

# Full Year 2010 Results and 2011 Business Outlook

### Safe Harbour

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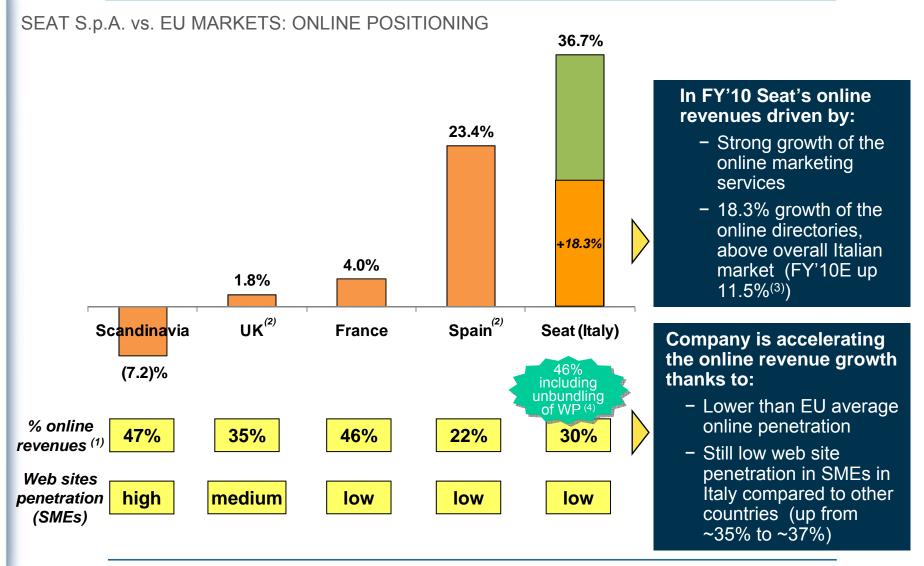
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### **Accounting Principles**

SEAT Pagine Gialle Group and Seat Pagine Gialle S.p.A. adopted IAS/IFRS starting from January 1, 2005. These accounting standards are consistent with the IAS/IFRS used for preparing the annual and interim financial reports for the year 2010.

The Accounting data herewith set forth have been taken from Seat's report for the year 2010, to be filed in compliance with the law. The Company CFO Massimo Cristofori, in his capacity as Manager responsible for preparing the company's financial reports, pursuant to paragraph 2 of Article154-bis of the Finance Consolidation Act (Italian Legislative Decree 58/1998), states that accounting information contained in this presentation corresponds to the Company's evidence and accounting books and entries.

# In FY'10 strong growth (up 37%) of internet revenues (net of unbundling of WP revenues) thanks to the success of the product & commercial strategy



Note: revenue performance is referred to Eniro, Yell, Pages Jaunes and Seat

(1) Based on total revenues (2) 9M'11 results (ended 31 December 2010)

(3) Source: IAB Europe, September 2010 (4) Pro-forma Jan. - Dec. '10



# FY'10 results are in line with the company's guidance and strategic objectives

#### FY 2010 main achievements

- Migration from print to online accelerated by the multimedia strategy and the unbundling of the WP advertising revenues
- 2 ~112k multimedia packages (above target) and ~80k custom-designed web sites sold
- Online marketing services and product innovation sustained FY '10 online growth
- Strategic partnerships (Poste, Google, SKY) are further enhancing Seat 's multimedia offer
- Telegate/TDL are continuing the evolution towards multimedia (online revenues up double digit in H2 for both companies)
- **6** Ebitda in line with guidance thanks to the implementation of cost management actions
- Solid operating FCF. New project on WC improvement well on track. Continuous focus on debt management

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### Stable margins at Group level thanks to strong focus on cost management

SEAT GROUP P&L(1)

		Revenues		Ebitda		
euro million	FY'09	FY'10	Change	FY09	FY'10	Change
Italian business	1,028.5	931.1	(8.3)%	479.8	450.9	(6.0)%
Seat S.p.A	952.2	875.5	(8.1)%	470.7	446.8	(5.1)%
Other Italian operations (2)	76.3	55.6	(27.1)%	9.1	4.1	(54.9)%
International operations	234.6	212.2	(9.5)%	47.7	32.6	(31.7)%
Thomson	81.4	70.6	(13.3)%	13.8	8.4	(39.1)%
Telegate	133.1	124.6	(6.4)%	33.6	23.1	(31.3)%
Europages	20.1	17.0	(15.4)%	0.3	1.1	n.s.
Eliminations and other adj.	(53.3)	(32.7)	n.s.	0.1	(0.0)	n.s.
Total	1,209.8	1,110.6	(8.2)%	527.6	483.5	(8.4)%
Ebitda margin				43.6%	43.5%	(0.1) pp

Italian revenues down 8.1%, in line with guidance of November 2010, with better performance of core revenues (down 7.0%) thanks to strong growth of the online business

Other Italian revenues affected by disposal of call centers activities (end of May '10) but offset by lower intercompany adj.

TDL revenues down 16.4% in £, but rebound of the online business (up 7.7%, with Q4 up 20.6%)

Telegate Ebitda at 23 €m, in line with guidance of November 2010

Stable margins at Group level thanks to strong focus on cost management and despite top line



<sup>(1)</sup> Revenues include only "Revenues from Sales and Services"

<sup>(2)</sup> Including Consodata, Cipi, Prontoseat and Pagine Gialle Phone Service

# FY '10 bottom line impacted by Seat and subsidiaries' goodwill write-downs, following impairment test over the period

#### SEAT GROUP P&L BELOW EBITDA

euro million	FY2009	FY 2010	Change
EΒΙΤDΑ	527.6	483.5	(8.4)%
% of revenues	43.6%	43.5%	(0.1)pp
Depreciation and Amortization	(63.2)	(65.1)	(2.9)%
ЕВІТА	464.4	418.4	(9.9)%
% of revenues	38.4%	37.7%	(0.7)pp
Extra-Operating Amortization	(189.0)	(685.6)	n.s.
Not Recurring & Net Restruct. Expenses	(29.7)	(40.7)	(37.0)%
EBIT	245.7	(307.9)	n.s.
% of revenues	20.3%	(27.7)%	n.s.
Net Financial Income (Expenses)	(214.9)	(254.0)	(18.2)%
Income Before Taxes	30.9	(561.8)	n.s.
Income Taxes	(54.2)	(104.0)	(92.0)%
Profit (loss) from discontinued operations / non-current assets held for sale	(12.3)	(0.2)	98.1%
Net Income	(35.6)	(666.0)	n.s.
- of which Minority Interest	2.4	1.3	(44.3)%
- of which pertaining to the Group	(38.0)	(667.4)	n.s.

	euro million	Goodwill Write-down	Current book value
	Seat S.p.A.	650.4	2,529.8
<b>)</b>	Others <sup>(1)</sup>	23.4	107.4
	Total	673.8	2,637.2

FY'10 net income, excluding goodwill write-down at 6.4 €m



<sup>(1)</sup> Including Thomson, Telegate, Consodata and Prontoseat

# Operating FCF sustained by lower level of capex, while NFP affected by one-off charges

#### SEAT GROUP OPERATING FREE CASH FLOW AND DELEVERAGE

euro million	FY 2009	FY2010	Change		
			mln	%	
Ebitda	527.6	483.5	(44.1)	(8.4)%	
Change in Operating Working Capital	(8.0)	(19.2)	(11.2)	n.s.	
Change in Not Current Operating Liabilities & others	(11.3)	(9.6)	1.7	15.3%	
Investments	(51.9)	(40.3)	11.6	22.3%	
Operating Free Cash Flow	456.3	414.3	(42.0)	(9.2)%	
Net cash interests	(196.7)	(196.4)	0.2	0.1%	
SSB cash transaction costs	(3.7)	(26.6)	(22.8)	n.s.	
Capital increase, net	193.5	0.0	(193.5)	n.s.	
Cash taxes	(108.8)	(85.4)	23.4	21.5%	
Not Recurring and Restructuring charges	(23.9)	(22.5)	1.4	5.9%	
Others	2.4	(51.7)	(54.1)	n.s.	
Deleverage	319.2	31.8	(287.4)	(90.0)%	
	FY 2009	FY2010	Change		
			mln		
Net Financial Debt	2,762.8	2,731.0	(3	1.8)	

Strong reduction of capex, with different mix YonY (from administrative/ IT platform investments to internet product development)

FY'10 Taxes includes 27 €m of *one-off* cash out linked to the settlement agreement with Italian Tax Authority

FY'10 Not Recurring and Restructuring charges includes cash outflows mainly related to the Group cost rightsizing plan

FY'10 Others includes 28.7 €m of accrued interests related to SSB (to be paid in Jan. '11) and 3.4 €m for Telegate share buy back

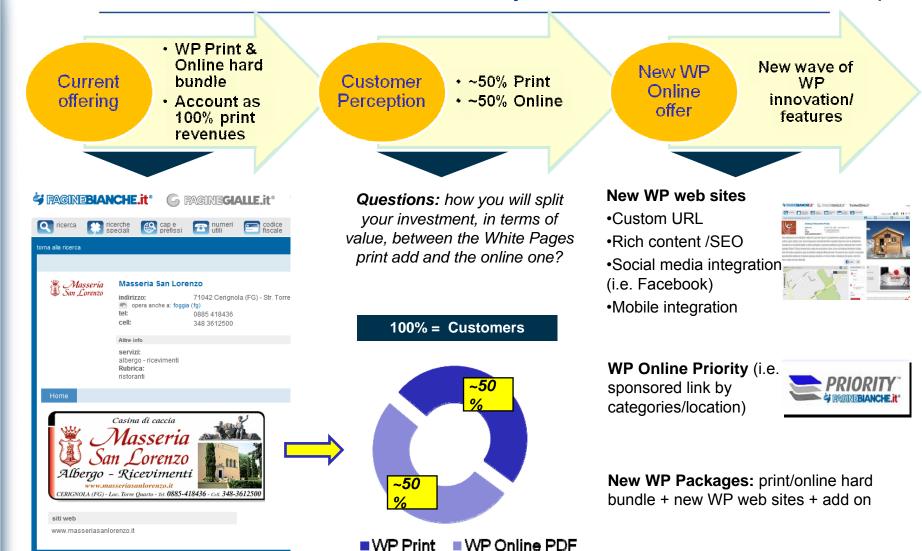
32 €m of deleverage despite oneoff charges



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# New WP print & online revenue split is aligned to the customers' perceived value, with new innovation/features already included in the 2011 road map



Source: Doxa survey based on 800 interviews (between 25 of May and 7 June 2010)



# FY'10 online revenues at already 41% of core revenues, thanks to strong growth of marketing services and including unbundling of WP adv. revenues

SEAT S.p.A.- REVENUE BREAK-DOWN

euro million	FY'09	FY'10	Change	Pro-forma
Revenues	reported	WP unbundled (JulDec. '10)	%	WP unbundled (JanDec. '10)
Core Revenues	859.8	799.7	(7.0)%	=
Print advertising	619.1	428.4	(30.8)%	356.0
-YP	266.2	188.2	(29.3)%	=
-WP unbundled <sup>(1)</sup>	352.9	240.2	(31.9)%	167.8
Online advertising & services	194.7	330.6	69.8%	403.1
-Online directories & mkt services	194.7	266.0	36.7%	=
-WP unbundled <sup>(1)</sup>		64.6	n.s.	137.1
Voice advertising	46.0	40.7	(11.7)%	=
-89.24.24 TYP	38.4	31.7	(17.2)%	=
-12.40 TWP	7.7	8.9	16.2%	=
Others <sup>(2)</sup>	92.4	75.8	(18.0)%	=
Total	952.2	875.5	(8.1)%	=
Revenue mix (% core of revenues)	FY'09	FY'10	Change	FY10
Print advertising -Online advertising & services -Voice advertising	72.0% 22.6% 5.4%	53.6% 41.3% 5.1%	(18.4) pp +18.7 pp (0.3) pp	44.5% 50.4%

Core revenues sustained by strong growth of the online business:

- Organic growth (+36.7%)
- Including in 2010 online WP adv. revenues (traditionally bundled with print WP)

Acceleration of the print decline managed through the multimedia packages strategy and unbundling of WP revenues

Other products (mainly DA traffic) affected by B2B product portfolio revision and 12.40 brand "maintenance" strategy

FY'10 online revenues at already 50% of total core revenues (including unbundling of WP revenues on 12-months base)



<sup>(1)</sup> Unbundling of print and online 2010 White Pages adv. revenues (on avg. ~40÷50 mix, based on perceived value after customer survey and on the timing of online product activations)

<sup>(2)</sup> Voice products traffic revenues & others

# In FY'10 sale campaign strong growth of online advertisers (up 20%) and successful remix of print & online customer base

SEAT S.p.A.- UNIQUE CUSTOMERS AND ARPA BREAK-DOWN (2007-'10)

ı		Uni	Unique customers ('000) <sup>(1)</sup>				Arpa (€) <sup>(2)</sup>			
ı		2007	2008	2009	2010	2007		2009	2010	
l	YP (print) / WP (print & online)	512	487	445	412	1,475	5 1,480	1,390	1,197	
ı	change		(4.9)%	(8.5)%	(7.5)%		0.3%	(6.0)%	(13.9)%	
ı	Online (directories & mkt services)	148	161	192	230	927	1,008	1,016	1,157	
ı	change		8.9%	19.0%	(20.0%)		8.7%	0.8%	(13.9%)	
ı	Voice (89.24.24 TYP)	102	97	84	84	422	421	459	379	
ı	change		(4.3)%	(14.0)%	0.2%		(0.2)%	9.0%	(17.4)%	
ı	Total <sup>(3)</sup> (core products)	542	516	478	445	1,736	1,806	1,799	1,798	
ı	change		(4.9)%	(7.3)%	(7.0)%		4.0%	(0.4)%	((0.0)%	
l								al custome		
	Print only (% of tot.)	62%	59%	52%	42%			ls based o dvertising	n	
ı	Online only (% of tot.)	3%	3%	4%	4%			(excl. dire	ct	
	Voice only (% of tot.)	2%	2%	2%	3%			mo-gift and	d	
	Multimedia (> 2 products)	32%	36%	42%	52%		uanic i	revenues)		

<sup>(1)</sup> Customers acquired in 2007-2010 sales cycles which are different from published customers

<sup>(2)</sup> Calculated as published revenues on acquired customers (excluding unbundling of WP revenues)

<sup>(3)</sup> Including 12.40 TWP advertising revenues

# In FY'10 sale campaign, growth of new customer acquisition thanks to multimedia strategy, but still higher churn rate mainly due to economy

SEAT S.p.A.- CUSTOMERS' CHURN, RENEWAL & NEW RATE (2007-'10 SALES CYCLES(1))

	N# of customers						
	2007	2007 2008 2009					
Churn	97	92	99	(100)			
change		(4.8)%	6.8%	1.5%			
Renewal	482	451	417	379			
change		(6.5)%	(7.5)%	(9.2)%			
New	60	65	61	66			
change		8.3%	(5.9)%	(8.2%)			
Total (core)	542	516	478	445			
change		(4.9)%	(7.3)%	(7.0)%			

Rate						
2007	2008	2009	2010			
16.7%	17.0%	19.1%	20.9%			
	+0.3pp	+2.1pp	+1.8pp			
83.3%	83.0%	80.9%	79.1%			
	(0.3)pp	(2.1)pp	(1.8)pp			
11.1%	12.6%	12.8%	14.9%			
	+1.5pp	+0.2pp	+2.1pp			

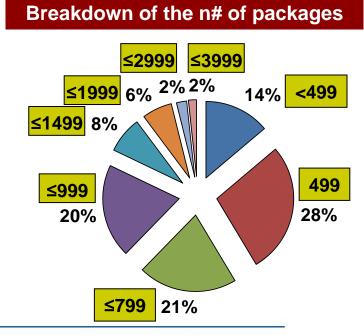
Definition of sale cycles included in appendix

### Strong take-up of the multimedia packages, with 9M'10 target overachieved

### SEAT S.p.A.- MULTIMEDIA STRATEGY AND FY'10 KPIs

- 100% sales force "adoption rate" of multimedia sales
- From Jan. to Dec. '10, ~112k packages sold (vs. FY'10 target of >90k), of which:
  - ~1/3 to new customers and ~2/3 to renewed customers
  - On renewed customers, print-only customers from ~29% of total to zero
  - Avg. ARPA ~1,700€ for multimedia packages and including other products
  - ARPA growth of renewed customer (+12.2%)

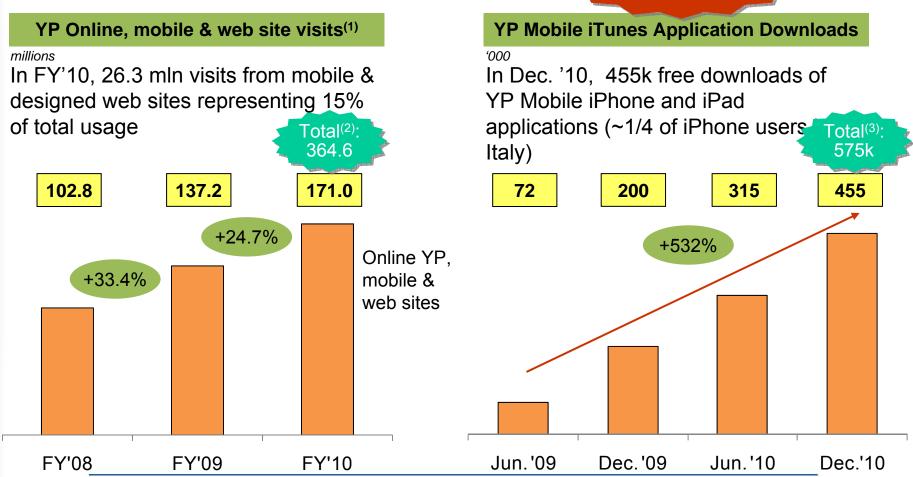




# In FY'10 usage up 24.7% on a strong FY'09, thanks to mobile and web sites traffic

SEAT S.p.A.- ONLINE, MOBILE, WEB SITES YP USAGE<sup>(1)</sup> AND YP MOBILE KPIs

Top 3 and Top 9 most downloaded applications for iPad and iPhone



(1) Source: SiteCensus-Nielsen Netratings

(2) Including all properties (Yellow & White Pages, Tuttocittà)

(3) Includes iPhone, Vodafone 360, Blackberry, Android, Samsung, Nokia and Windows Phone 7 application downloads

FY'10 shows lower industrial and general & labour costs thanks to cost management activities with shift to business development costs

~30€m of cost

SEAT S.p.A.- COST BREAK-DOWN

euro million	FY2009	FY 2010	Cha	inge
			mln	%
Revenues	952.2	875.5	(76.7)	(8.1)%
Industrial costs	(143.4)	(120.8)	22.6	15.7%
% revenues	15.1%	13.8%		(1.3)pp
General & Labour costs	(148.7)	(126.5)	22.2	14.9%
% revenues	15.6%	14.5%		(1.1)pp
Commercial costs	(119.5)	(132.3)	(12.9)	(10.8)%
% revenues	12.5%	15.1%		2.6pp
Advertising costs	(19.3)	(15.5)	3.8	19.5%
% revenues	2.0%	1.8%		(0.2)pp
Total costs	(430.9)	(395.2)	35.7	8.3%
% revenues	45.3%	45.1%		(0.2)pp
Gross Operating Profit	521.3	480.3	(41.0)	(7.9)%
% of revenues	54.7%	54.9%		0.2pp
Bad Debt, Risk Prov. & Others	(50.6)	(33.5)	17.2	33.9%
EBITDA	470.7	446.8	(23.9)	(5.1)%
% of revenues	49.4%	51.0%		1.6pp

Industrial costs down reflecting revenue loss on print and lower margin products (i.e. promo gifts and DA traffic)

management

in FY'10

In FY'10 General & Labour costs positively impacted by cost management activities

Commercial costs up due to costs to sustain new customer acquisition

Release of ~5 €m of risk provisions related to 2007 traffic cost claim
As % of revenues:

- improvement of risk provisions, thanks to claims reduction
- bad debt provisions at 3.3% of revenues after more conservative policy in '08 and '09

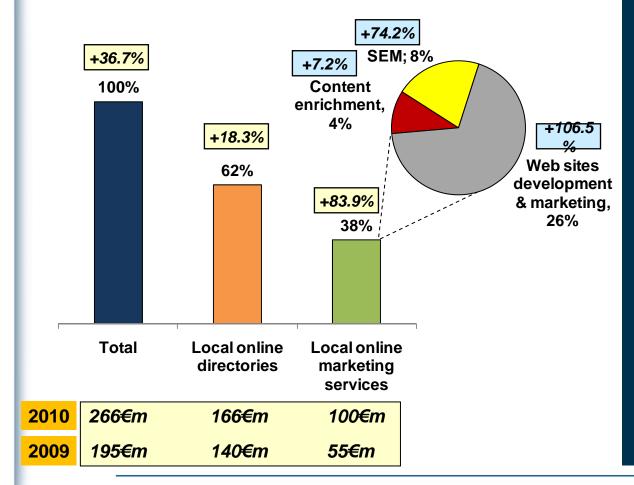
Margin increase thanks to focus on cost management and lower provisioning

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# Seat has already developed a wide range online offer in both local online directories and marketing services...

SEAT S.p.A. – ONLINE DIRECTORIES & MARKETING SERVICES REVENUE BREAKDOWN



### **Local online directories**

- Traditional online Directory
- YP Priority, WP Banner
- Special projects for National and Top accounts

### **Local online marketing services**

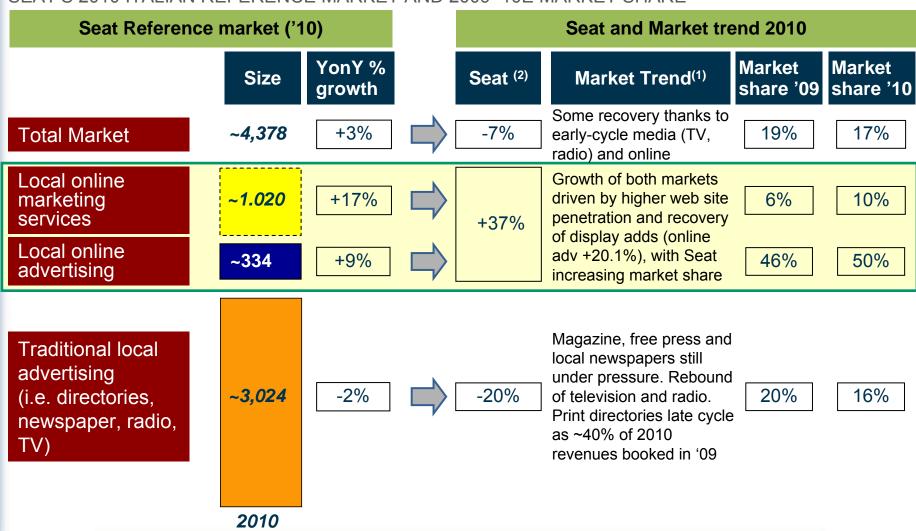
- Content enrichment: Video, YP
   Banner
- SEM-Search Engine Marketing
- Web sites development and marketing: WP Contact Site, Web Mobile, Visual Site, Site Premium, SEO-Search Engine Optimization, Performance Tracking (i.e. Visual Lead, Shinystat), E-commerce

#### **Metrics**

 As of today already sold ~70k basic web sites and ~80k full custom-designed web sites

# ...and thanks to its strong online offering and go-to market strategy is gaining market share in both the two fastest growing market segments

SEAT'S 2010 ITALIAN REFERENCE MARKET AND 2009-'10E MARKET SHARE



<sup>(1)</sup> Source: Nielsen Media January – December 2010 (Television +6.0%, radio +7.7%, newspapers -2.0%, magazines -5.4%, free press -25.2%, internet +20.1%)



<sup>(2)</sup> Print &Online 2010 advertising revenues (excluding unbundling of WP revenues)

### **Key Projects 2011**

"FULFILL LOCAL COMMUNICATION NEEDS OF ITALIAN COMPANIES BY DELIVERING QUALIFIED MULTIMEDIA LEADS LEVERAGING THE COMPANY'S

KEY A 3 FT"

### **PRODUCT INNOVATION**

 Continue to invest in product innovation to support usage and qualified leads generation for advertisers

- Online e mobile road map (i.e. apps store, mobile apps, social media offers. new WP online)
- Print innovation (Ebook, Fidelity card, Verticals)
- Voice (i.e. free DA)

### **GO TO MARKET** STRATEGY

 Align go to market strategy to the evolving customers' communication needs

## · New Multimedia

· Field / telesales reorganization

#### **FULFILLMENT & COST MANAGEMENT**

 Maintain competitive cost structure and review processes with focus on customer centricity

#### **CASH MANAGEMENT**

 Keep improving cash management trough WC reduction and Order to Cash simplification

## Package offering

- · Integrated Value Chain
- Print cost optimization

- Working Capital reduction (T-Power project)
- Securitization program replacement





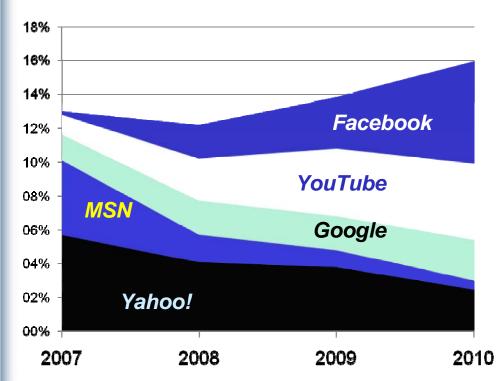
# Current online offering and the 2011/'12 road map will complete the evolution from a directory to a local communication agency

ONLINE PRODUCT OFFERING Leads/Usage/Performance Ads/Visibility/Service/Presentation Customers' perceived value is mainly for Customers' perceived value is mainly for the traffic/performance the visibility/service Behavioral display **New WP** E/Info-Restaurant booking commerce Web e Mobile Mobile Sites SEO/SEM apps PG trends SKY Web Social media I-pad / Esite 2.0 Verticals marketing book **Poste** Reviews Application Coupon store Online Sites **Directories** Brand check up reputation Product/Service Offering 2010 Completing the evolution from a traditional Product /Service directory to a local communication agency Offering 2011/2012



The first priority in 2011 is the introduction of a social media offering to leverage on Seat's online/mobile marketing services strengths





"The top 10 Web sites accounted for <u>31%</u> of US page views in 2001, <u>40%</u> in 2006, and about **75%** in 2010"

--Wired Magazine, August 2010

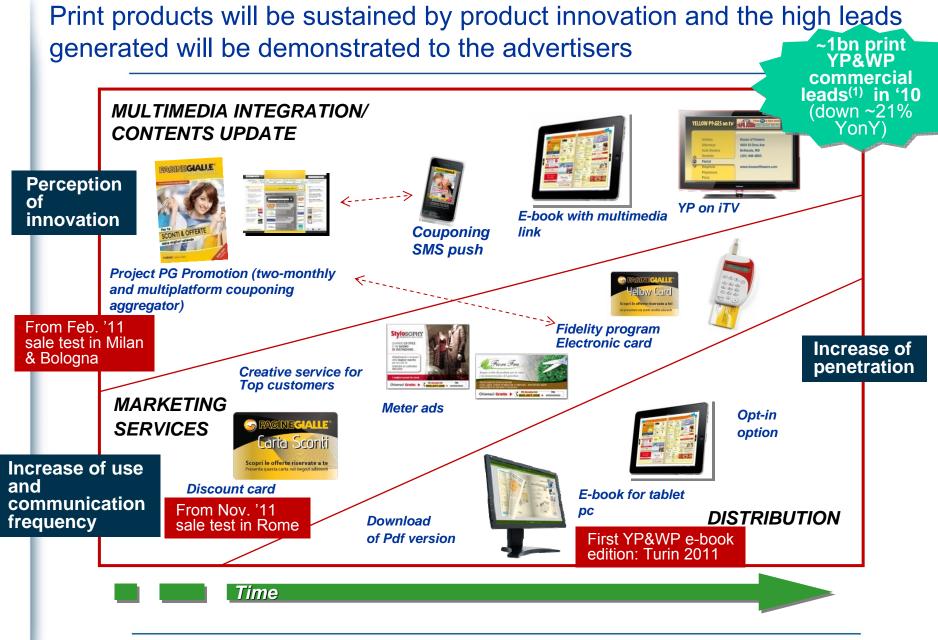
#### **Next Product Launches**

## PG Social – Distribution of Seat's SMEs contents in Facebook:

- From SEO (search engine optimization) to SMO (social media optimization)
- Including animation / advertising with editorial contents to increase users engagement / audience
- Tools to manage directly relations with fans
- Available for both YP and WP online customers
- Linked to Seat properties and customdesign websites
- Low ARPA entry point



Q2'10





### **Key Projects 2011**

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### Integrated Value Chain

 Print cost optimization

- Working Capital reduction (T-Power project)
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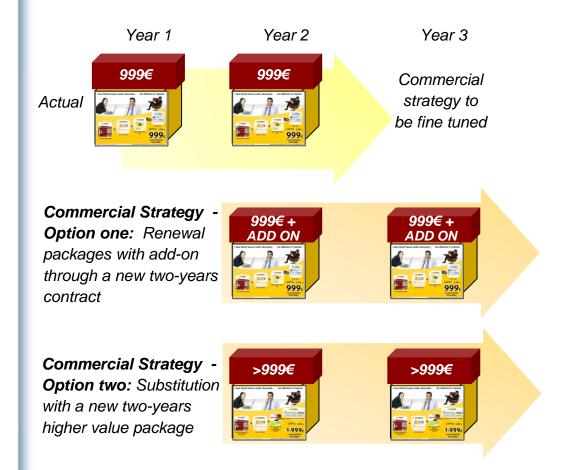
# The go to market strategy is conceived by customer segment with a value proposition that covers the full range of customer needs (low-end / top-end)

ш	SMEs (1)	Arpa	Behavior	Products (%value)		lue)	KPIS (#)		Strategy
Strategy	ALCOTO TO	0 - € 799 % of '10 sales	Print oriented	Print Online Voice	2007 84% 9% 7%	2010 73% 20% 7%	<b>Churn</b> High	New High	
		€ 800 - € 1,999 % of '10 sales	Multimedia oriented	<ul><li>Print</li><li>Online</li><li>Voice</li></ul>	73% 21% 6%	57% 37% 6%	Medium	Medium	Multimedia packages from 199€ (telesales) to 3,999€
Go to Market Strategy		€ 2.000 - € 3,999 % of '10 sales	Web oriented	Print Online Voice	74% 21% 5%	57% 39% 4%	Medium	Medium	
ŏ	~33	<i>Over</i> <b>€ 4,000</b> % of '10 sales	Big spender	<ul><li>Print</li><li>Online</li><li>Voice</li></ul>	83% 14% 3%	64% 33% 3%	Low	Low	Ad hoc personalized offering and multimedia promotion (product a la cartè
		Over € 20,000 % of '10 sales	National & Regional needs	■Print ■Online ■Voice	92% 6% 2%	72% 25% 3%	Low	Low	Special custom projects

<sup>(1)</sup> Segmentation based on orders booked in 2010 sales cycle, the figures are different from revenues. Excluding unbundling of WP and 12.40 TWP advertising revenues



# Mr Name/Mr Leader (~84% of revenues): commercial strategy on multimedia packages renewal has been defined and already successfully introduced



## Results as of end of February 2011

- ~16.7k renewed multimedia packages (out of ~112k sold in 2010):
  - of which ~6.2k (37%)
     signing a two more years
     contract, with an Arpa
     growth of ~9%
  - confirming a low churn rate, only related to credit issues

# Top Accounts/National (~16% of revenues): the success of special projects allowed a 2010 performance better than expected

SEAT S.p.A. - SPECIAL PROJECTS BREAKDOWN

#### 2010 Results

- Total revenues down ~8% with strong growth of online directories and marketing services, at 31% of total revenues (vs. 16% in FY'09)
- Special project (~18€m vs. ~5€m in '09) representing ~45% of National/Top customer online revenues

### **Lead and Innovation**

7%

BtoB and BtoC lead generation

8%

### i.e. New special project for Enel

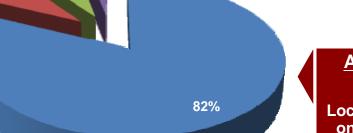
- Ad hoc platform to monitor SEAT users interested in Enel services
- Tracking of users interested in such services (i.e. Filled in forms -B2B and B2C Leads)





## Advertising and Cobrand

Marketing agency approach with an offer of complex advertising solutions



## Advanced Local Search

Local traffic generation on personalized web solutions through the search and localization of sales points or products

### i.e. New special project for Lottomatica

- Priority position, display adv. and game platform on SEAT online properties
- Ad hoc application for iPhone and Facebook

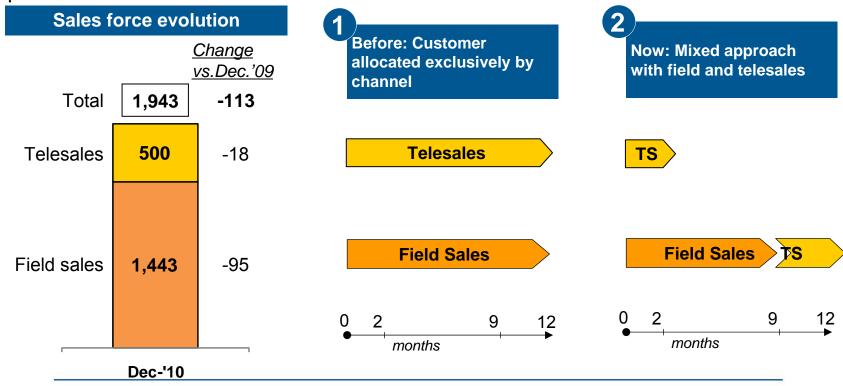


# Sales force is the driver to transform the business and build a leading market position

### SEAT S.p.A.- SALES FORCE EVOLUTION



- Italian largest network of multimedia agencies ("WebPoint")
- Introduction of ~150 Web consultants/masters to increase support on online customers development activities
- New joint sales approach between field and telesales to accelerate on new customers acquisition



### **Key Projects 2011**

"FULFILL LOCAL COMMUNICATION NEEDS OF ITALIAN COMPANIES BY DELIVERING QUALIFIED MULTIMEDIA LEADS LEVERAGING THE COMPANY'S

KEY A 3 FT"

## PRODUCT INNOVATION

 Continue to invest in product innovation to support usage and qualified leads generation for advertisers

### GO TO MARKET STRATEGY

 Align go to market strategy to the evolving customers' communication needs

## FULFILLMENT & COST MANAGEMENT

 Maintain competitive cost structure and review processes with focus on customer centricity

#### **CASH MANAGEMENT**

 Keep improving cash management trough WC reduction and Order to Cash simplification

## Strated Objectiv

- Online e mobile road map (i.e. apps store, mobile apps, social media offers, new WP online)
- Print innovation (Ebook, Fidelity card, Verticals)
- Voice (i.e. free DA)

- New Multimedia Package offering
- Field / telesales reorganization
- Integrated Value Chain
- Print cost optimization

- Working Capital reduction (T-Power project)
- Securitization program replacement

# The 2010 Company's review of the main processes will continue to positively impact 2011 cost structure to fund business development

SEAT S.p.A. – COST MANAGEMENT ACTIVITIES

#### 2010

#### **G&A** and Labour

- Agreement with Trade Unions (300 staff)
- Management right-sizing
- HR policy review

Cost Management

- Cost management action from process redesign
- Seat's Data Center outsourced

#### Industrial

- Paper, print, distribution contract renewal and renegotiation
- Traffic tariffs re-negotiation and inbound call center costs disposal/outsourcing
- Economy of scale with web vendors thank to high volume

Cost target (€m): 2009: ~20 2010:~30 2011:~10÷15

#### 2011

### Phasing effect

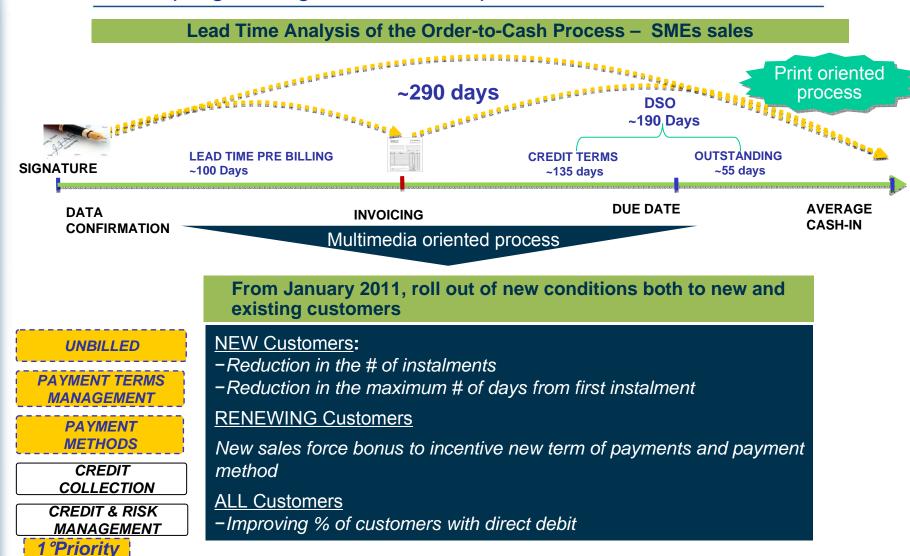
 Some of the 2010 cost initiatives will have a full effect in 2011 due to phasing

## Further cost saving identified

- G&A and management right-sizing
- In-sourcing IT
- Outsourcing and AMS (Application maintenance system) project



# The new project to improve WC in 2011/'12 has been launched in January 2011 and it is progressing in line with expectation



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### FY'10 Int'l revenues and Ebitda in line with expectations

#### SEAT GROUP - INTERNATIONAL OPERATIONS P&L

	Revenues			Ebitda			
euro million	FY'09	FY'10	Change	FY'09	FY'10	Change	
Int'l operations	234.6	212.2	(9.5)%	47.7	32.6	(31.7)%	
Thomson	81.4	70.6	(13.3)%	13.8	8.4	(39.1)%	
Telegate	133.1	124.6	(6.4)%	33.6	23.1	(31.3)%	
Europages	20.1	17.0	(15.4)%	0.3	1.1	n.s.	
GBP million							
Thomson	72.5	60.6	(16.4)%	12.3	7.2	(41.5)%	

### Thomson

- -Ebitda affected by top line decline (11.9 £m) partially offset by strong cost cutting initiatives (5.7 £m)
- -Online revenues at 25.4% of total

### **Telegate**

- -Advertising revenues (up 27.2%) in Germany at ~27.2% of total (vs. ~20% in FY'09)
- -Group Ebitda in line with FY guidance (23÷27 €m)

### **Europages**

-Ebitda improvement thanks to focus on cost management

### Thomson is continuing to enrich the online offer and to launch new media for the UK SMEs



- Thomson can leverage on a wide range of offline product & services:
  - 1. New website
  - 2. Packaged offer
  - 3. Mobile (iPhone, Android)
  - 4. Deal of the day (test from March '11)
  - 5. Bus outdoor (test from February '11)
- Thomson's wave of innovation is fostering online revenue growth (Q4'10 up 20.6% in £)



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### Outlook 2011

### **Italy**:

- In Q1'11 (a not meaningful quarter) core revenues are expected up substantially in line with Q1'10 (+15.4%)
- FY'11 Italian revenues decline is expected to improve few percentage point vs.
   2010 (-8.1%) with a substantially stable customer base

### **International Operations**

 TDL and Telegate are expected to grow online & media revenues double digit, continuing the evolution towards multimedia business

### **Group:**

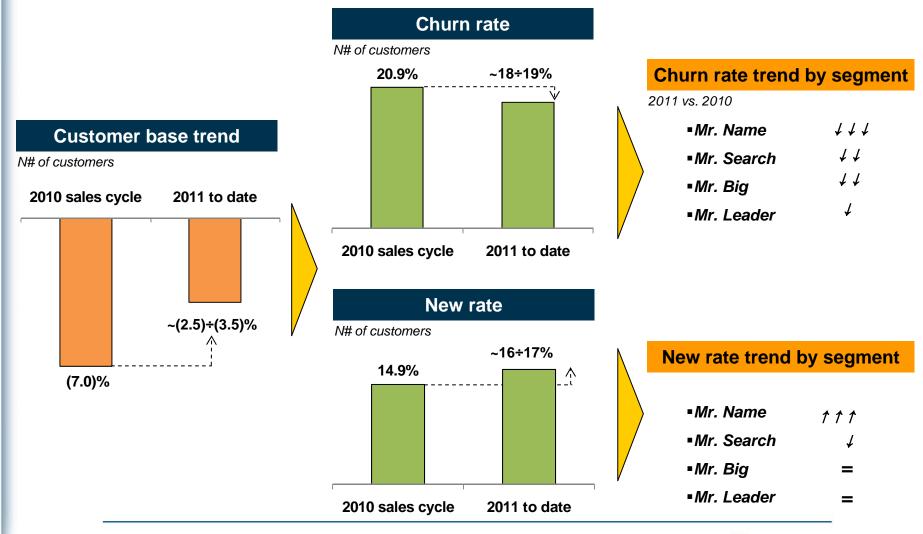
- Group Ebitda and cash flow will be sustained by cost management and working capital improvement
- Ongoing negotiations with banks to replace the current securitization program, reduced to 155 €m after last prepayment in Jan.'11 for 35 €m

### **Capital Structure:**

 The Board of Directors has given a mandate to the President and CEO, supported by advisors, to identify potential alternatives to address the Company's financial structure

# 2011 sales cycle trend (based on ~50% of orders already processed) is confirming an improvement both in churn rate and new customer acquisition

SEAT S.p.A. – 2011 SALES CYCLE(1) BASED ON ~50% OF ORDERS PROCESSED

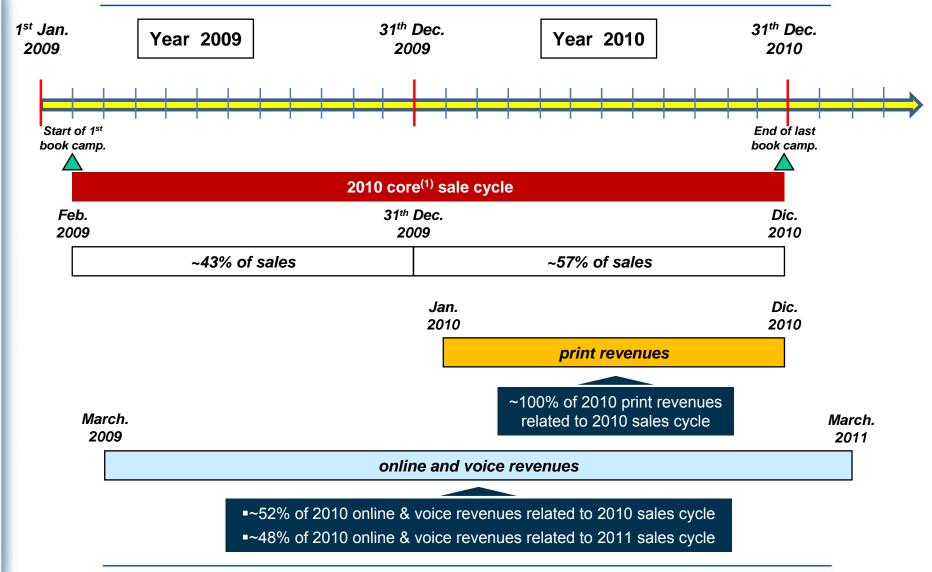


# Q & A

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## Definition of sales cycle



# Seat Group P&L

### SEAT GROUP P&L

euro million	FY2009	FY2010	Change
Sales and Services Revenues	1,209.8	1,110.6	(8.2)%
Operating & Labour Costs	(621.2)	(587.5)	5.4%
Gross Operating Profit	588.6	523.1	(11.1)%
% of revenues	48.7%	47.1%	(1.6)pp
Bad Debt, Risk Provisions & Others	(61.0)	(39.6)	35.1%
EBITDA	527.6	483.5	(8.4)%
% of revenues	43.6%	43.5%	(0.1)pp

## Seat Group revenues and Ebitda break-down by legal entity – FY'10

### SEAT GROUP - REVENUES & EBITDA BREAK-DOWN

	Revenues				Ebitda	
euro million	FY 2009	FY 2010	Change	FY2009	FY2010	Change
Core Italian business	1,028.5	931.1	(9.5)%	479.8	450.9	(6.0)%
Seat S.p.A	952.2	875.5	(8.1)%	470.7	446.8	(5.1)%
Consodata	23.3	24.2	3.9%	2.7	4.0	48.1%
Prontoseat	11.7	10.7	(8.5)%	1.1	1.1	0.0%
Pagine Gialle Phone Service	20.8	7.0	(66.3)%	1.5	0.3	(80.0)%
Cipi	20.5	13.7	(33.2)%	3.8	(1.3)	n.s.
International operations	234.6	212.2	(9.5)%	47.7	32.6	(31.7)%
TDL	81.4	70.6	(13.3)%	13.8	8.4	(39.1)%
Telegate	133.1	124.6	(6.4)%	33.6	23.1	(31.3)%
Europages	20.1	17.0	(15.4)%	0.3	1.1	n.s.
Intercompanies elim. & others	(53.3)	(32.7)	n.s.	0.1	(0.0)	n.s.
Total	1,209.8	1,110.6	(8.2)%	527.6	483.5	(8.4)%

## Seat Group revenues and Ebitda break-down by legal entity – Q4'10

#### SEAT GROUP - REVENUES & EBITDA BREAK-DOWN

	Revenues				Ebitda	
euro million	Q4 2009	Q4 2010	Change	Q4 2009	Q4 2010	Change
Core Italian business	310.2	284.2	(8.4)%	147.4	141.6	(3.9)%
Seat S.p.A	282.3	265.9	(5.8)%	139.4	137.7	(1.2)%
Consodata	9.4	9.6	2.1%	2.7	3.2	18.5%
Prontoseat	3.0	2.6	(13.3)%	0.3	0.1	(66.7)%
Pagine Gialle Phone Service	4.7	0.2	(95.7)%	(0.4)	(0.3)	(25.0)%
Cipi	10.8	5.9	(45.4)%	5.4	0.9	n.s.
International operations	64.9	57.9	(10.8)%	15.6	12.1	(22.4)%
TDL	26.8	21.1	(21.3)%	8.0	5.0	(37.5)%
Telegate	32.1	30.9	(3.7)%	7.1	5.8	(18.3)%
Europages	6.0	5.9	(1.7)%	0.5	1.3	n.s.
Intercompanies elim. & others	(18.3)	(8.7)	n.s.	0.0	(0.0)	n.s.
Total	356.8	333.4	(6.6)%	163.0	153.7	(5.7)%

# Seat Group revenues and Ebitda break-down by legal entity – Q4'10 on a comparable publication basis and exchange rate base

#### SEAT GROUP - REVENUES & EBITDA BREAK-DOWN

	Revenues				Ebitda	
euro million	Q4 2009 like for like <sup>(1)</sup>	Q4 2010	Change	Q4 2009 like for like <sup>(1)</sup>	Q4 2010	Change
Core Italian business	322.7	284.2	(11.9)%	156.1	141.6	(9.3)%
Seat S.p.A	294.8	265.9	(9.8)%	148.1	137.7	(7.0)%
Consodata	9.4	9.6	2.1%	2.7	3.2	18.5%
Prontoseat	3.0	2.6	(13.3)%	0.3	0.1	(66.7)%
Pagine Gialle Phone Service	4.7	0.2	(95.7)%	(0.4)	(0.3)	(25.0)%
Cipi	10.8	5.9	(45.4)%	5.4	0.9	n.s.
International operations	60.1	57.9	(3.7)%	13.1	12.1	(7.6)%
TDL	22.0	21.1	(4.1)%	5.5	5.0	(9.1)%
Telegate	32.1	30.9	(3.7)%	7.1	5.8	(18.3)%
Europages	6.0	5.9	(1.7)%	0.5	1.3	n.s.
Intercompanies elim. & others	0.0	(8.7)	n.s.	0.0	(0.0)	n.s.
Total	382.8	333.4	(12.9)%	169.2	153.7	(9.2)%

<sup>(1)</sup> On a comparable publication and exchange rate basis for Seat S.p.A. and Thomson



# Thomson – Ebitda affected by top line decline in a difficult market scenario partially offset by strong cost cutting initiatives

THOMSON P&L

£ million	FY2009	FY 2010	Change	
			mln	%
Sales and Services Revenues	72.5	60.6	(11.9)	(16.4)%
Operating & Labour Costs	(56.7)	(51.0)	5.7	10.1%
Gross Operating Profit	15.9	9.6	(6.3)	(39.6)%
% of revenues	21.9%	15.8%		(6.1)pp
Bad Debt, Risk Prov. & Others	(3.6)	(2.4)	1.2	33.3%
ЕВПОА	12.3	7.2	(5.1)	(41.5)%
% of revenues	17.0%	11.9%		(5.1)pp

## Telegate – FY'10 results in line with guidance for 2010

TELEGATE P&L

euro million	FY 2009 restated <sup>(1)</sup>	FY2010	Change	
			mln	%
Sales and Services Revenues	133.1	124.6	(8.5)	(6.4)%
Operating & Labour Costs	(94.8)	(98.9)	(4.1)	(4.3)%
Gross Operating Profit	38.2	25.7	(12.5)	(32.7)%
% of revenues	28.7%	20.6%		(8.1)pp
Bad Debt, Risk Provisions & Others	(4.6)	(2.6)	2.0	43.5%
EBITDA	33.6	23.1	(10.5)	(31.3)%
% of revenues	25.2%	18.5%		(6.7)pp

## Balance sheet

### SEAT GROUP

euro million	Dec. 31, '09	Dec. 31, '10	Change
Goodwill and Customer Data Base	3,335.3	2,651.3	(684.0)
Other Not Current Assets	232.7	203.8	(29.0)
Not Current Liabilities	(86.8)	(85.6)	1.2
Working Capital	286.8	289.5	2.7
Net assets from discontinued operations	0.1	(0.3)	(0.3)
Net Invested Capital	3,768.1	3,058.7	(709.4)
Total Stockholders' Equity	1,039.3	374.7	(664.6)
Net Financial Debt - Book Value	2,728.9	2,684.0	(44.9)
Total	3,768.1	3,058.7	(709.4)
Net Financial Debt	2,762.8	2,731.0	(31.8)
IAS Adjustments	(33.9)	(47.0)	(13.1)
Net Financial Debt - Book Value	2,728.9	2,684.0	(44.9)

## Net financial position as of 31 December 2010 and debt repayment schedule

N	FP Debt s	tructure		Dek	ot repayment s	schedule
Debt Facility	Amount €m	Intere	est		Bank Senio	r Debt (€m)
Total Gross Debt	2,927.2				Repaymen	t Schedule
Bank Senior Debt	666.5		Credit Margins		Post SSB 2 <sup>nd</sup>	Oustanding end of period
Term Loan A	219.7	Euribor+	3.41%		Issue	
Term Loan B	446.8	Euribor+	3.91%	2011	70	596
Revolving and other	0.0	Euribor+	3.41%	2012	149	447
Subordinated Debt vs. Lighthouse	1,300.0	Fixed	8%	2013	447	0
SSB 1 <sup>st</sup> & 2 <sup>nd</sup> issue <sup>(1)</sup>	718.5	Fixed 10	) 5% <sup>(2)</sup>		Asset Backed S	secunties (€m)
Asset Backed Securities <sup>(*)</sup>	190.0	Comm. paper rate <sup>(3)</sup>	2.15% <sup>(4)</sup>	2011 2014	190 <sup>(5)</sup>	
Financial Lease	52.2	Euribor +	0.65%		Lighthouse	Notes (€m)
Net Financial accruals & other	45.5	(*) Sec	c. program	2014	1,300 Senior Secured E	0 Bond Notes (€m)
Cash & Cash equiv. & other	(241.7)	€m	ced to 155 after last ayment for	2017	750	0
Total Net Debt (Actual)	2,731.0		in Jan.'11		2044 14	2 2044 145
Avg. cost o	of debt exp	pected in 20	011 at 8.6	% T Debt/ Rate H	Fixed ~85%	

<sup>(1)&</sup>amp;(2) 1<sup>st</sup> issue of 550 €m at 97.6% -yield 11% - in January plus 2<sup>nd</sup> issue of 200 €m at 90% - yield 12.85% - in October (3) Comm. paper rate is capped at 3M Euribor plus 5 bps p.a.

<sup>(4)</sup> From Jan '11 margins from 2.16% to 2.26% due to the higher costs of the backup facilities following S&P downgrading

<sup>(5)</sup> Final contractual maturity date of the notes: 2014

## Breakdown of Seat Group debt as of 31 December 2010

As of December 31, 2010

Debt Facility (€m)	Amount	Repayment	Interest
GROSS DEBT	2,927.2		
Bank Senior Debt	666.5		
Term Loan A	219.7	Amort. June 2011 to June 2012	Euribor+ 3.41%
Term Loan B	446.8	Bullett June 2013	Euribor+ 3.91%
Revolving and other (1)	0	R.F. Available until June 2012	Euribor+ 3.41%
• Subord. Debt vs. Lighthouse (2)	1,300.0	April 2014	Fixed 8%
• Senior Secured Bond (3)	718.5	January 2017	Fixed 10.5% (4)
Asset Backed Securities	190.0	Within 2011 (*) <sup>(5)</sup>	Comm.paper rate <sup>(6)</sup> +2.15% all in
• Financial Lease	52.2	Amort. Quart. to March 2023	Euribor +0.65%
Net Financial accruals and other	45.5		
CASH & Cash Equivalents and othe	r (-241.7)		

IAS adjustments:

SEAT GROUP NET DEBT

Transaction costs -60.8 Derivatives negative Mark to Market and other 13.8

**GROUP NET DEBT – BOOK VALUE** 

(\*) Sec. program reduced to 155 €m after last prepayment for 35 €m in Jan.'11

FY10 all-in cost of financing at 7.6%, as expected, from 5.8% in FY'09 due to the different debt structure. For FY'11 expected at 8.6%

2,731.0

2,684.0

<sup>(1)</sup> RF Callable up 90 €m plus a further committed Facility (available until March 2011) for 30 €m

<sup>(3) 1</sup>st issue of 550 €m at 97.6% in Jan. plus 2nd issue of 200 €m at 90% in Oct. (4) Yitm SSB 1st issue at 11% and SSB 2nd issue at 12.85%

<sup>(5)</sup> Final contractual maturity date of the notes: 2014

<sup>(2)</sup> Lighthouse funded the subordinated loan vs. SEAT through the issuance of the Lighthouse 8% Notes due April 2014