

### FIFTH INVESTOR CONFERENCE

Valencia. May 25 th - 26 th. Ciudad de las Artes y las Ciencias

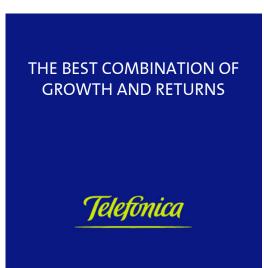


## Leading a world of broadband solutions

#### **Luis Lada**

Executive Chairman, Telefónica de España





Valencia - May 25, 2006



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#### **Content**

- O1 During 2005 we continued to deliver top results while strengthening capabilities for future sustainability
- O2 Going forward we will leverage our competitive advantages to grow even further
  - Positive socioeconomic landscape
  - Sustainable growth based on a distinctive offering
  - Higher efficiency levels
  - Thoughtful investments to support future growth
- O3 As a result, we commit to ambitious financial and operational targets



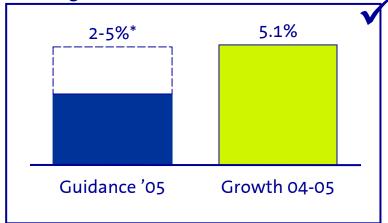


### Once again, we have delivered strong financial results and met or even exceeded our targets

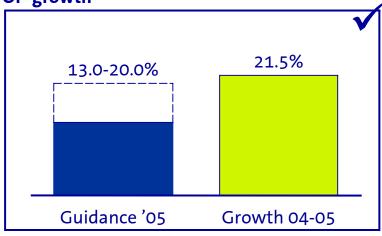
#### Revenue\* growth



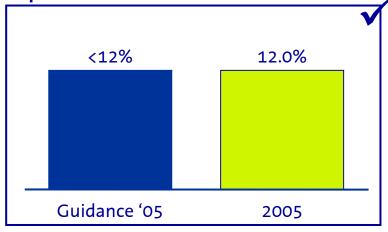
#### **OIBDA\*** growth



#### OI\* growth



#### Capex/revenues\*\*





Note: Financial Data for TdE Group (including associates and excluding Terra)

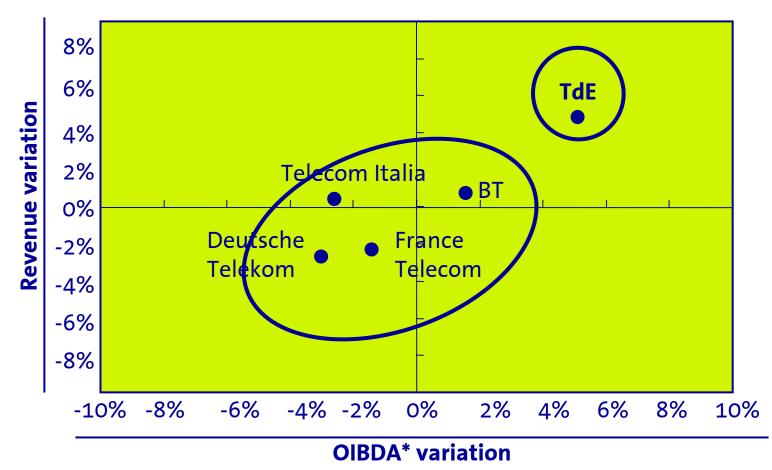
<sup>\*</sup> Foreseeable Revenue, OIBDA and OI. Figures reported for 2005 are: +4,8% Revenues growth, +4,5% OIBDA growth and +19,9% OI growth.

<sup>\*\*</sup> CAPEX/Renevues ratio for TdE (not including associates) was 12,4%



## O1 We are one of the top incumbents in terms of revenue and profitability growth

Fixed business, 2005



<sup>\*</sup> OIBDA for TdE, EBITDA for the other companies

Source: Companies reports (FT: revenues and GOM for HCS+ECS; TI: revenues and EBITDA for domestic wireline; DT: revenues and adjusted EBITDA for Broadband/Fixedline + Business Customers; BT: revenues and EBITDA for BT Retail + BT Wholesale Aprilo5/March 06)



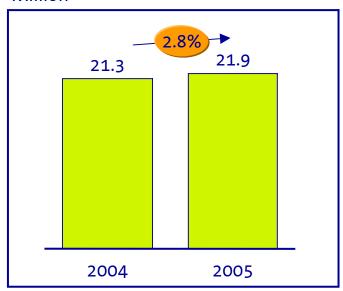


## O1 These results were possible due to excellent operational performance (1/2)

Access growth

#### Total access growth\*

Million



#### Internet broadband access growth\*\*

Million



Broadband is the key contributor to access growth boosted mainly by the growth in bundles



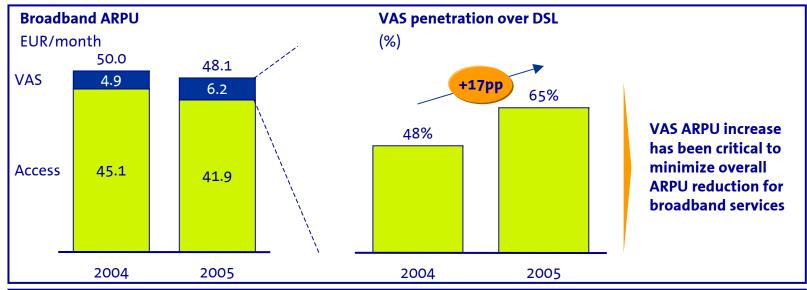
<sup>\*</sup> Includes basic accesses, narrowband Internet, broadband Internet, ULL and IPTV

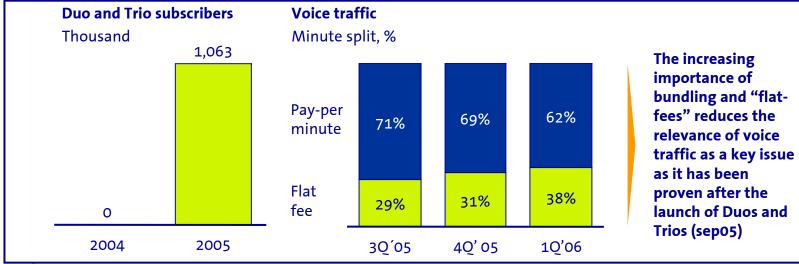
<sup>\*\*</sup> Excluding fully unbundled local loop, Wholesale and cable modem. Retail includes Terra and ISP friendly



## O1 These results were possible due to excellent operational performance (2/2)

Broadband ARPU, bundles and "flat-fees"







Telefónica de España, S.A.



### O1 We are confident about our future revenue and return growth prospects

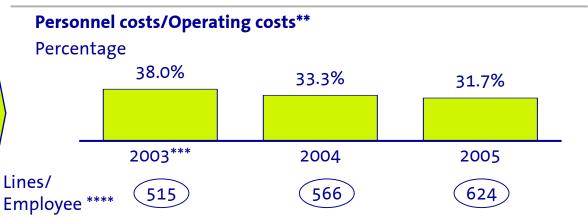
Customer perception improvement

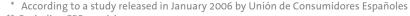
Telefonica has been valued by the Spanish Consumers Association as the fixed telco operator with the best quality/price ratio\*

Strong P/S innovation

- Our positioning in broadband stresses service value, not only speed
- In households:
  - We are spearhead in video on-demand and many other interactive TV services
  - Flat-fee high-quality services embedded in bundles (Duo, Trio and fixed-mobile) have deactivated VoIP threat
- In businesses we have designed a broad new range of business solutions (e.g. design of new national ID)







<sup>\*\*</sup> Excluding ERE provisions



<sup>\*\*\*</sup> Prior to IFRS adoption

<sup>\*\*\*\*</sup> Parent Company.



#### **Content**

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# The Spanish positive socioeconomic outlook will support telecom sector growth Spain figures, 2005-2009

+ 2M new households

+ **0.8M** increase in occupied second homes

**+ 2M** increase in population

More potential customers

+ 3.6p.p. GDP per capita gap reduction with EU average (from 91.0% to 94.6%)

+ 10% growth in telecom and media expenditure per capita

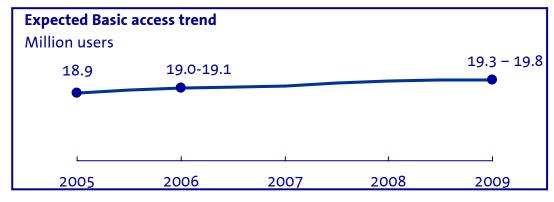
More potential ARPU

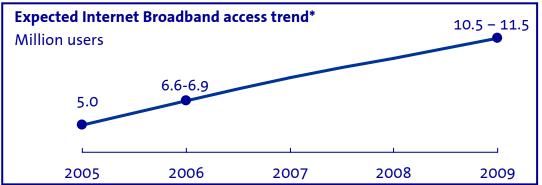
Source: Global Insight World Market Monitor, Yankee Group, Pyramid Research, IDC, PwC



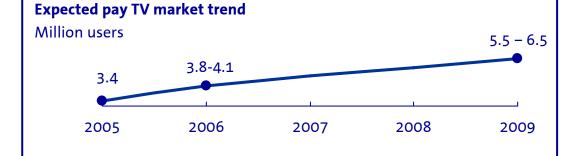


### O2 And a solid, upward evolution of our key market indicators can be forecasted





Broadband adoption and services offered over a broadband connection will still be the key growth driver for the future







## O2 Regulatory framework will be in line with EU guidelines

### Retail regulations

- End of price regulation except for accesses (CPI-x, +2% in 2007)
- Bundle authorisation will be based on replicability and the existance of related wholesale services in all cases

### Wholesale regulations

- Need to offer wholesale services (bitstream, ATM,IP) that allow replication of all broadband and voice offers
- Voice traffic interconnection price asymmetry

#### **Universal service**

- New universal service regulation starting January 2008
- New services will not be affected by universal service rules (eg. Broadband)





#### **Content**

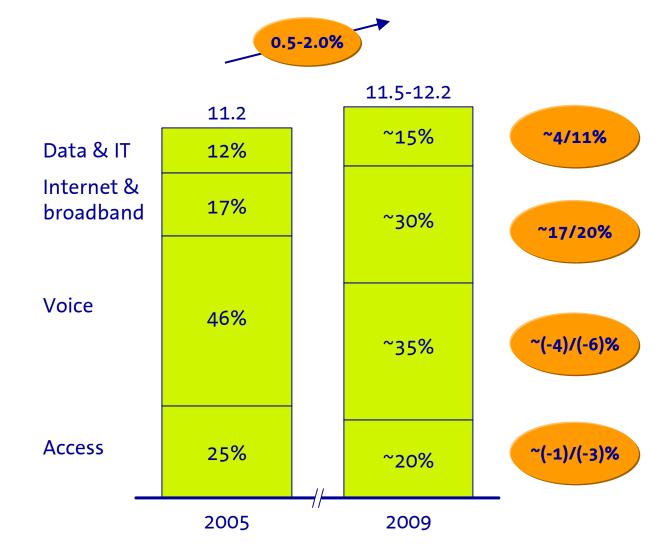
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# **O2** We will maintain solid revenue growth for the following years Revenues. EUR billion

**CAGR** 

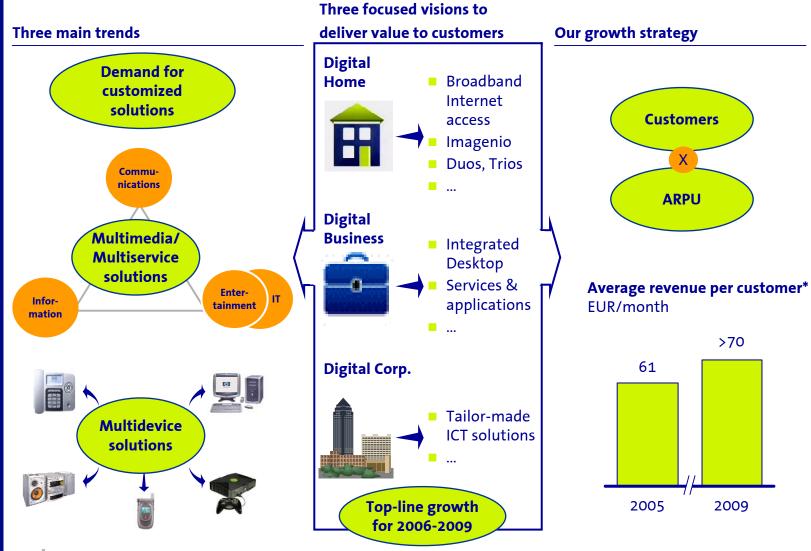




Note: TdE Parent Company (excluding Terra, Telyco, TTP and other affiliates)



## **O2** We will achieve this solid revenue through bundling and integrated solutions





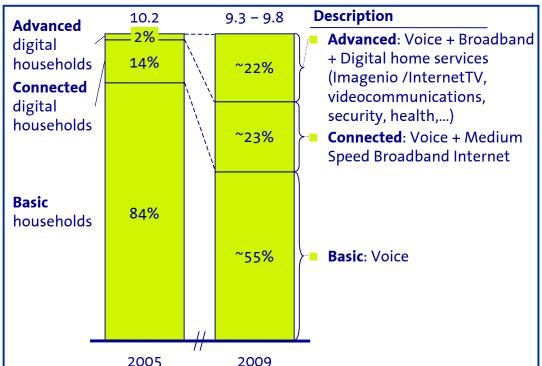


# O2 In households, we are offering bundles and solutions for all our customer segments, increasing overall ARPU



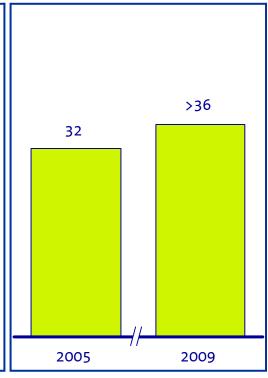
#### **Household customers**

Million of subs



### Average revenue per household customer\*

**EUR/month** 



The increase in ARPU will be achieved, despite foreseeable price reduction, with the migration of customers to higher value segments



<sup>\*</sup> Residential retail revenues / number of residential customers



# O2 Our digital household customers are already enjoying new solutions: Duo, Trio and Imagenio are the first steps to the Digital Home Concept



Our customers will keep on adopting bundles in the future

DÚO<sup>\*</sup> TRÍO<sup>\*</sup>
Million of subscribers\*

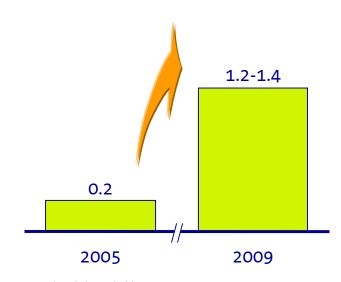


2009

Our Imagenio-based entertainment offering is the first step of our digital household offering

imagenio

Million of pay TV subscribers\*\*



<sup>\*</sup> Only households



2005

<sup>\*\*</sup> Includes SOHO and SME subscribers



02



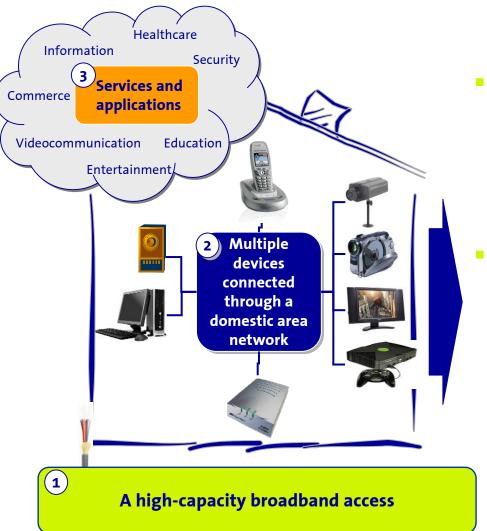
We are already working in Digital Home market development *Trio TV spot* 





# O2 We are working on offering our Digital Home customers an increasing array of services and solutions





- The Digital Home strategy is the result of the integration of three building blocks:
  - Broadband access
  - Multiple devices connected through a domestic area network
  - Services and applications
- In this context we can further segment in:
- Connected Digital Homes(medium speed Internet connection)
- Advanced Digital Homes.
   Multiple application and services on top of multiple devices/electronic equipment:
   TV, security content management, domotics.





### O2 In the short term we have an ambitious P/S roadmap for digital households



#### Household roadmap 2006-2007

Broadband Access High-speed connectivity as a basis for Advanced and Connected Digital Homes

Domestic Area Network with multiple devices TV videoconference with 3G interworking

Domotics: Integrated home devices and remote management

Seamless Fixed and mobile services

Personal TV: HDTV, Shift TV, DVR, flexible content selection.

Services and Applications Internet multimedia (Pixbox)

Connectivity Bundled with VAS: Home content management

Family management (education, security and health)



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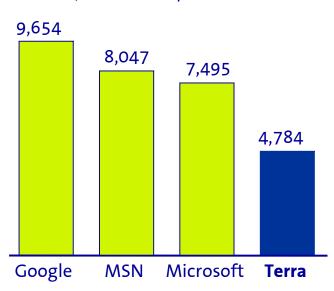


# O2 The integration of Terra will allow us to strengthen our leadership in the digital household market



#### **Most visited Internet brands**

(thousands of unique residential visitors, march2006)



According to Nielssen/Netratings, Terra is the fourth most visited Internet brand in Spain

Source: Nielssen/Netratings Netview, March 2006

- We are adding value to our digital offer with the integration of a key player in the Spanish Internet market:
  - Leveraging Terra's online technology
  - Enhancing the content offering
  - Increasing monetization through advertising
- As an example, our first product launch after the integration is **PixBox**







### **O2** We are also developing innovative fixed-mobile solutions



Already in the market

Short term solutions

Other future initiatives

i GSM/home

! interworking

dual solutions

phone

Our aspirations are:

- To be leaders in the development of fixed-mobile broadband services
- To evolve from a separated product offering towards fixed-mobile solutions

SMS to fixed wireline

3P with F-M calls

Hotspot/GSM interworking

Loyalty program

Video Services from/to fixed/wireless

Wireless Internet anywhere

3G access to Imagenio TV guide : Imagenio Movil

Consideration of the last of t

Imagenio/wireless video call : Imagenio Movil

Domotics & home control via handset

Voice Solutions for groups (Family and SME)

Instant
Multimedia
voice and text
messaging



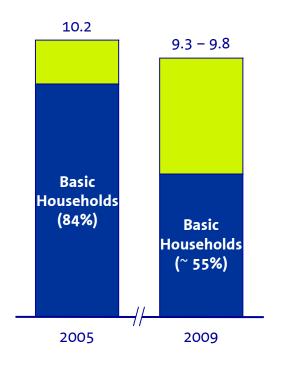


### O2 And we also have a bundle & solutions strategy for our Basic Households



#### **Households subscribers**

Million subs



- We are also creating value for our basic customers:
  - Innovative product offering (e.g. bundling access and voice) and pricing schemes (e.g. flat voice rates)
  - **2** Customized solutions developed for segments with special needs:
    - Immigrants
    - Euroresidents
    - 2<sup>nd</sup> residences
    - Young families





### O2 Specifically, the revenue threat of VoIP in Spain is limited

#### **Voice customers**

#### **Broadband customers**

Households

Due mainly to the existance of capacity interconnection fees in Spain, there is no substantial improvement on economics that would allow more aggressive pricing to ULL competitors

The **double play offers** outperform VoIP value proposition

**SoHos & SMEs** 

Our integrated desktop offer provides a better value to our customers, bundling voice and other VAS

Large companies

We are offering tailor-made ICT solutions which are including VoIP according to our customers needs

VoIP will base its development in Spain on a 'more service' basis instead on a 'lower price for voice service' basis



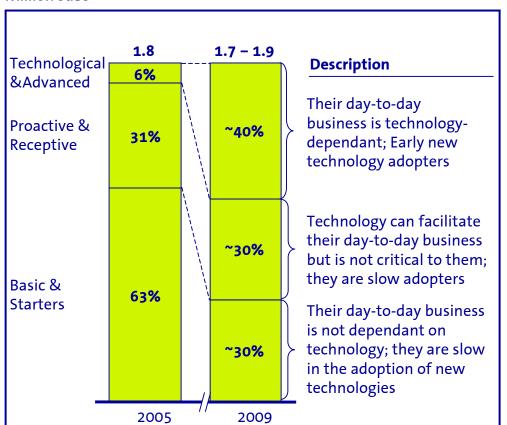


### O2 For SoHos and SMEs we are also targeting our specific customer needs



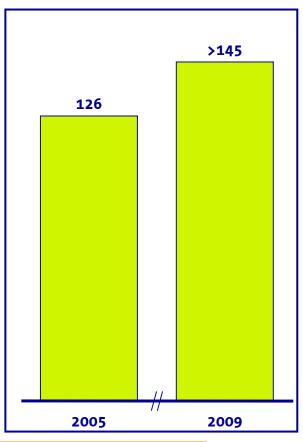
#### **SoHos & SMEs customers**

Million subs



### Average revenue per SoHo & SME customer\*

**EUR/month** 





We are planning to increase the ARPU by shifting our customer base from basic customers to more advanced customers with higher ARPU



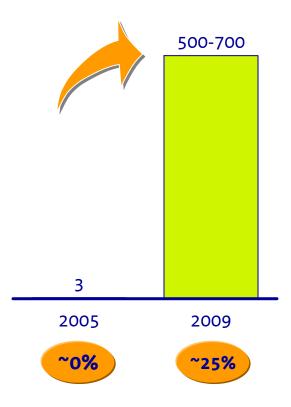
## O2 SMEs and SoHos also increasingly demand integrated solutions



% of integrated desktops over potential market

#### Number of integrated desktops\*

**Thousand** 





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### ntegrated Desktop

Integrated access to all Communication and IT needs

- Voice
- Switchboard
- Phone equipment
- LAN
- Desktops and/or laptops

#### Services

- Installation
- Maintenance
- Management
- VPN

**Network** 

**Applications** 

Guaranteed capacity access

#### 4 Applications

- Horizontal applications: web, intranet, antivirus, firewall, e-mail and content filter, PC back-up...
- Vertical applications: videosurveillance, background music with DSL, legal content, CRM and ERP applications...





02



We are already working in Digital Business market development Respuesta empresarios TV spot





### 02 In the short term we have an ambitious P/S roadmap for small businesses



#### Business roadmap 2006-2007

**Integrated Desktops** (service + maintenance) Voice: Click2Call Data: Remote desktop control LAN/Switchboard

**(+)** 

**Network Services VPN** VoIP (centrex IP)

VAS Network managed services Horizontal ASP (web presence, firewall, PC (+)back-up) Vertical ASP (CRM applications, video security systems)

Customers build for themselves personalised services and pay a monthly fee for it: All included



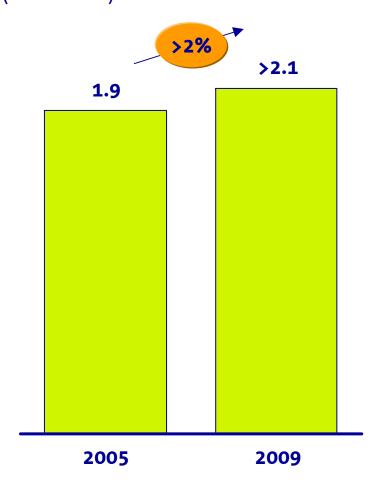


## **O2** We expect substantial revenue growth from contracts with large corporations



**Revenue growth from large corporate contracts** (EUR billion)





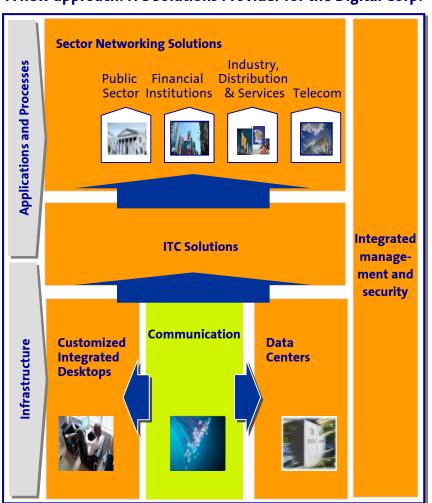
We intend to achieve this revenue growth providing our current customers with additional, tailormade ITC solutions





# O2 We will leverage our strong foothold in Communications to respond to the arising demand of integrated ITC solutions by large corporations

A new approach: ITC Solutions Provider for the Digital Corp.



- Information Technology

  Communication
- Telefonica is in the best position to provide ITC tailor-made solutions ...
  - IT competitors cannot easily replicate Telefonica's assets and know-how in Communications
  - We have the largest sales force in Spain, accounting for 400 account managers trained for consultative sales and 650 pre sales engineers
- ... while it additionally develops strategic partnerships with relevant specialist players in adjacent industries...
- ... creating a new world of Sector Networking Solutions that, while customizable, can be replicated for different companies in the same sector, allowing for interworking between them



Telefónica de España, S.A.

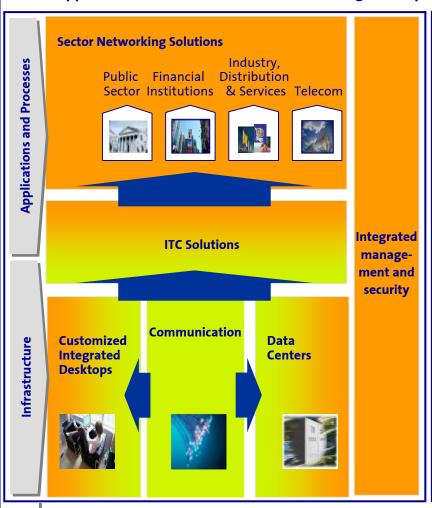


### O2 Our new approach is already delivering real solutions



Information Technology Communication

A new approach: ITC Solutions Provider for the Digital Corp. ... delivering specific solutions



Allowing a first tier financial institution to provide **electronic** billing services to its customers



Video-on-demand, integrated with management system for a large hotel chain



zSeries based BRS Solution, including communications, platform delivery, storage & management for a medium size financial institution



Trial recording and storage Solutions for the public sector



Upgrade to new MacroLAN, full IP, highavailability multimedia network for a large retail chain



Provision of new e-DNI

for the public sector



Telefónica de España, S.A.





### O2 In the short term we have an ambitious P/S roadmap to advance in the ITC world



#### ITC roadmap 2006-2007

Next generation corporate voice communications

Upgrade of Ibercom Service (VoIP, pay-per-post/application pricing scheme, etc ...)

Corporate broadband

New symmetric DSL accesses Customized, corporate quality SLAs

Customized ITC management services

Client-premises fully customized Service Management Centers (CSP)

End-to-end desktop outsourcing solution

Customized solutions (collaborative tools, security, ID, equipment, support, ...)

Pay per worker/profile on a flat-rate basis

Industry-focused solutions network

Industry ITC solutions on a pay-per-use basis (Medical Prescriptions Management, Online Insurance Claim Valuation, e-Government, Clearing House Processes...)

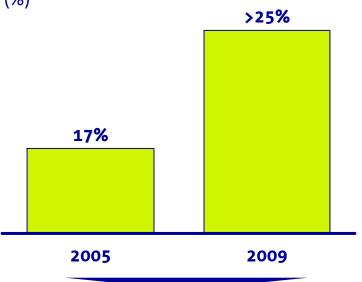




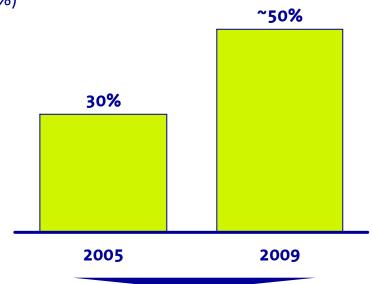
## O2 We enter a transformational period to become the ITC solutions provider leader



IT solutions revenues as % of our revenues from large corporations (%)



Revenues from multi-year contracts as % of our revenues from large corporations (%)



- Differential offering, wrapping together
   Communications & IT wherever ...:
  - ... our communications business gives us a cost edge over competitors
  - ... communications leverage the value of the solution
  - ... the solution is a natural extension of our traditional business

- Building long-term, confidence driven relationships to ensure sustainable revenue
- Helping clients grow, focusing in their core business while ensuring technological evolution





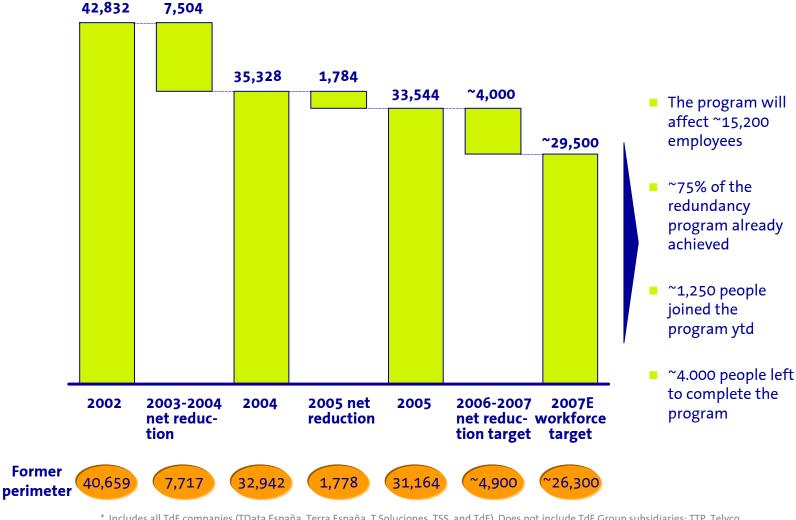
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# O2 We are completing the execution of our current workforce reduction program Number of employees, TdE Group\*









### **O2** We are designing a more efficient operating model to maintain our solid cost base in the future

Estimated operating cash flow yearly impact

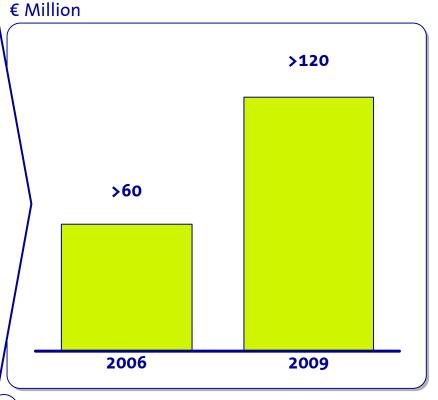
Levers

Intra TdE (former perimeter)

- Integration of Infrastructure & Operations field activities
- Back-Office and support areas process optimization
- Outsourcing optimization (especially IT)

TData + Terra

- TData + Terra Redundancy Programs
- Network synergies (TData + TdE)
- Commercial access costs synergies (Terra + TdE)
- Infrastructure costs: Provisioning, maintenance...



#### **Aditional Levers**



**Distrito C** 

- Organizational efficiency
- Advanced workplace conception

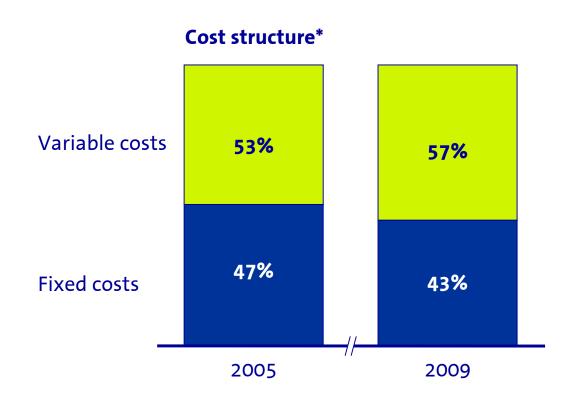
**Moviles España** 

- Sales channels
- Network, IT and operation sinergies





# O2 These efforts will help us move towards a more flexible and competitive cost structure



- Total operating costs evolution fully aligned with revenue growth
- More intense and variable third party collaboration model



\* TdE Group



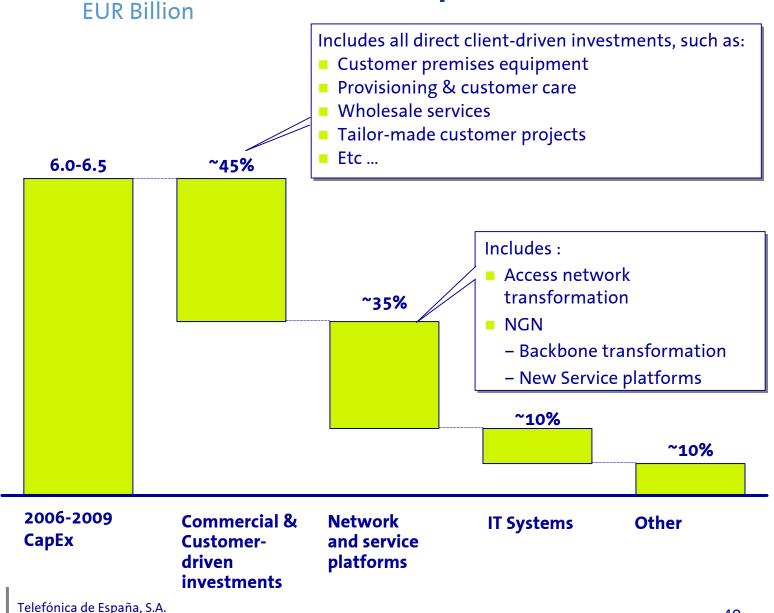
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# O2 Our total investment will amount to € 6.0-6.5 billion for the 2006-2009 period







## O2 Access network transformation will be achieved with a thoughtful investment approach

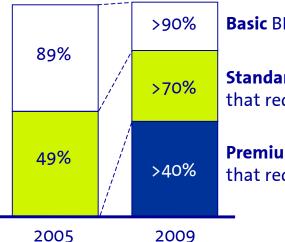
#### **Deployment criteria**

- We are making local loops shorter in order to provide higher speeds.
- Deployment will take into account:
  - The best technical solution is chosen on a case by case basis (ADSL2+/VDSL2, Copper/FTTx)
  - The solution can easily scale in the future
  - Deployment is prioritized according to micro-area value
- Total investment will amount to ~800\* million EUR for the 2006-2009 period

Our goal is to create a more flexible and higher capacity network

### **Coverage of hi-capacity local loops**

% of TdE local loops



Basic BB: Entry level

**Standard** BB: Supports services that require >10 Mbps

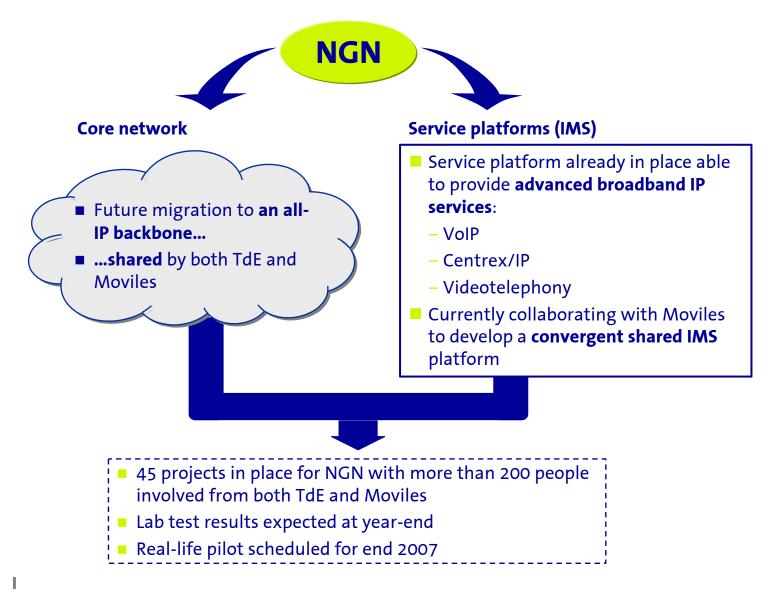
**Premium** BB: Supports services that requiere >25 Mbps



<sup>\*</sup> Includes street cabinets, fiber, transmission equipment, full equiped nodes except cards, ... Does not include VDSL deployment



# O2 We are sharing with Moviles España the development of a next generation network







### **Content**

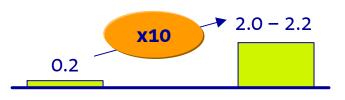
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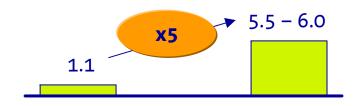


### This strategy will allow us to achieve our main 2009 access goals

Advanced
Digital Homes\*
(million)

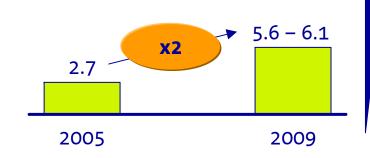


**Duo and Trio customers\*\*** (million)



>95% broadband customers with Duos and Trios

Retail broadband Internet accesses (million)



**Basic accesses** 

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<2% reduction on a yearly basis, reaching ~40% of accesses with bundled voice or broadband in 2009



44

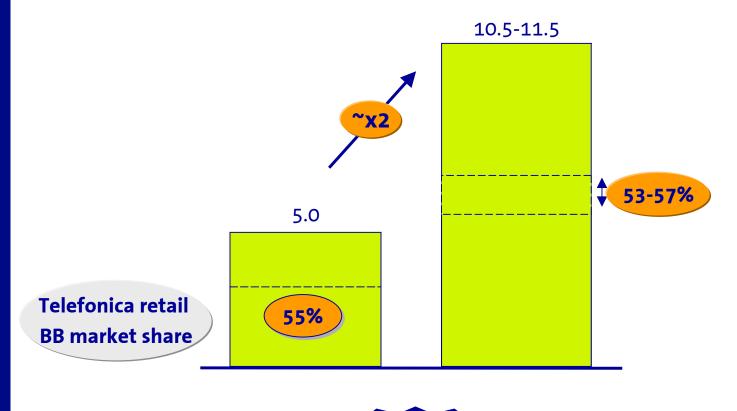
<sup>\*</sup> More than 50% will be pay TV subscribers

<sup>\*\*</sup> Includes Residenctial, SOHO and SME subscribers



# O3 Our priority is to increase broadband penetration and defend our broadband market share

Broadband Accesses, millions





Achieve 5.6-6.1
million broadband
retail accesses by
2009



### O3 Telefonica de España financial commitments

€ in Millions	FY 2005 *	CAGR 2005-09E **
Revenues	11,755	0.5 - 2%
Operating Income before D&A***	4,765	3 - 6%
Operating Income***	2,627	9-14%
CAPEX	1,401	6,000 – 6,500 (Cumulative CAPEX 2006-2009)



Telefónica de España, S.A.

<sup>\*</sup> TdE numbers are pro-forma, including Terra's Spanish unit since January 2005

<sup>\*\*</sup> CAGR 2005-2009E guidance excludes changes in consolidation

<sup>\*\*\*</sup> In terms of guidance calculation, Operating Income before D&A and Operating Income exclude other exceptional revenues/expenses not foreseeable in 2006-2009. Personnel Restructuring and Real Estate Programs are included as operating revenues/expenses. For comparison purpose, the equivalent other exceptional revenues/expenses registered in 2005 are also deducted from reported figures



### Summary

- Strong financial results and solid position and strength to keep on competing in the future taking advantage of a positive socioeconomic environment
- Three-pillar strategy equally focused on growth and cash returns:
  - **1. Top-line growth**. Based on **Integrated solutions** for each of our customer segments:
    - Our **Digital Home** offer will cover all communication, entertainment and information needs for Households
    - The **Digital Business** concept will provide increasingly customized IT and communication solutions on a per-user monthly fee
    - For large companies we will strengthen our position as an ITC solutions provider, offering fully customized ITC solutions for each individual customer
  - 2. End of our current workforce reduction plan and continue working towards reducing costs while increasing both our efficiency and effectiveness as well as our overall quality levels.
  - **3.** Thoughtful investments to **upgrade our network** for the kind of advanced services that we are developing
- As a result, we expect to keep delivering solid top-line growth (0.5-2%) and Operating Income (9-14%)



# Telefonica