Morgan Stanley

Internet Trends

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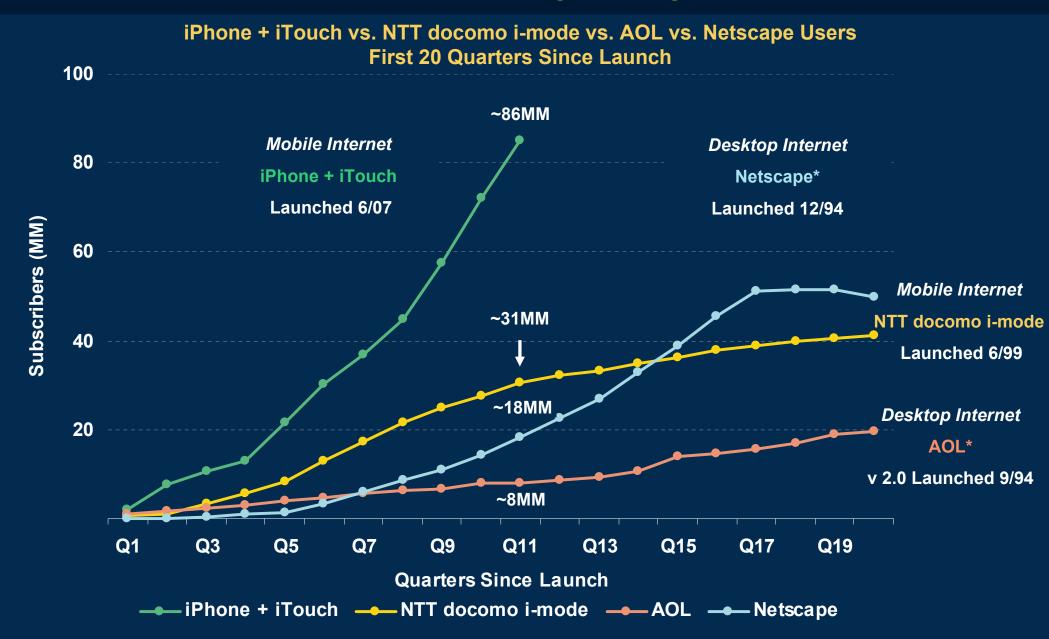
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Internet Trends Outline

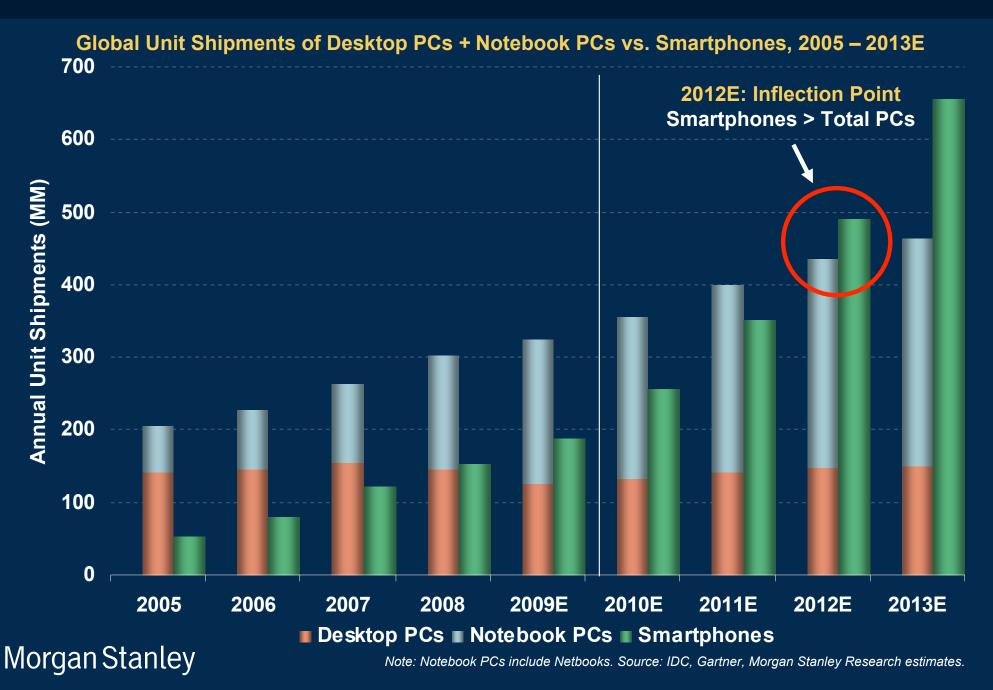
- Mobile Internet Unprecedented Early Stage Growth
- Innovation Unprecedented Intensity?
- Online Advertising May Be Entering Golden Age, Finally
- Online Commerce Mobile Should Be Share Gain Accelerator
- Communications Share Shift to Sharing
- 'Cloud Computing' Consumer First, Enterprise Next
- Technology What's Next...
- Beyond Technology It's Complicated...

Mobile Internet – Unprecedented Early Stage Growth

Mobile Internet Ramping Faster than Desktop Internet Did – **Apple Leading Charge**

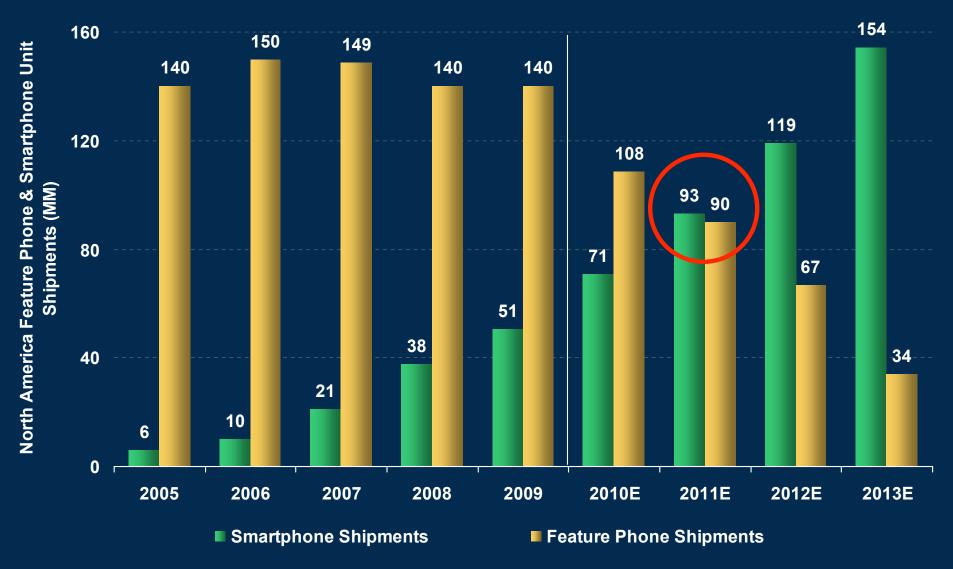


Smartphone > PC Shipments Within 2 Years, Global – Implies Very Rapid Evolution of Internet Access



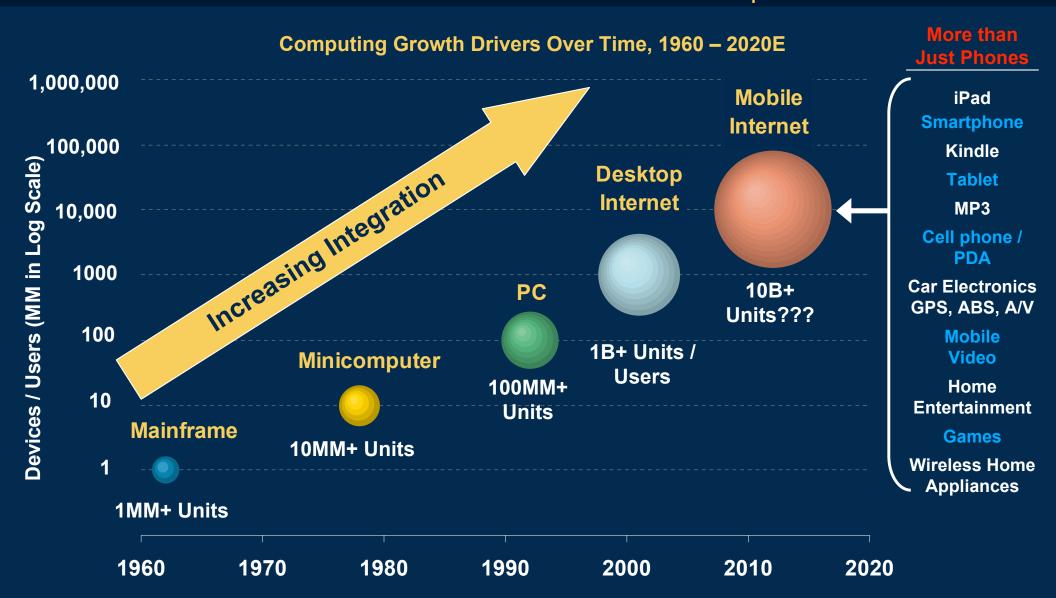
Smartphone > Feature Phone Shipments Within 1 Year, N. Amer. – Implies Very Rapid Evolution of Internet Access

North America Unit Shipments of Smartphones vs. Feature Phones, 2005 – 2013E



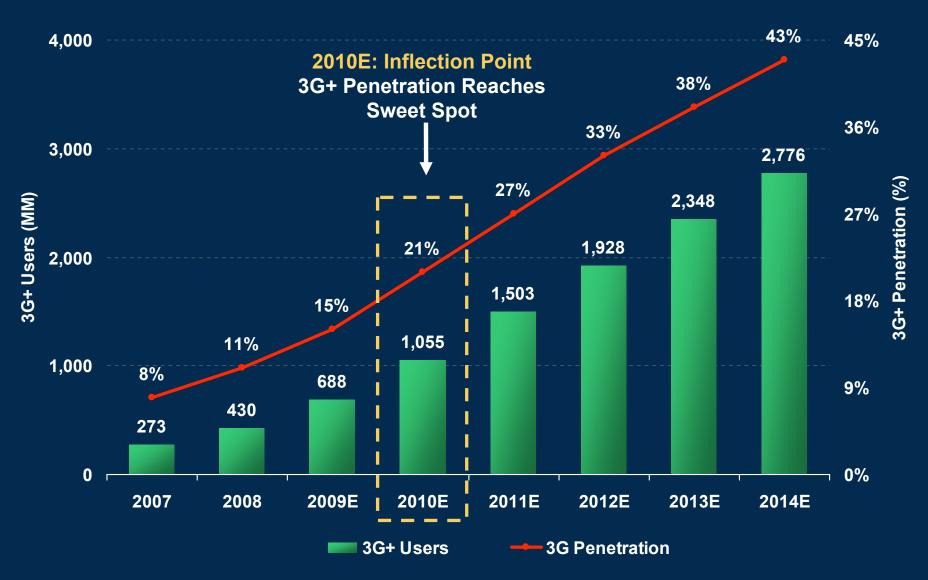
New Computing Cycles – 10x More Devices

New = Reduce Usage Friction Via Better Processing Power + Improved User Interface + Smaller Form Factor + Lower Prices + Expanded Services



3G = A Key to Success of Mobile Internet – 2010E 'Mainstream' Inflection Point, 3G Penetration > 20%





Wireless Options Growing Rapidly – Creating Broad-Based Wireless Infrastructure



 GPS – 421MM+ chipsets sold in 2008E, +57% Y/Y; Cell Phones / PDAs = 60% of GPS shipments.



• **3G** – 485MM global users, +46% Y/Y in CQ2, >11% mobile user penetration, rising to 44% by 2013E...Japan / W. Europe / USA already >30% penetration.

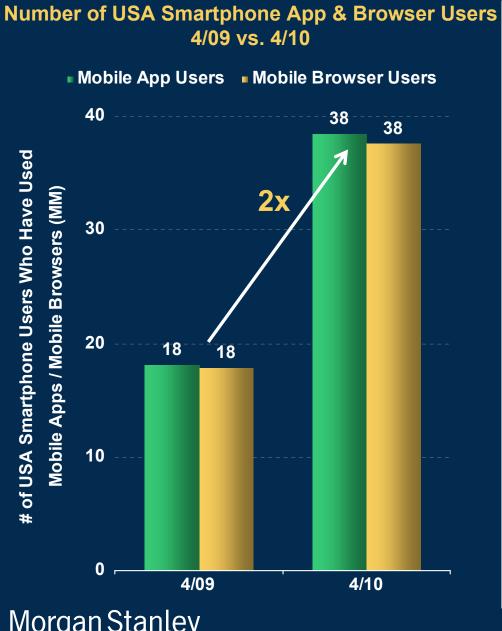


Wi-Fi – 319MM chipsets sold in 2008E, +42%Y/Y with 862MM installed base; estimate 60% of iPhone / iTouch usage may be on Wi-Fi, providing a crucial (and ~10x faster) offload to stressed 3G networks.



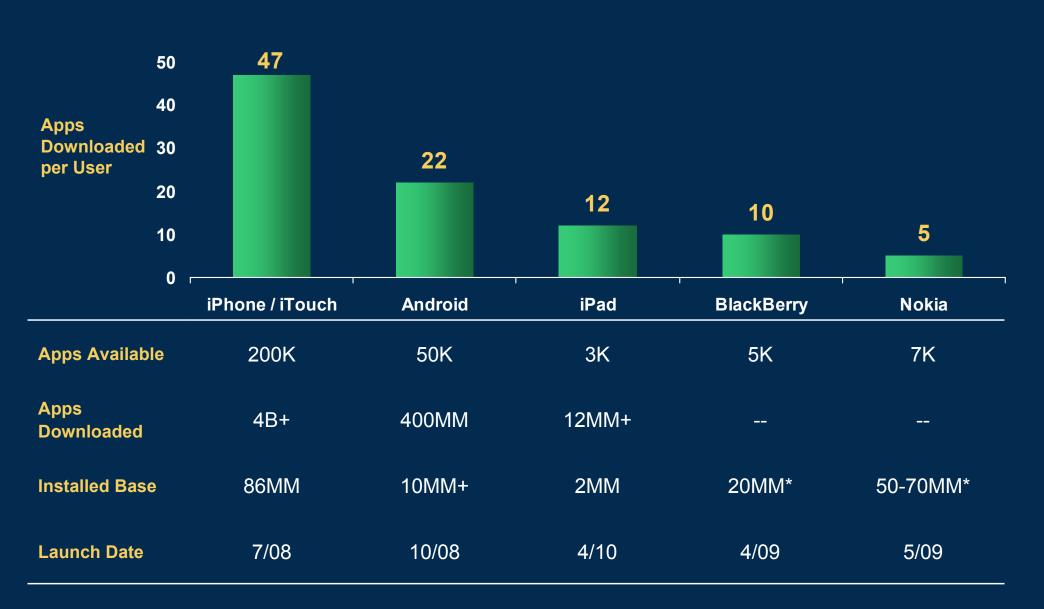
Bluetooth – 1.3B Bluetooth-enabled units shipped in 2008, +45%
 Y/Y; 2B+ Bluetooth devices in use.

Mobile Apps & Mobile Search – Users of Both Up 2x Y/Y...Search = Most Used Browser Feature, USA



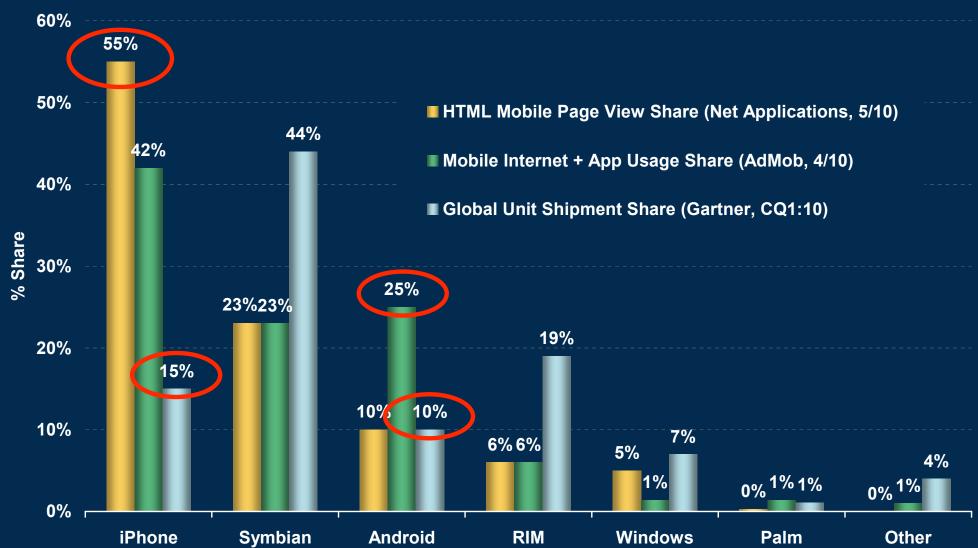


Mobile App Usage Ramp = Unprecedented

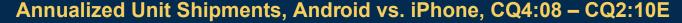


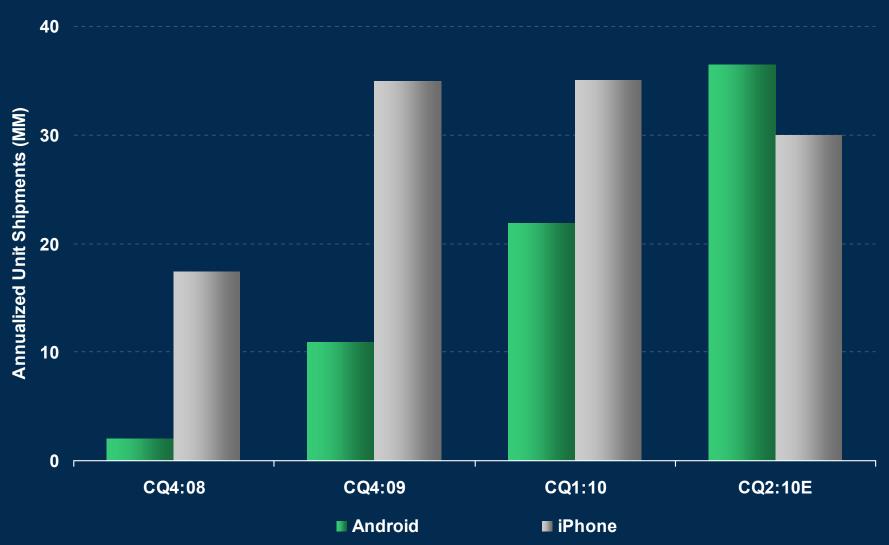
iPhone + Android Internet Usage = Outsized vs. Unit Installed Base

Global Smartphone Share of HTML Mobile Page View / Mobile Internet + App Usage / Unit Shipments



Android Unit Shipments Ramping Fast – Annualized Rates Near iPhone





Note: iPhone annualized shipments based on historical quarterly shipments (CQ2:10E data based on Katy Huberty's estimate).

Android annualized shipments based on daily shipments & activation data provided by Google (e.g. Google disclosed that 100K Android units are activated / shipped daily in 5/10, leading to an annualized units of 36.5MM in CQ2:10E).

Source: Company data, Katy Huberty, Morgan Stanley Research.

Apple iPad =

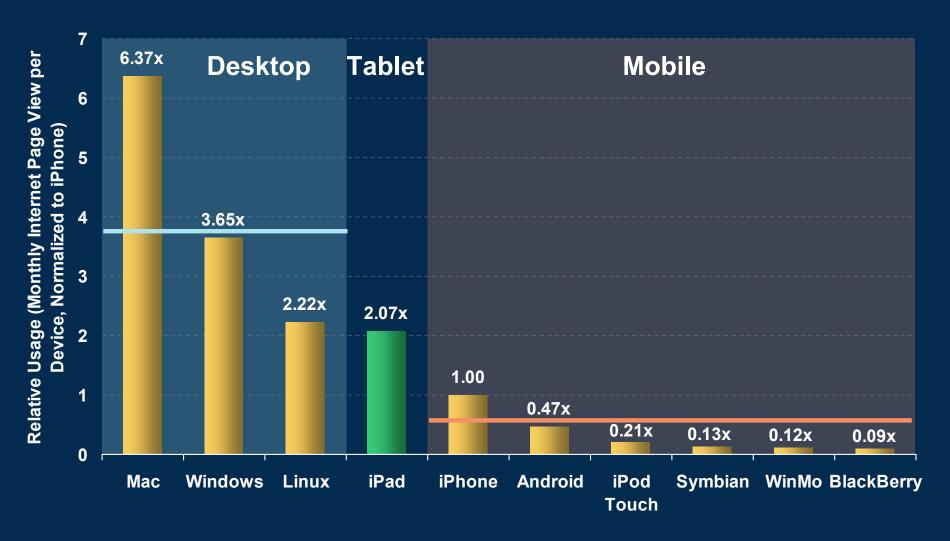
Among One of the Fastest Growing New Consumer Computing Devices Ever

Number of Days to Reach 1MM Units Sold

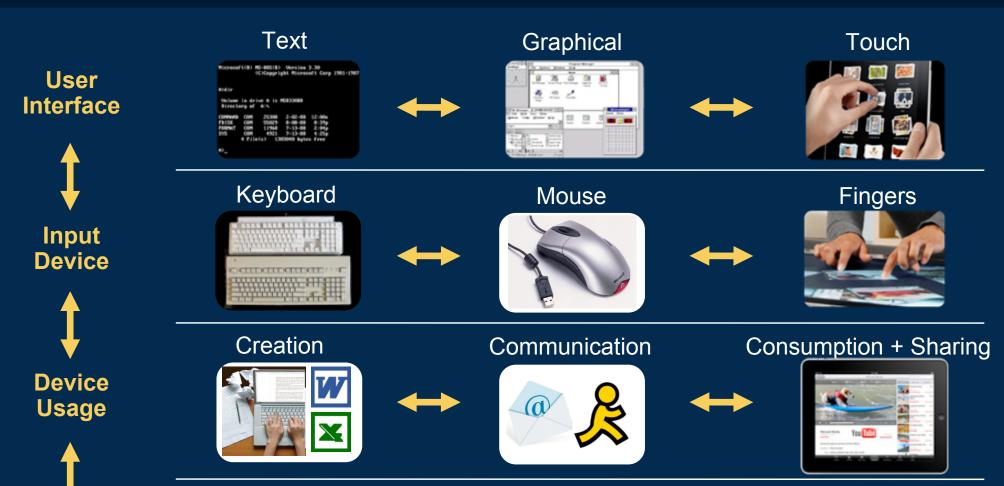


Apple iPad Internet Usage = More Like Desktop PCs than Smartphones

Monthly Internet Page Views per Device, Normalized to iPhone*, 5/10



User Interface + Device Usage Evolution Over Past 30 Years – From Input...to Output...to Sharing



Computing Cycle







Internet Computing



Mobile Internet Computing







Massive / Rapid User Expectation Change

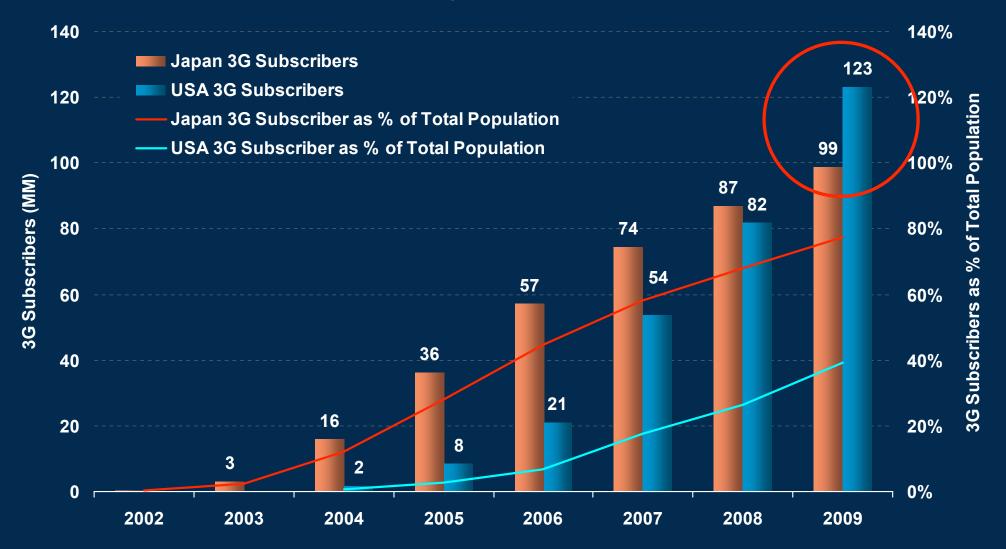
In Just 2 Years, Wireless Consumers Expect...

- Always-On Access with Super-Fast 'Boot Time'
- Near Zero Latency Access to Nearly All Information
- Day-Long-Plus Battery Life in Elegant Portable Devices

Innovation – Unprecedented Intensity?

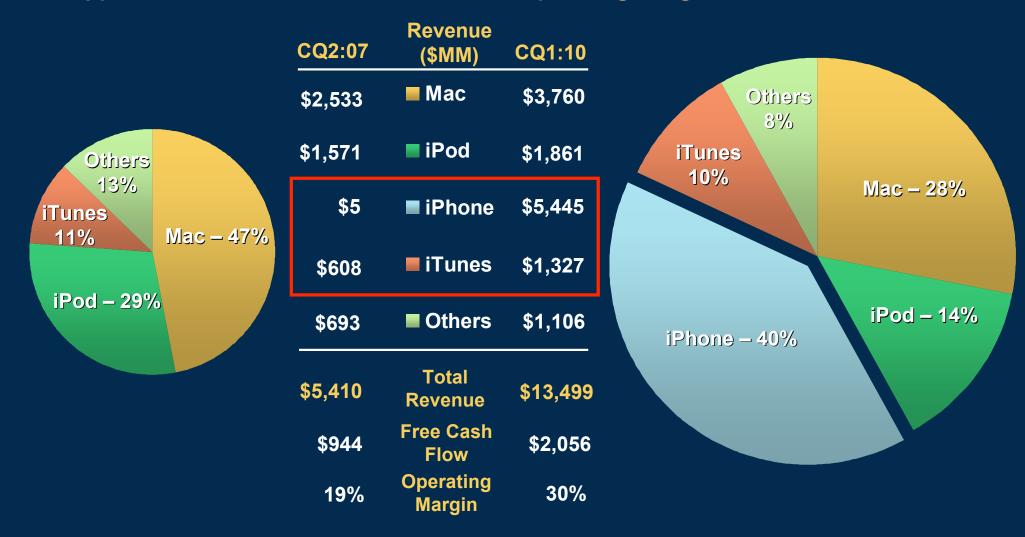
Mobile Internet – Tortoise vs. Hare? USA Surpassed Japan as Country with Most 3G Users in CQ1:09 – USA Has Become Global Leader in Mobile Users + Innovation





Apple's Epic Reinvention – Innovative Mobile Devices Driving Material Revenue Upside

Apple's Revenue Mix, Free Cash Flow & Operating Margin, CQ2:07 vs. CQ1:10



Unusually High Level of Innovation from Incumbents

- Apple iPad / iPhone / iTouch / iTunes / Multi-Touch Input
- Google Android / Chrome / YouTube / Display Advertising / Web Apps
- Amazon.com Kindle / EGM (Electronics & General Merchandise) Sales / Mobile Apps / AWS (Amazon Web Services)
- Tencent Virtual Goods
- Nintendo / Sony / Microsoft Motion Sensors (natural gaming input)
- PayPal Mobile Payments
- Netflix Streaming Content
- Salesforce.com Chatter (real-time enterprise collaboration platform)

Unusually High Level of Innovation from New Attackers

- Facebook Real-time Communication / Social Graph / Credits (payment platform)
- Skype VoIP (Voice-over-IP) / Video Calling
- Zynga Virtual Goods / Offers (Reward-Driven Marketing)
- Twitter One-to-Many Real-Time Broadcast
- OpenTable / Yelp Location-Aware Mobile Services
- Hulu Streaming Content
- Gilt / One Kings Lane / Rue La La Time-based 'Flash' Sales
- Groupon Social Group Buying
- Tapulous / Digital Chocolate / Ngmoco:) Social / Mobile Gaming

Unusually High Level of Global Innovation — Facebook & Tencent Learning From Each Other's Playbooks...

Facebook

- Largest Social Network in English-Speaking
 Countries 519MM visitors, +69% Y/Y in 4/10
- Real Identity Sharing among real-world friends / pictures / events



Tencent

- Largest Social Network in China 523MM active IM users, +39% Y/Y in CQ1
- Virtual Identity \$1.4B virtual goods revenue (from users customizing their avatars / purchasing game items...) in 2009, +94% Y/Y

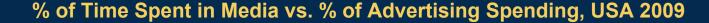


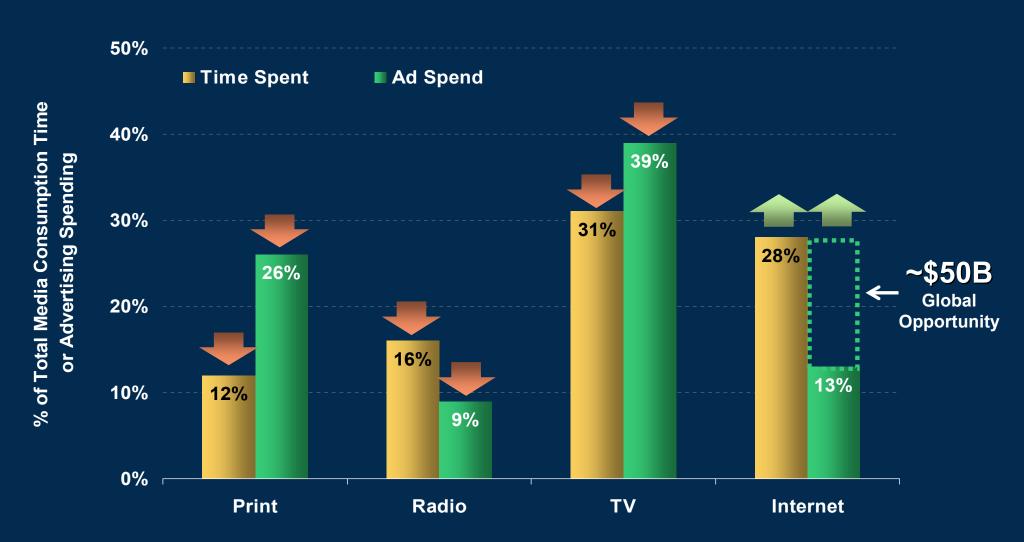


Online Advertising – May Be Entering Golden Age, Finally

Media Time Spent vs. Ad Spend Still Out of Whack

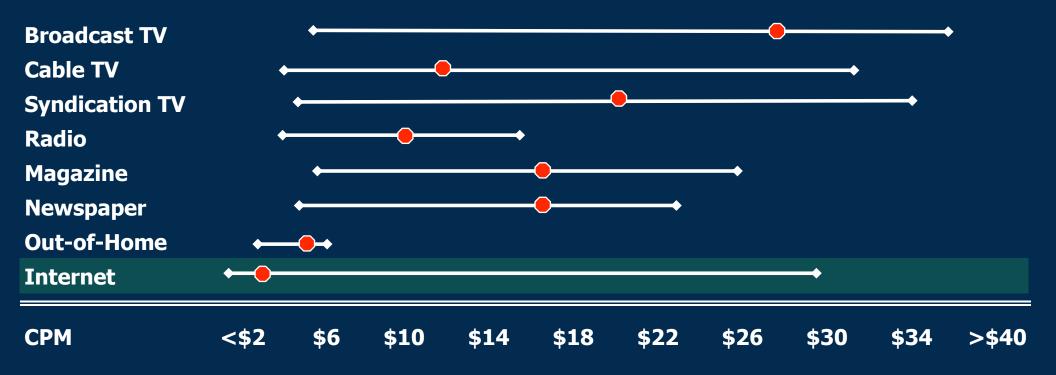
Internet / Mobile (upside...) vs. Newspaper / Magazine / TV (downside...)





Average Online CPMs = Still Well Below Other Media, Illustrating Upside Potential

Advertising Cost per Thousand Impressions by Medium, 2009 / 2010



Denotes average CPM

Google Paid Clicks Accelerating Showing Advertisers + Google Serving Better Results

Google Key Operating Metrics, CQ1:08 – CQ1:10

	CQ1:08	CQ2:08	CQ3:08	CQ4:08	CQ1:09	CQ2:09	CQ3:09	CQ4:09	CQ1:10
Net Revenue (ex. TAC) (\$MM)	\$3,700	\$3,893	\$4,046	\$4,218	\$4,073	\$4,070	\$4,386	\$4,953	\$5,064
Y/Y Growth	46%	43%	34%	25%	10%	5%	8%	17%	24%
EBITDA (\$MM)	\$2,164	\$2,242	\$2,409	\$2,532	\$2,564	\$2,544	\$2,770	\$3,122	\$3,110
Margin (%)	58%	58%	60%	60%	63%	63%	63%	63%	61%
Capital Expenditures (\$MM)	\$842	\$698	\$452	\$368	\$263	\$139	\$186	\$221	\$239
% of Revenue	23%	18%	11%	9%	6%	3%	4%	4%	5%
Gross Advertising Revenue (\$MM)	\$5,087	\$5,185	\$5,352	\$5,505	\$5,331	\$5,336	\$5,757	\$6,465	\$6,475
Y/Y Growth	40%	35%	28%	16%	5%	3%	8%	17%	21%
Paid Clicks (MM)	9,640	9,602	9,995	10,945	11,273	11,003	11,388	12,401	12,959
Y/Y Growth	20%	19%	18%	18%	17%	15%	14%	13%	15%
Cost per Click (\$)	\$0.53	\$0.54	\$0.54	\$0.50	\$0.47	\$0.48	\$0.51	\$0.52	\$0.50
Q/Q Growth	7%	2%	-1%	-6%	-6%	3%	5%	3%	-4%

Yahoo! Display + Home Page Growth Accelerating Showing Online Targeting / Personalization Improving

- Owned & Operated display advertising revenue +20% Y/Y to \$444MM in CQ1:10
- Post redesign (7/09), homepage time spent growth accelerated to +15% Y/Y in CQ4:09 from +8% in CQ4:08
- 32K customized homepages delivered every 5 minutes; 1MM variations per day



Personalized information via 3rd party applications



Real-time search trends to see what's hot

Facebook's 500MM+ Users + Under-Monetized 'Like' Connections Offer Significant New Ad Opportunities

		" CD 1 100 1 11		
		# of People Who Like		
Rank	Top 20 Brands / Products	This (Millions)	Shows*	TV CPM Range (\$)
1	Texas Hold'em Poker (Zynga)	19.0	NCIS	^
2	Mafia Wars (Zynga)	12.3	The Good Wife	
3	Facebook	9.5	Glee	
4	Starbucks	7.4	Fringe	~\$30
5	Coca-Cola	5.4		
6	YouTube (Google)	5.1	Parks & Recreation	\uparrow
7	Skittles (Mars)	4.7	Happy Town	
8	Oreo (Kraft)	4.6		
9	Red Bull	4.1		•
10	Windows Live Messenger (Microsoft)	4.1		~\$25
11	iTunes (Apple)	4.0		^
12	Nutella (Ferrero)	3.9	Scrubs	
13	Disney	3.5	Vampire Diaries	
14	Victoria's Secret (Limited Brands)	3.5		\downarrow
15	Pringles (P&G)	3.3		
16	Adidas Originals (Adidas)	2.9	Dollhouse	~\$20
17	Kinder Surprise (Ferrero)	2.7	Smallville	
18	Ferrero Rocher (Ferrero)	2.7		
19	Converse	2.7		
20	iPod	2.7		

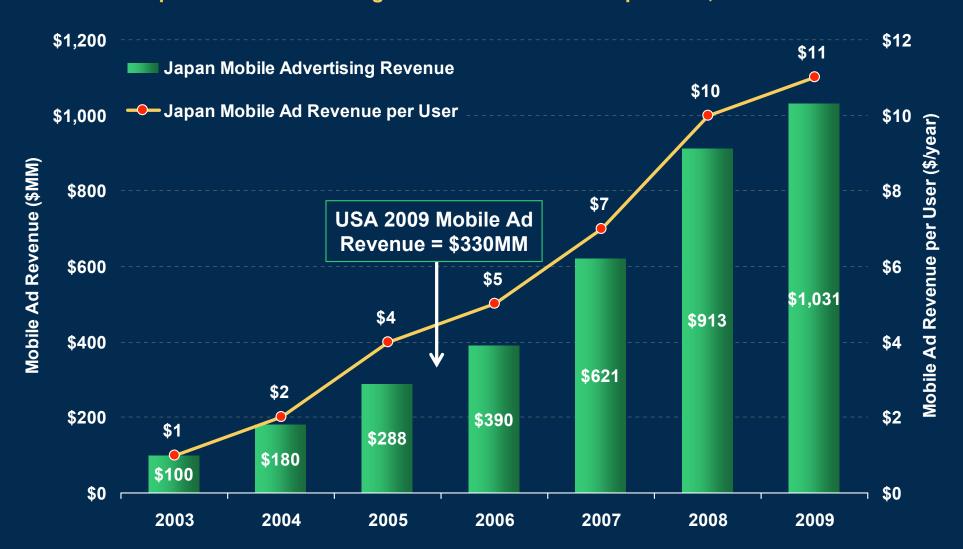
Where are the Great Online Ads? Apple / Google / Yahoo! / Facebook / Others Say 'Watch This Space!'

	AdAge Top 25 Advertising Campaigns in Twentieth Century							
Rank	Company	Commercial	Ad Agency	Year				
1	Volkswagen	Think Small	Doyle Dane Bernbach	1959				
2	Coca-Cola	The pause that refreshes	D'Arcy Co.	1929				
3	Marlboro	The Marlboro Man	Leo Burnett Co.	1955				
4	Nike	Just do it	Wieden & Kennedy	1988				
5	McDonald's	You deserve a break today	Needham, Harper & Steers	1971				
6	DeBeers	A diamond is forever	N.W. Ayer & Son	1948				
7	Absolut Vodka	The Absolut Bottle	TBWA	1981				
8	Miller Lite Beer	Tastes great, less filling	McCann-Erickson Worldwide	1974				
9	Clairol	Does sheor doesn't she?	Foote, Cone & Belding	1957				
10	Avis	We try harder	Doyle Dane Bernbach	1963				
11	Federal Express	Fast talker	Ally & Gargano	1982				
12	Apple Computer	1984	Chiat/Day	1984				
13	Alka-Seltzer	Various ads	Jack Tinker & Partners; Doyle Dane Bernbach; Wells Rich, Greene	1960s, 1970s				
14	Pepsi-Cola	Pepsi-Cola hits the spot	Newell-Emmett Co.	1940s				
15	Maxwell House	Good to the last drop	Ogilvy, Benson & Mather	1959				
16	Ivory Soap	99 and 44/100% Pure	Proctor & Gamble Co.	1882				
17	American Express	Do you know me?	Ogilvy & Mather	1975				
18	U.S. Army	Be all that you can be	N.W. Ayer & Son	1981				
19	Anacin	Fast, fast relief	Ted Bates & Co.	1952				
20	Rolling Stone	Perception. Reality.	Fallon McElligott Rice	1985				
21	Pepsi-Cola	The Pepsi generation	Batton, Barton, Durstine & Osborn	1964				
22	Hathaway Shirts	The man in the Hathaway shirt	Hewitt, Ogilvy, Benson & Mather	1951				
23	Burma-Shave	Roadside signs in verse	Allen Odell	1925				
24	Burger King	Have it your way	BBDO	1973				
25	Campbell Soup	Mmm mm good	BBDO	1930s				

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Japan Shows Potential for Mobile Advertising = Japan Mobile Advertising Revenue = \$11 per User vs. \$1 Six Years Ago

Japan Mobile Advertising Revenue & Ad Revenue per User, 2003 - 2009

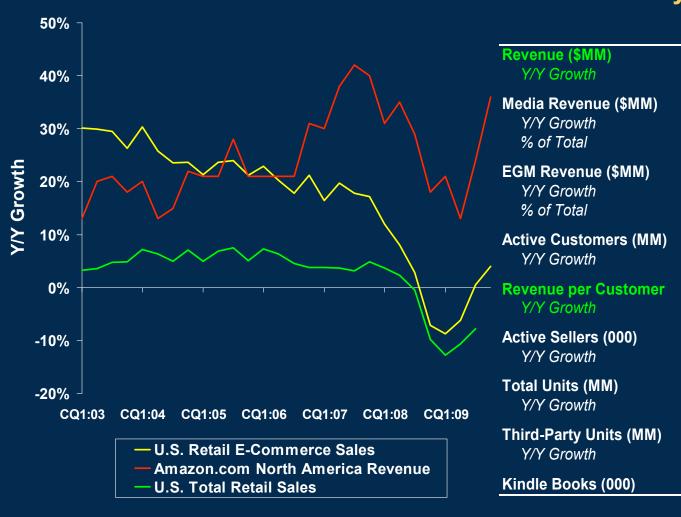


Online Commerce – Mobile Should Be Share Gain Accelerator

Amazon.com's Revenue Acceleration + Share Gains are Powerful







	CQ1:09	CQ2:09	CQ3:09	CQ4:09	CQ1:10
Revenue (\$MM)	\$4,889	\$4,651	\$5,449	\$9,519	\$7,131
Y/Y Growth	18%	14%	28%	42%	46%
Media Revenue (\$MM)	\$2,723	\$2,442	\$2,929	\$4,679	\$3,430
Y/Y Growth	7%	1%	17%	29%	26%
% of Total	56	53	54	49	48
EGM Revenue (\$MM)	\$2,046	\$2,069	\$2,357	\$4,609	\$3,513
Y/Y Growth	38%	35%	44%	60%	72%
% of Total	42	44	43	48	49
Active Customers (MM)	91	94	98	105	114
Y/Y Growth	15%	15%	17%	19%	25%
Revenue per Customer	55	50	57	94	65
Y/Y Growth	2%	(1%)	10%	21%	19%
Active Sellers (000)	1,600	1,700	1,800	1,855	1,950
Y/Y Growth	23%	20%	24%	24%	22%
Total Units (MM)	255	243	267	423	357
Y/Y Growth	30%	28%	32%	37%	40%
Third-Party Units (MM)	82	73	83	118	111
Y/Y Growth	39%	32%	32%	42%	36%
Kindle Books (000)	270	320	360	400	500

China's TaoBao = Supporting Impressive Momentum

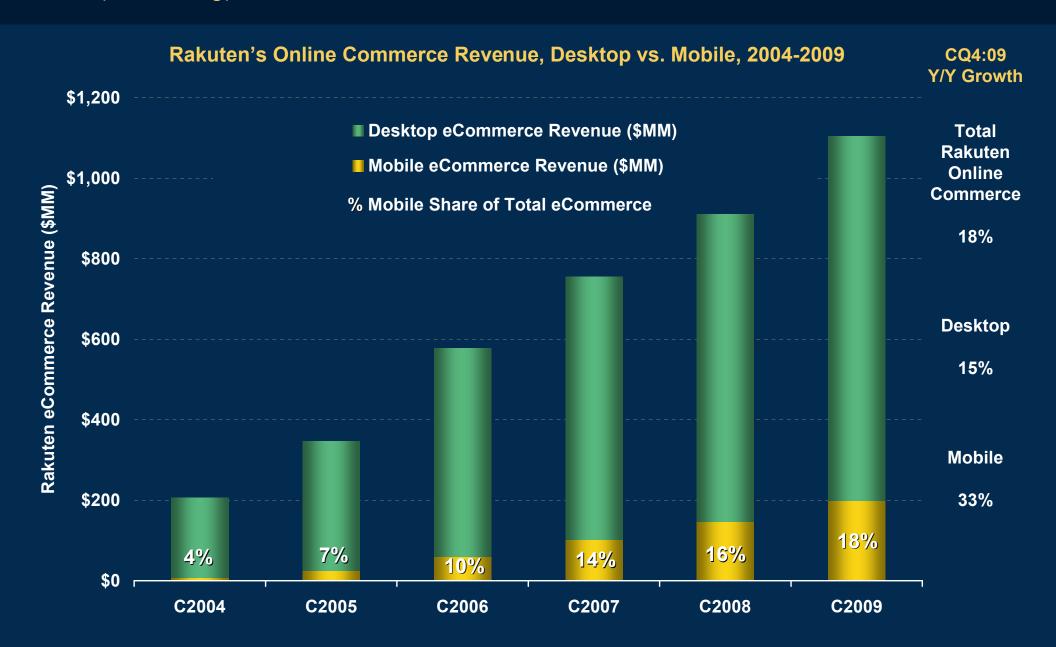
190MM active users as of CQ1, up ~80% Y/Y (vs. 114MM for Amazon.com and 90MM for eBay).

• \$29B Gross Merchandise Volume in 2009, up 2x Y/Y, accounting for 1.5-2% of China's overall retail sales.

• ~50% of 2B total package deliveries in China in 2009.

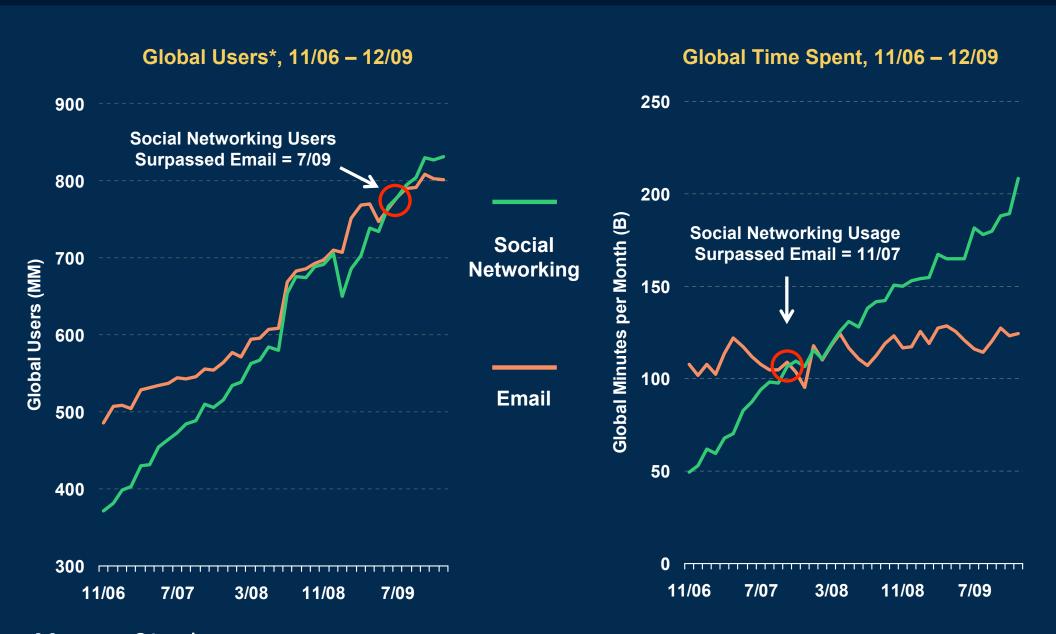
Japan Shows Potential for Mobile Commerce =

19% (and Rising) of Rakuten's CQ4:09 Online Commerce Revenue Derived from Mobile



Communications – Share Shift to Sharing

Communications – Social Networking > Email Usage...



'Cloud Computing' – Consumer First, Enterprise Next

Consumers Have Been Clouding for Awhile... Enterprises Moving to the Cloud - Why Now?

- Home Users Ahead of Enterprise Users Quality of home based computing
 has been evolving at faster pace than enterprise computing for years and cloudbased connectivity has become so pervasive that enterprises are finally being
 forced to play catch up.
- Consumers Expect Easy-to-Use 24x7 Connectivity and Want the Same at Work - Wireless device (smartphone / tablet) adoption has empowered consumers to expect (and demand) cloud-based high-speed wireless connectivity 24x7.
- Recession-Spending Delays Helped Underlying Markets Develop Recession-related technology spending delays from 2007 to 2009, in effect,
 allowed cloud-based services to evolve / develop / mature to levels that are more
 'enterprise-ready.'
- Less Concern about Security Issues Cloud-based security concerns have abated somewhat as enterprises realize the difference in risk profile between internal and external environments is lower than they once believed.

Technology – What's Next...

Mobile Connectivity Drives New Ways to Do Old Things Faster / Better / Cheaper

- More Connected Real-time connectivity / 24x7 / in palm of hand...
- More Affordable Wi-Fi nearly ubiquitous in many developed markets…for many / 3G tiered pricing lowers adoption barrier…
- Faster Near-zero latency for boot-up / search / connect / pay...
- Easier to Use User Interface revolution + location awareness provide something for nearly everyone...
- Fun to Use Social / casual gaming / reward-driven marketing...
- Access Nearly Everything Music / video / documents / 'stuff' in cloud...
- Longer Battery Life Hours of continuous usage…

Tom Friedman Said "The World is Flat"

It's also increasingly in the palm of your hand...

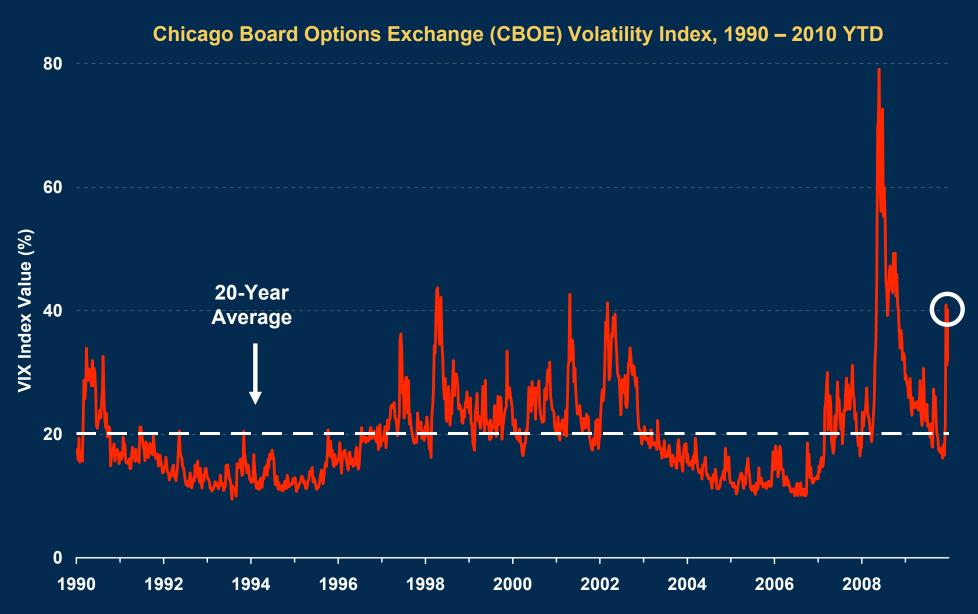
Beyond Technology – It's Complicated...

Stock Market = Often a Leading Indicator of Economic Growth

Recent Equity Weakness Reflects EU Sovereign Debt / Euro Value / China Real Estate Concerns



Stock Market Volatility Implies Renewed Fear Volatility Index (VIX) Recently Spiked Well Above 'Normal'



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Uniquely Challenging Times

- Debt Levels Many countries / consumers are over-levered…
- European Union Challenges Sovereign debt levels in Greece / Spain / Portugal / Ireland / Italy unsustainably high, Euro down 19% vs. US Dollar YTD...
- China Real Estate Supply / Demand Imbalance Urban home price to median income ratio at 8x (vs. USA's peak of 5x in 2005-06)...
- Military Incidents North Korea vs. South Korea, Israel vs. Palestine, 'War on Terror'...
- Rise in Government Involvement Regulation / taxation / fiscal expansion (economic stimulus) vs. fiscal tightening (austerity measures)...
- Unnatural Disasters BP oil spill, Stock Market 'Flash Crash'...

Leverage Uber Alles –

Average Net Debt as % of GDP for Top 25 Countries = 55%

				As % of	Net Debt as % of GDP				As % of	2009 Budget	As % of	2009		
		2009 Net Debt		World			05-09	2009 GDP		World	Surplus /	World Gross	Unemploy-	Y/Y
Rank	Country	Outstanding (\$B)	Y/Y	Total	2009	2005	Change	(\$B)	Y/Y	Total	Deficit (\$B)	Deficit	ment Rate	(pps)
1	Japan	\$9,149	12%	26%	181%	162%	19%	\$5,049	-5%	9%	-960	33%	5%	+1
2	Italy	2,434	0	7	116	106	11	2,090	-5	4	-0		8	+1
3	Greece	374	8	1	111	99	12	338	-2	1	-27	1	9	+2
4	Belgium	454	0	1	98	92	6	461	-3	1	-1	0	8	+1
5	France	2,028	5	6	77	66	11	2,635	-2	5	-105	4	9	+2
6	Germany	2,423	1	7	75	68	7	3,235	-5	6	-16	1	7	+0
7	Austria	263	2	1	70	64	6	374	-4	1	-5	0	5	+1
8	India	854	-3	2	69	80	-12	1,243	6	2	31			
9	UK	1,444	3	4	66	42	24	2,198	-5	4	-49	2	7	+2
10	Canada	870	-5	3	66	70	-4	1,319	-3	2	44		8	+2
11	Netherlands	503	-1	1	64	52	12	790	-4	1	4		4	+1
12	Argentina	178	-7	1	59	59	0	301	1	1	14			
13	USA	7,811	23	23	55	37	17	14,266	-2	25	-1,438	50	9	+3
14	Poland	223	-11	1	53	47	6	423	2	1	26			
15	Spain	757	20	2	53	43	10	1,438	-4	2	-125	4	18	+7
16	Norway	187	-17	1	51	45	6	369	-2	1	38		3	+1
17	Sweden	175	-5	1	44	51	-7	398	-4	1	9		8	+2
18	Brazil	650	-6	2	44	44	0	1,482	0	3	40			
19	Switzerland	212	5	1	44	53	-9	484	-1	1	-10	0	4	+1
20	Denmark	125	7	0	40	38	3	308	-5	1	-8	0	3	+2
21	Turkey	219	-14	1	37	52	-15	594	-5	1	36			
22	Australia	309	-3	1	34	36	-3	920	1	2	8		6	+1
23	Venezuela	95	11	0	27	27	0	353	-3	1	-9	0		
24	China	609	7	2	13	18	-5	4,758	9	8	-38	1		
25	Russia	92	-15	0	7	14	-7	1,255	-8	2	17			
	Top 1-25	\$32,438	0%	94%	55%	52%	3%	\$47,081	-3%	81%	\$2,790	97%	7%	+1
	Global	34,632	8	100	68	66	2	57,937	-2	100	2,885	100	7	+2

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America's Biggest Challenge – Entitlement Spending is the Future?

	F1997	F2001	F2005	F2009	
Revenue (\$B) Y/Y Growth	\$1,579 9%	\$1,991 -2%	\$2,154 15%	\$2,105 -17%	
Individual Income Taxes % of Revenue	\$737 <i>47%</i>	\$994 <i>50%</i>	\$927 <i>43%</i>	\$915 <i>43%</i>	1997 - 2009
Social Insurance Taxes % of Revenue	\$539 <i>34%</i>	\$694 <i>35%</i>	\$794 <i>37%</i>	\$891 <i>4</i> 2%	Entitlement
Corporate Income Taxes % of Revenue	\$182 <i>12%</i>	\$151 <i>8%</i>	\$278 <i>13%</i>	\$138 <i>7%</i>	Revenue +65%
Other % of Revenue	\$120 <i>8%</i>	\$152 <i>8%</i>	\$154 <i>7%</i>	\$161 <i>8%</i>	+03 / ₀
Expense (\$B) Y/Y Growth	\$1,601 3%	\$1,863 4%	\$2,472 8%	\$3,518 18%	Entitlement
Entitlement % of Expense	\$827 <i>52%</i>	\$969 <i>52%</i>	\$1,256 <i>51%</i>	\$1,779 <i>51%</i>	Spending +115%
Non-Defense Discretionary % of Expense	\$228 14%	\$346 <i>19%</i>	\$497 20%	\$420 <i>12%</i>	
"One-Time" Items % of Expense	 	 	 	\$416 <i>12%</i>	
Defense % of Expense	\$271 <i>17%</i>	\$305 <i>16%</i>	\$495 20%	\$661 <i>19%</i>	
Net Interest on Public Debt % of Expense	\$244 15%	\$206 11%	\$184 7%	\$187 <i>5%</i>	
Profit / Loss (\$B)	-\$22	\$128	-\$318	-\$1,413	
Profit Margin (%)	-1%	6%	-15%	-67%	

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	Coverag	e Universe	Invest	Investment Banking Clients (IBC)			
Stock Rating Category	Count	% of Total	Count	% of Total IBC	% of Rating Category		
Overweight/Buy	1079	42%	358	42%	33%		
Equal-weight/Hold	1111	44%	397	47%	36%		
Not-Rated/Hold	13	1%	3	0%	23%		
Underweight/Sell	349	14%	95	11%	27%		
Total	2,552		764				

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