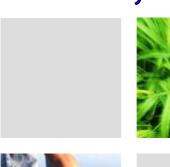
# The Race for convergence: Voice, Video, Broadband

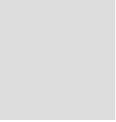














Mr. Nicolas Dominguez Staedke Chief Strategy Officer

Sao Paulo, September 29th, 2006

15 years on the NYSE 125 years of history in Chile



### **Content**

Understanding convergence and the opportunities in the Chilean market

Telefónica Chile's approach to convergence and results today





# Telefonica Chile has strong financial fundamentals

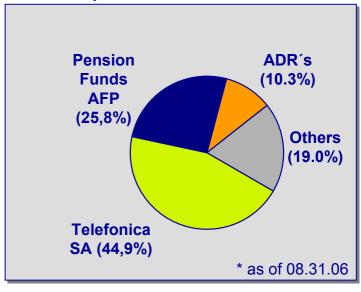
#### **Solid Cash Flow Generation:**

- 2005 revenues: US\$1,134 million
- EBITDA: US\$554 million
- Market Capitalization: US\$1,624 million \*

#### **Solid Financials:**

- Leverage: 0.84 times
- Interest coverage: 13.2 times
- International debt ratings:
  - Fitch: BBB+/Stable Outlook
  - Moody's: Baa1/Stable Outlook

#### **Ownership Structure \***



Home security &

**Demotic** 





**Voice** 

Data & Internet





Digital TV &





From sole fixed Telephony

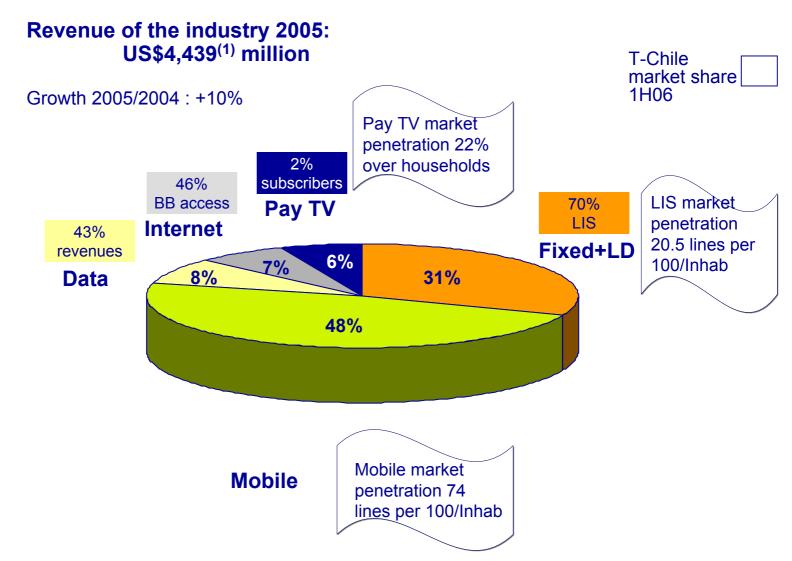


To a multiservice provider





## ... and is well positioned in the highly competitive Chilean telecom industry

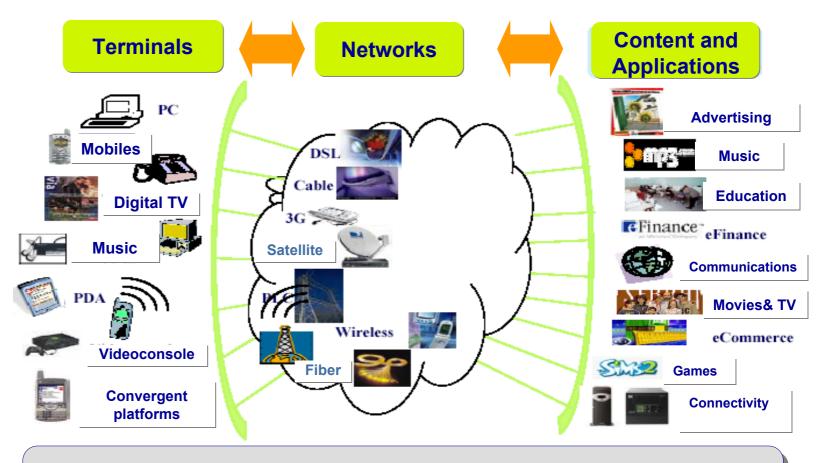




<sup>(1):</sup> Source: Public filings and Telefónica Chile estimates
Total revenues include gross mobile interconnections revenues



## Convergence of infrastructure and services is a world trend ...



Service and technology convergence must be developed based on profitable and efficient use of CAPEX and infrastructure





### ... and it is important to understand the different stages in which telecom operators choose to converge

### The first step

Commercial convergence

- Bundled services:
  - –Double play
  - -Triple play
  - -Quad play

- Increase customer loyalty
- Maximize use of infrastructure

### The next step

Network convergence

- New applications to clients, supported by Integrated networks, terminals, applications and content
- Profit oriented investments
- Efficient use of infrastructure



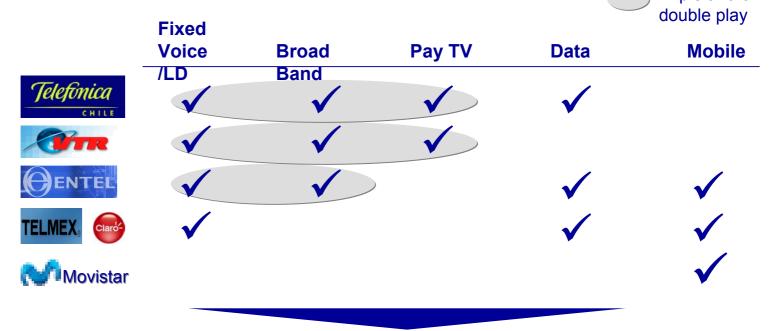
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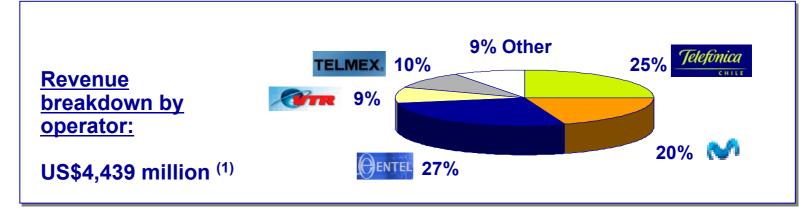


Focused on the customer

The commercial convergence has already begun in the Chilean market with double and triple play offers

Triple and/or







<sup>(1):</sup> Source: Public filings and Telefónica Chile estimates
Total revenues include gross mobile interconnections revenues



### This has driven the market development of services, but there is still a lot of room for growth

Strong competition



Mainly focused on high income segments

### Penetration of services by segment

Segment	Homes ('000)	Monthly income (US\$)	Fixed line	Internet access	Pay TV	Mobile
ABC1+C2	840	3.400	86%	54%	61%	96%
C3	1,058	1.000	73%	21%	37%	90%
D+E	2,443	500	34%	3%	1%	70%
Total	4,341		54%	17%	22%	80%

40% of households represent the potential market for "Duos" and "Trios"

- Today 923.000 households have bundled services, but there is still room. to grow
- Increase demand for integrated services requires higher infrastructure capacity
- Regulatory adjustments for convergence are needed
- Low density population outside Santiago and large geography of Chile

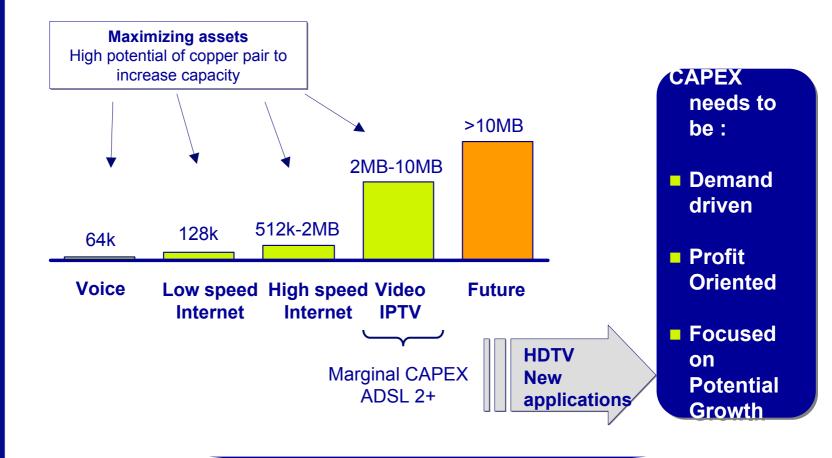


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Focused on the customer

# To capture this growth opportunity, network investments are required



More sophisticated applications and content need more network adjustments and capacity development





### **Content**

Understanding convergence and the opportunities in the Chilean market

Telefónica Chile's approach to convergence and results today





# Telefónica Chile follows the convergence path of the industry

Service & product Diversification

- Increased portfolio of services:
  - Broadband
  - Home security
  - Long Distance Plans

**Product Oriented** 



Integration of services

- Tariff Flexibility
  - Plans of minutes
  - Bundled Services
- Diversification of revenue MIX
- Defense of ARPU



Convergence

- Triple play offer (Voice, broadband and Digital TV)
- IPTV (First digital interactive TV service in the Chilean market 1Q07
- Increase of ARPU

Client Oriented

**TODAY** 





# Business focus on customer segmentation as a leverage to satisfy specific client needs



11



Premium

**Preferential** 

**Massive** 

SME -

**TOP** 

**Massive** 

Corporate

**Sector 1** 

**Sector 2** 

Sector n

Deep Customer knowledge

 Adaptation of service offer to the customer need of payment capacity

**Wholesale** 

Network operation

+ Commercial operation

Quality

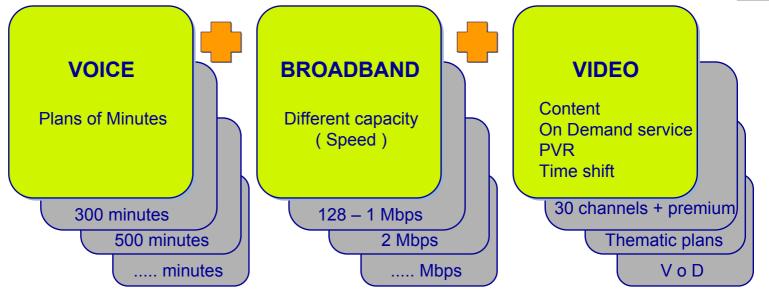
Productivity

Efficency





# ... allows the company to offer flexibility to serve specific client niches





A shift towards the integration of Telephony, Broadband and Home Entertainment services





# As part of the convergence strategy, the Company became a triple play provider with the launch of Pay TV in 2006





- Time-to-market in less than 5 months (industry standard more than 9 months)
- Regional operations optimize CAPEX and OPEX
- Immediate deployment and nationwide coverage
- Attractive service offer of double and triple play, adding
   TV to its existing voice and BB offer

Successful launch: 2% market share in the first two months of operations

**TV Clients (EoP)** 







Telefonica Chile Digital TV is an innovative and flexible offer in content and pricing

#### **Base Plan:**

- 24 pay channels plus 6 local channels
- Antenna, Set-top box and remote control
- On-screen programming auide
- Parental Control
- Program search and alarm
- Access to Pay per view















Ch\$9,900 (US\$18)

### Movie-Family-World:

• 3 thematic plans with 10 channels each, among others.













Ch\$2,600 (US\$5)



#### **Premium Movies:**

 12 combinations of channels. among others:











Ch\$3,900-Ch\$6,900 (US\$7-13)

### **Sports:**

• 2 premium sports channels





Ch\$4.990 (US\$9)

Solid Customer Base: 2,3 million fixed telephony customers





## ... and the development of the IPTV service is underway



#### **Deployment**

**IPTV** 

service

- Focus on high-end customers
- Profit oriented growth
- Unique service using the latest IP technology with key benefits for our customers:
  - Interactive content services
  - Digital quality
  - Flexible offer
- Based on Telefónica Spain Imagenio service know-how
- Increased network capacity will be deployed mainly in targeted areas with marginal network **CAPEX**

#### **Features**

- Video on Demand
- Time shift
- Pay Per View
- Personal Video Recorder

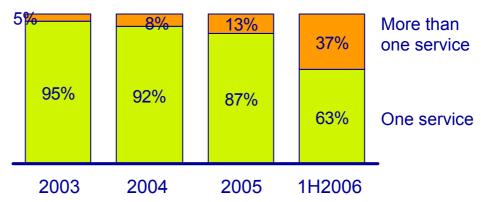
Digital Satellite TV + IPTV expand the market of multi-service customers



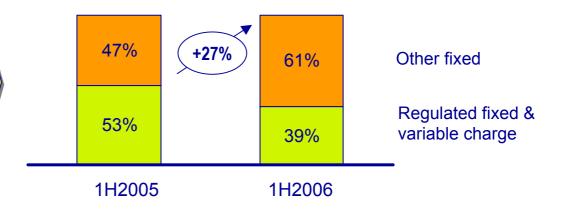


### The integration and convergence strategy is already showing results ...









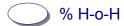
- Increased customer loyalty and reduced churn (Churn traditional clients = 1.44% vs. bundled clients = 0.66%)
- ARPU defense
- Revenue mix diversification

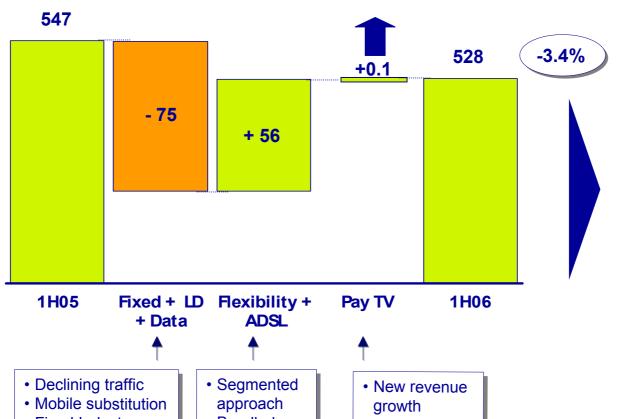




### ... and is expected to strengthen revenue stream

### Revenues for the 1st Half '06 (Real US\$ million)





Future revenues from pay TV will contribute additional revenues

- Fixed Industry decrease
- Bundled

Services

through innovation



2005 figures adjusted for inflation



### In summary ...

- Telecom operators can follow two steps when converging TV, Broadband and Voice services: Commercial and Network convergence.
- Commercial convergence is less CAPEX intensive than network convergence, but limits the degrees of service innovation and hence the competitive position of a company
- Although 20% of the households in Chile already have chosen a convergent offer through double and triple play services, there is still room for growth for convergent services offers.
- Telefónica Chile has followed the convergent path through profitable network investment using existing capacities and targeting specific customer segments.
- The Company successfully launched Digital TV (DTH) and is developing the IPTV service based on the Spanish Imagenio service.
- Results of the segmented convergence strategy are already visible



# Telefonica

CHILE