Caribbean and Latin America CALA

Patrick McGrory
President, CALA
Analyst & Investor Day - December 5, 2012
Agenda

Market forces

Focus on the controlling hills

Strategy results

Growth trajectory

Success stories

Summary
<table>
<thead>
<tr>
<th>Population Growth: 140m expected by 2050</th>
<th>Only 190m with a bank account</th>
<th>Mega Events World Cup and Olympics</th>
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</thead>
<tbody>
<tr>
<td>Growing middle class: 50m increase</td>
<td>500% increase in number of accesses between 2000 to 2010</td>
<td>“Galaxy” ownership structure</td>
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<tr>
<td>Young and Urban: 150m are &lt;14 years old</td>
<td>Internet Access: From 65m in 2010 to 400m in 2016</td>
<td>Consolidation continues</td>
</tr>
</tbody>
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Increasingly Sophisticated Systems Requirements
CALA market forces

- 100%+ mobile penetration
- Growth in postpaid
- Smartphones grow 700% by 2016
- Fierce competition drives focus from acquisition to retention
CALA market forces

- Middle class hungry for broadband and advanced services
- 2013 is the “Year of LTE”
- World’s highest mobile data revenue growth
- IP traffic to multiply 700% by 2015
CALA market forces

- Quad-Play and Pay TV on the rise
- Connected economy: 5 of world’s top 10 social network markets
- Focus on emerging lines of business
  - Connected Home, M2M, mobile payments
**CALA market forces**

- Infrastructure / Fiber build to fill increasing broadband gap
- Wave of IT transformation coupled with skills shortage
- Drive to achieve Galaxy consolidation economies of scale
- Low ARPU ~ $13 requires efficient operations
Focus on the controlling hills

Three Galaxies control 75%+ of wireless subscribers

Leading operator in most markets

89M subs
3 countries
$15B rev

230M subs
17 countries
$33B rev

122M subs
14 countries
$27B rev
Strategic focus paying off

Top 10 markets in CALA

Amdocs in 2009

Amdocs TODAY
The results in CALA
Strong growth due to our focused strategy

Recent bookings trends give us confidence in the sustainability of double-digit growth

>30% Revenue CAGR (Fiscal 2009-2012)
Success stories

Simplify experience

- Single view of corporate accounts and 20% reduction in provisioning time

Harness data

- Enabling the 1st independent carrier in the LATAM region to launch LTE

Stay ahead

- Launched in record time with 454% services growth

Be efficient

- Business transformation program to drive consistent multi-channel experience
Looking ahead

CES portfolio to drive customer experience

Focus on OSS to support infrastructure / Fiber build-out

Multi-play

Managed Services

Scalable cross-Galaxy solutions
Summary

We are at **best-positioned** to take advantage of **opportunity** in the region.

We have the blue chip **experience** and **business model** to serve our customers’ **growing** needs.

We have **strong momentum** and a **clear strategy** for continued **growth**.
Rogerio Takayanagi
CEO, TIM Live
Thank you