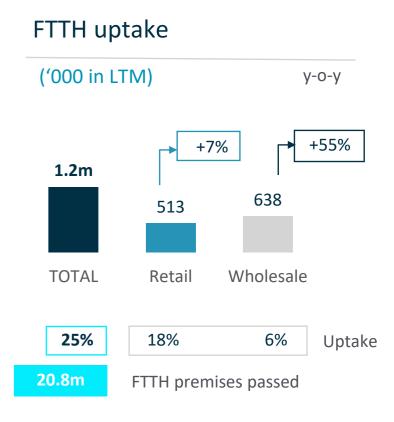
- Football strategy proven right
- Gross adds surged, Fusion churn stable
- Record portability (fixed & mobile)
- Best FBB net adds since Fusion launch (Q4 12)
- Largest mobile contract net adds in 10 yrs
- Fusion KPIs, mix improves on higher value adds
- High-end base adding the most: +2 p.p. q-o-q
- €89.2 ARPU in Q3 (+1.8% y-o-y)
 - Gross adds ARPU in Q3 higher vs. H1
- New "Fusión+" portfolio launch (Oct-18)

Increased returns on fiber

- Coupling strong fiber uptake at retail/wholesale
- Primary access at FBB base (63%; +8 p.p. y-o-y)
- Wholesale upside on long-term agreements (33% of wholesale base; +18 p.p. y-o-y)









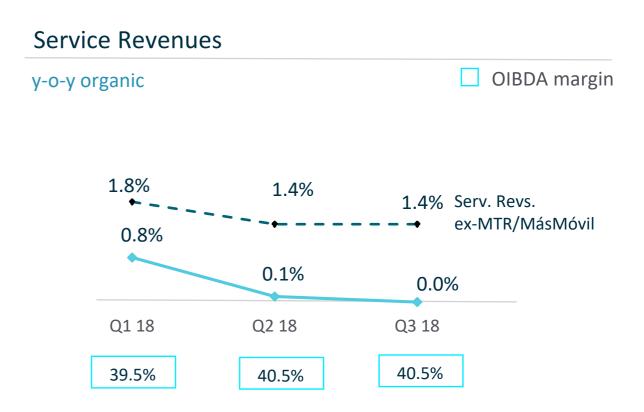
Spain | Sustained profitability despite commercial pick-up

Top line trends maintained

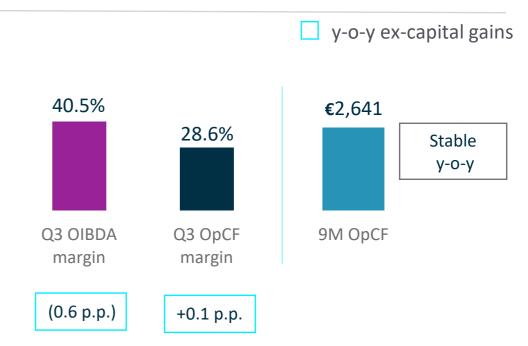
- Serv. Revs. growth unchanged (+1.4% y-o-y in Q3) ex-MTR cut/MásMóvil
- "Consumer" (+0.4%) decelerates on calendar effect
- "Business" (+1.5%) accelerates; stronger IT
- "Wholesale & Other" (-3.4%) eased decline
 - More football revenue offset larger drag from MTR cut & MVNO loss

Strong profitability despite cost uptick

- OpEx slight increase (+€32m y-o-y in Q3) despite higher content cost
 - Net content cost (+19% y-o-y in Q3; +8 p.p. q-o-q); on new football season since mid-Aug
- Q3 OIBDA margin at 40.5% despite record trading due to efficiencies (OIBDA ex-capital gains: -1.3% y-o-y)



Strong margins and cash generation





Germany On-track to complete network integration

Strong commercial momentum

- Contract net adds +27% y-o-y in Q3
 - Partner trading; 57% of gross additions (58% in Q2)
- Updated O₂ Free tariffs; Boost & Connect driving data usage and ARPU-up
 - Avg. monthly data usage (O₂ contract LTE cust.): +65% y-o-y to 3.9GB

Key financial highlights

- 9M revenues ex-reg. almost flat y-o-y (-0.8% y-o-y in Q3)
- Further OIBDA margin expansion
 - Synergy capture (€25m in Q3; ~€90m in 9M)
 - Regulatory effects -€17m in Q3
- CapEx +7.6% vs. 9M 17
 - Final stage of network consolidation; LTE rollout
 - Incremental synergies ~€35m in 9M

Improving data monetisation

LTE customers & penetration



Financials

y-o-y organic

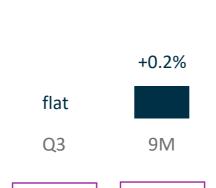
€1,830m





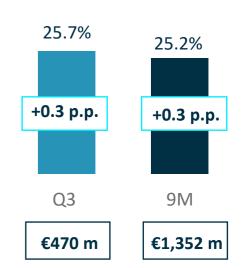






€5,355m

OIBDA Margin





UK | Customer focus drives further growth

Strong operational base

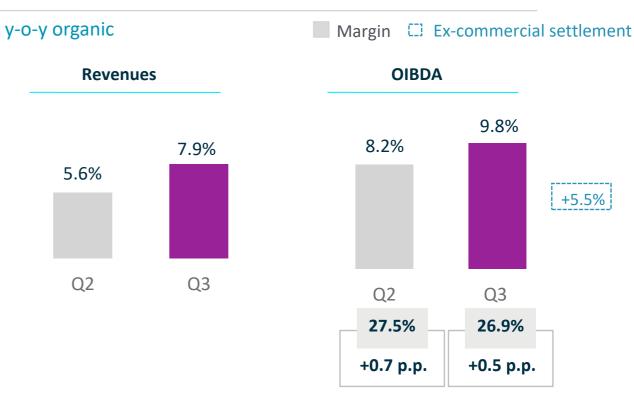
- Largest UK mobile operator (32.3m accesses Sep-18)
 - Strong contract net adds: 117k (incl. M2M)
 - 3^{rd.} consecutive Q of ARPU growth (+3.2% y-o-y)
- Leading customer loyalty; contract churn stable at 1%
- 62% LTE penetration +5 p.p. y-o-y
- Industry-first proposition with "Custom plans", providing flexibility & choice
- Continued rapid spectrum deployment

Robust financial delivery

- 9th consecutive quarter of MSR growth
- Continued OIBDA expansion +8.1% y-o-y in 9M
 - Healthy OIBDA growth in Q3; ALFs reduction & commercial settlement (€18m)
- Strong OpCF generation (+12.8%; €141m in 9M)
 - CapEx +3.0% vs. 9M 17



Financials 2018

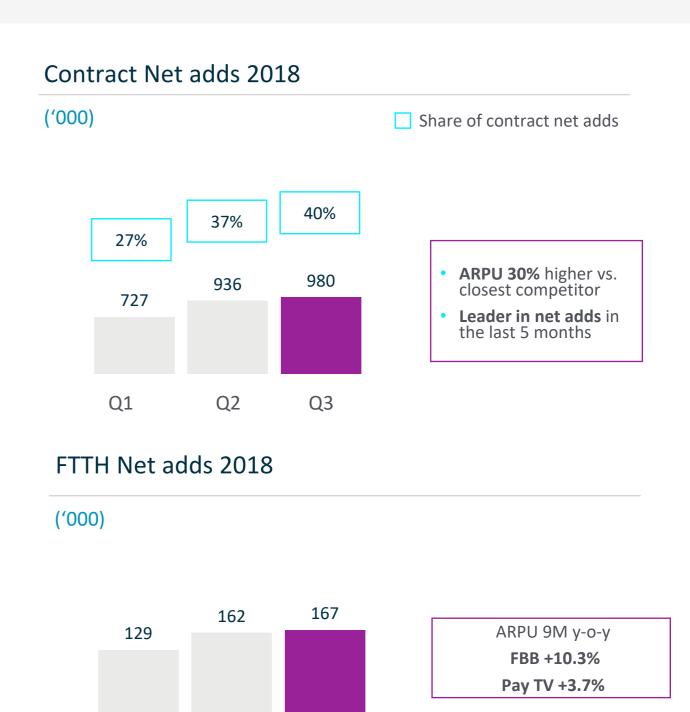




Brazil | Irreplicable position in key segments

Continued high-quality growth

- Best Network. Strong evolution of 4G/4G+
 - 87% 4G Coverage (+12 p.p. y-o-y)
 - 4G+: 850 cities (+736 in 2018)
- Best customers; sustained leadership 41.2% Contract Mkt Sh.
 - Net adds: 2.6m 9M (+16% vs. 9M 17)
 - 53% contract penetration (+5 p.p. y-o-y)
 - Migrations from prepaid still accelerating: Strong Opportunity ahead of us (still 35m prepaid customers)
 - ARPU & Churn postpaid stable y-o-y despite macro & competition
- Quality growth led ARPU increase in fixed business
 - 4.9m premises already connected (+10% y-o-y)
 - Accelerated FTTH deployment: 8.0m premises passed
 - Outstanding results in cities launched since 2017:
 42% take-up; +16% BB ARPU
 - 536k IPTV accesses (+53% y-o-y)



Q1

Q2

Q3



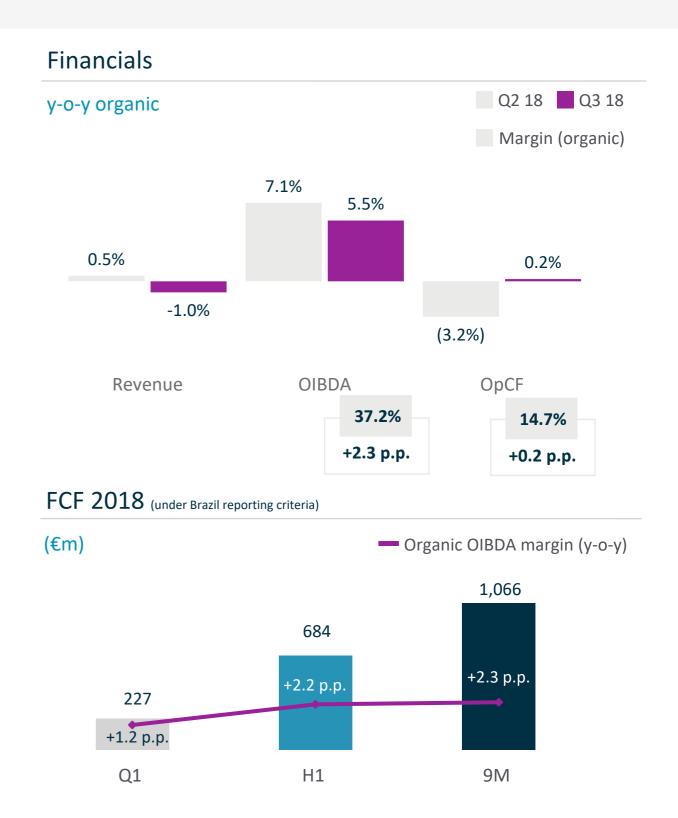
Brazil | Strong margin improvement & cash generation

Consistent revenue evolution

- Q3 total Revenues: -1.0% y-o-y
 - MSR -1.0%
 - Prepaid performance affected by macro & competition
 - +7.6% in contract revenues (75% of MSR)
- Fixed: -5.4% y-o-y
 - Affected by fixed to mobile voice substitution, regulation & DTH
 - Transforming business: 61% already non-voice & access revenues
 - Fiber revenues:+30.1%; IPTV +46.9%

7th consecutive Qs of OIBDA margin expansion

- Continued OpEx decline (-3.4% in Q3;) led by digital initiatives (call center, back office and billing)
- Non-current assets with the Administration to generate incremental FCF over next years (+6.4% y-o-y in 9M)...
- ...despite higher level of investments (19% Capex/Sales 9M, +2 p.p. y-o-y)





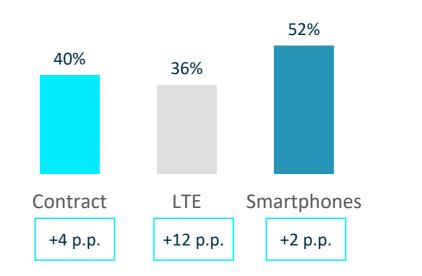
South Hispam | Value growth in a challenging environment

Transforming toward a more sustainable business

- Sound commercial trends
 - FTTx/Cable: 2.3m connected (1.8M FTTH/Cable)
 - -+677k Contract net adds in 9M (-700k in 9M 17)
 - Further differentiation: 0.5m Movistar Play active users
- Revenues & OIBDA increase despite competition
- Q3 ARGENTINA (Revs. €232m; OIBDA €54m)
 - Sound OIBDA growth (+30.4%) on value accesses growth, efficiencies & tariff updates
 - FTTH deployment x2.3 y-o-y (338k already connected)
 - IPTV launched in Sep-18; strong opportunity ahead
 - Hyperinflation accounting from Q3 18
- Q3 CHILE (Revs. €505m; OIBDA €156m)
 - Accelerating contract (+11%) & FTTx accesses (+34%)
 - Turnaround trend sustained: OIBDA +3% y-o-y; margin +0.9 p.p.
- Q3 PERU (Revs. €527m; OIBDA €80m)
 - Intense competition impacting OIBDA & service revenues

Mobile Penetration

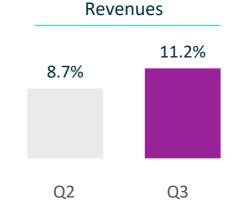
Sep-18 (y-o-y)

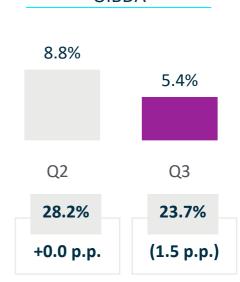


Financials 2018

y-o-y organic







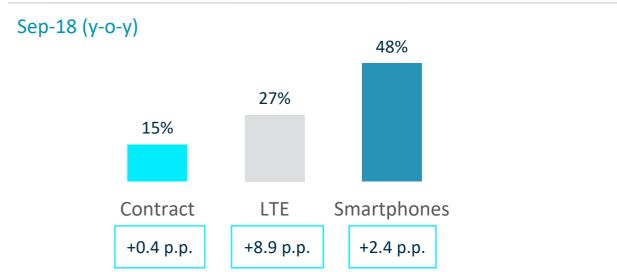


North Hispam | Colombia speeds-up; Mexico hit by regulation

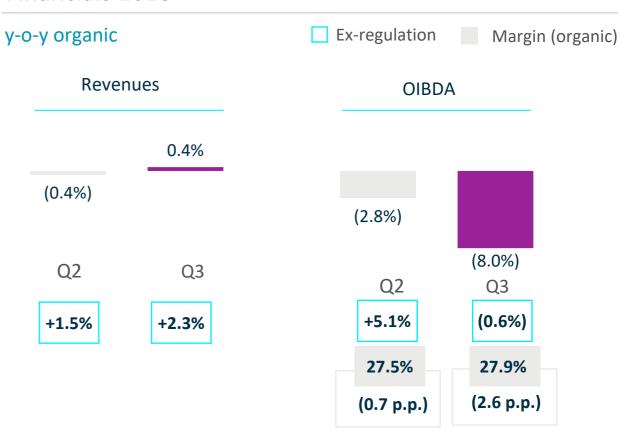
Revenue growth despite regulation

- Accelerating value
 - 176k new FTTx connections in 9M (+59k in 9M 17)
 - +409k Contract net adds in 9M (+405k in 9M 17)
- Growth driven by COL & CAM; financials still hit by Mexican regulation
- Q3 COLOMBIA (Revs. €383m; OIBDA €157m)
- -Value strength (y-o-y): x4 FTTx; +6% Pay TV; +2% Contract
- -Revs. & OIBDA acceleration; OpCF +53.1% vs. 9M 17
- Q3 MEXICO (Revs. €293m; OIBDA €40m)
- Revs. and OIBDA (-6.5% and -42.5%) strongly affected by regulation
- -Close to stable Revenue ex-regulation (-0.9% y-o-y)
- Q3 CAM (Revs. €220m; OIBDA €69m)
- -+120k contract net adds in 9M (89k in 9M 17)
- -Sound Revenue & OIBDA (+5.9% & +15.5% y-o-y in 9M)
 - Remarkable OpCF: +37.5% y-o-y in 9M

Mobile Penetration



Financials 2018





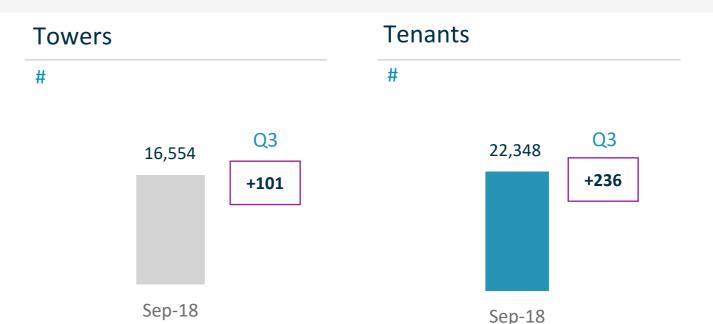
Telxius | Value adding growth

Larger portfolio of premium-quality

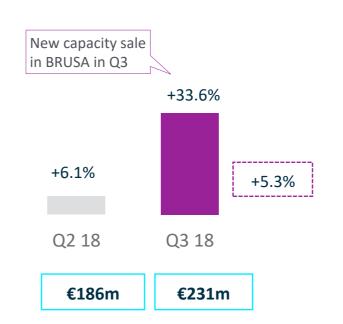
- BRUSA cable (US Brazil) came into service in Q3
 - Highest capacity cable connecting the Americas (11,000km, 138 Tbps)
- Towers
 - +266 new towers YTD; +629 new tenants YTD
 - Increased tenancy ratio to 1.35x (+0.04x y-o-y)

Healthy financials

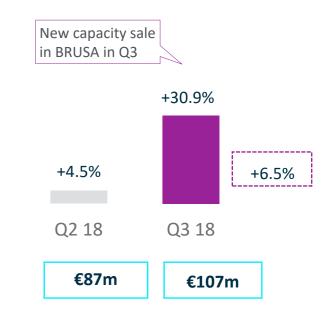
- Solid top-line growth in Q3
 - Cable: +51% y-o-y; Towers: +12% y-o-y
- Sound profitability: 46% OIBDA margin (-1.0 p.p. vs. Q3 17)
- Increased visibility as CapEx starts to decline since new cables are completed
 - -+18.9% **OpCF** vs 9M 17
- 9.99% share capital of Telxius transferred to Pontegadea in Q3



Revenues

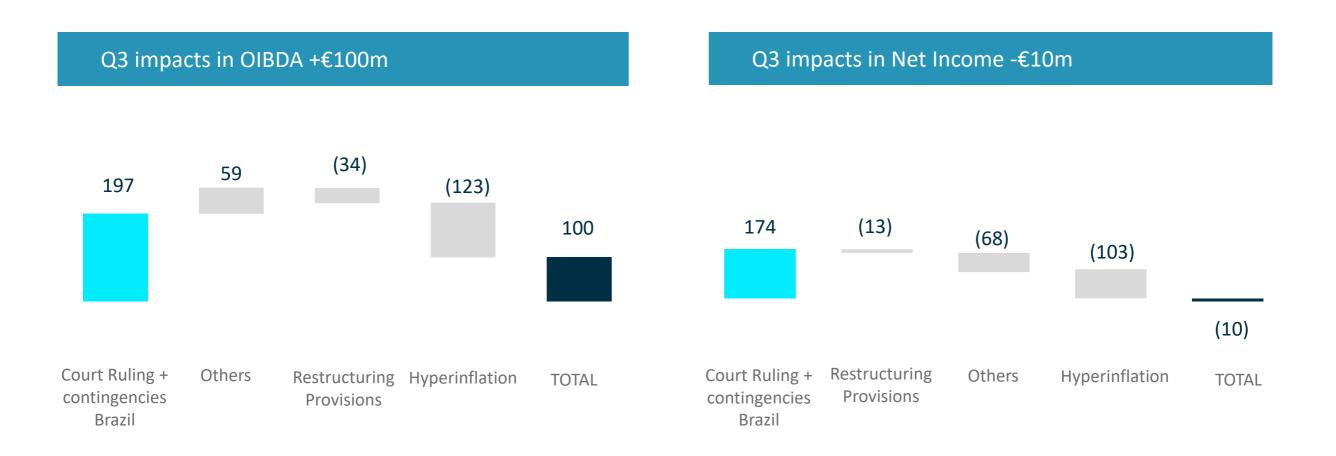


OIBDA





Q3 non-recurrents impacting OIBDA and net income



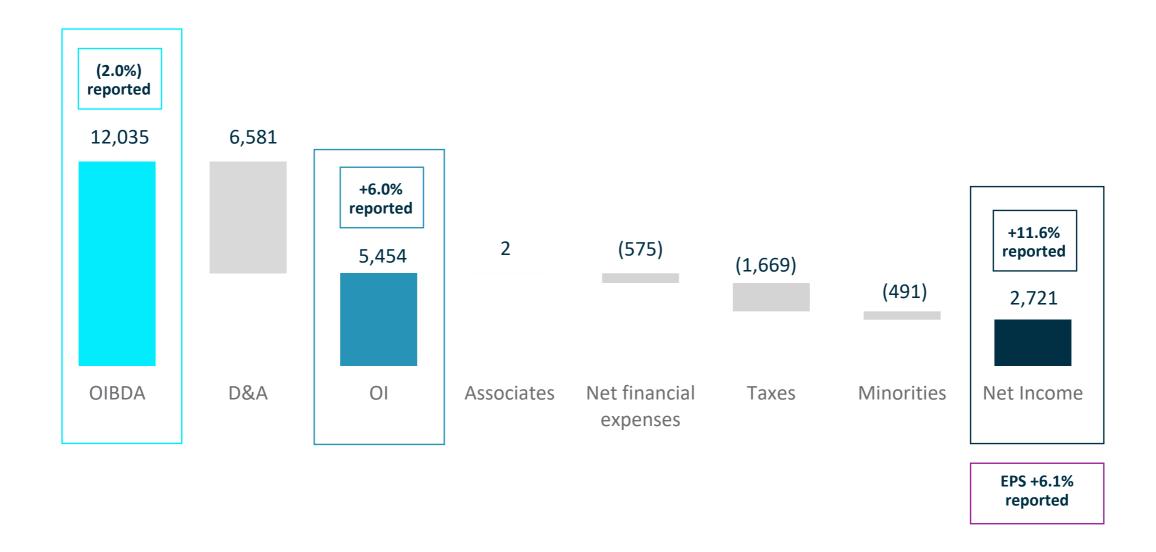
- Court Ruling in Brazil:
 - Already flowing into FCF; to continue in next Qs
- Restructuring costs, enhancing future profitability and cash flow
 - GER -€14m; PER -€20m; ARG -€4m
- Capital gains (sale of digital companies & towers) +€45m
- Hyperinflation in ARG (-€123m OIBDA; -€103m Net Income)



Net income up +11.6%, EPS +6.1%

9M 2018

€m

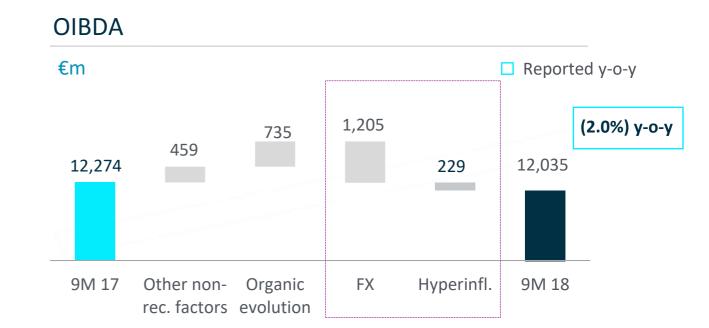




FX impacts in P&L, FCF and net debt

EM currencies, particularly BRL and ARS major drag in Q3

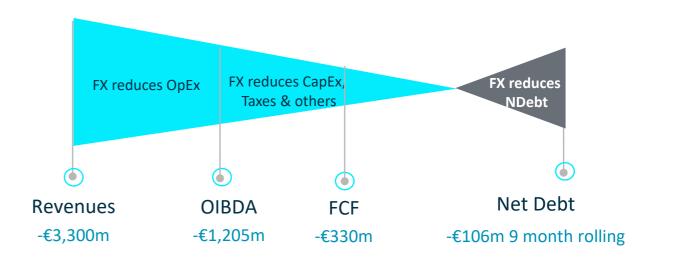
- FX (ex. hyperinflation) decreased growth by
 - **Revs.:** -8.1 p.p. in Q3 y-o-y (-8.5 p.p. in 9M)
 - **-OIBDA:** -9.5 p.p. in Q3 y-o-y (-9.8 p.p. in 9M)
- Consistent organic contribution



FX impact mitigated at FCF

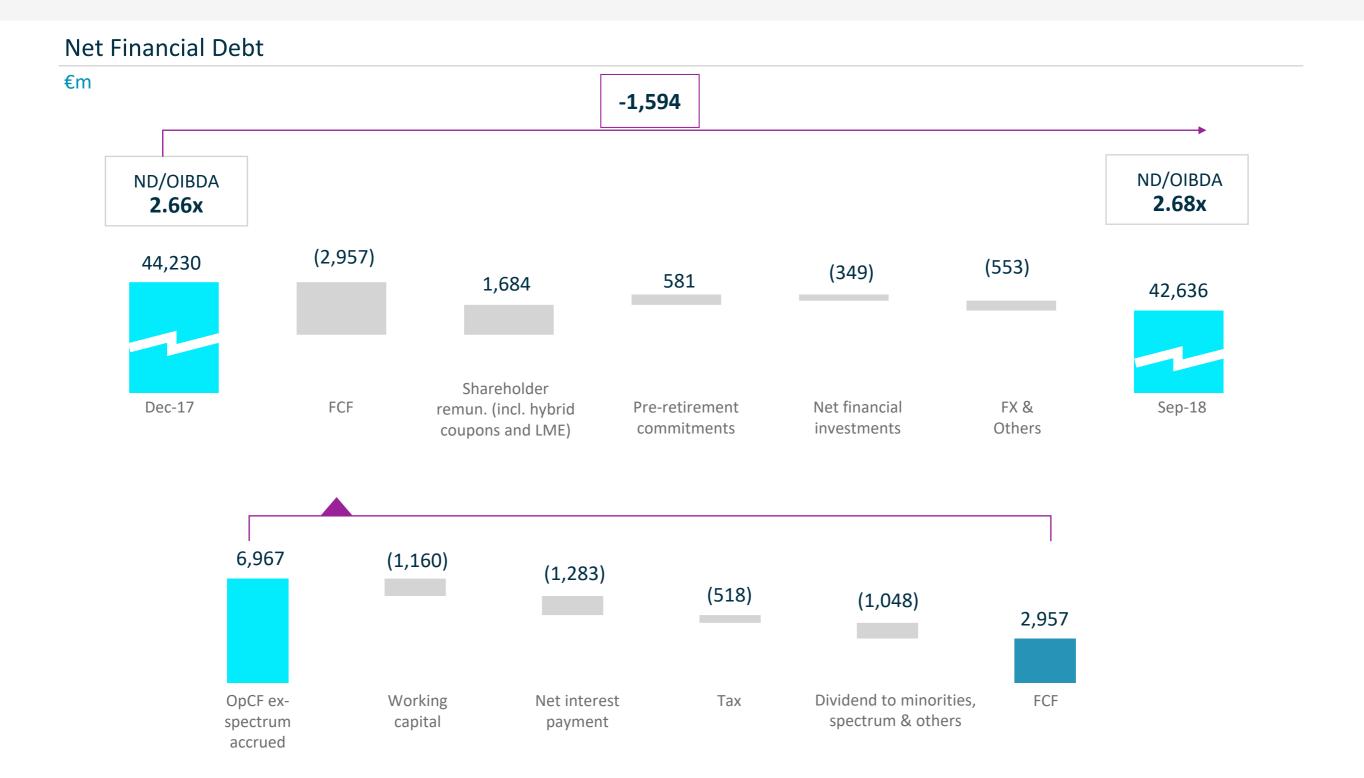
- **FX** reduced: Revs. -€3,300m; OIBDA -€1,205m; FCF -€330m
- Net debt decrease (-€106m 9 month rolling)

FX impact 9M (y-o-y)





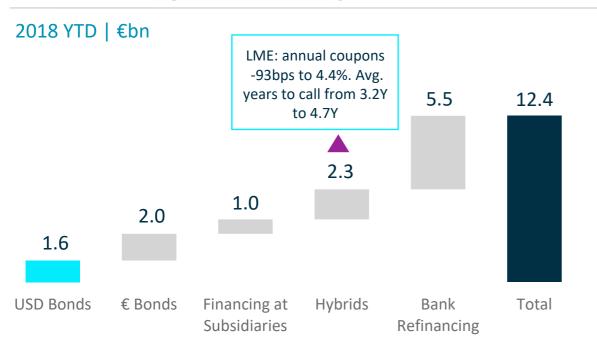
Net debt reduction on strong FCF





Strong liquidity thanks to attractive long-term financing

Sources of long-term financing



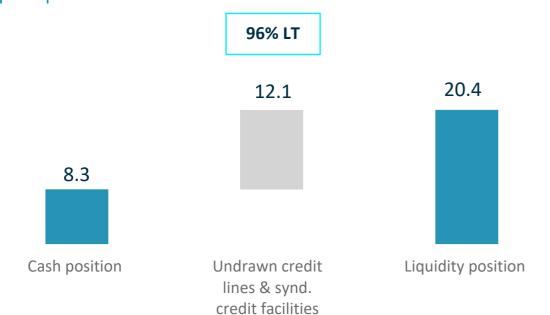
Net Debt maturities

Sep-18 | €bn; not considering hybrid NC dates



Liquidity position

Sep-18 | €bn



Interest payment costs





Conclusion

Mr. Ángel Vilá COO



Summary









Progress on strategic positioning

2

Focus on delivering profitable results

3

Financial discipline

4

2018 **Guidance upgraded**

Long-term value creation

(sustainable growth; business excellence; focus on FCF)



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