

DELIVERING NEW VALUE IN EVERY DAY LIFE

October 5th 2021



Oscar Von Hauske | COO



Network



Commercial Offer



Digital Transformation

América Móvil strategy



NETWORK



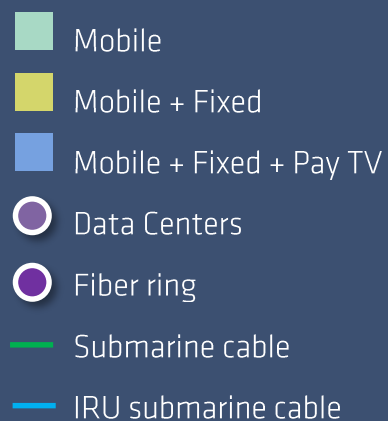
Commercial
Offer



Digital
Transformation

América Móvil strategy

AMÉRICA MÓVIL Platform



SCALE

25 COUNTRIES

378 M SERVICES

FULLY CONVERGENT

81M HOMES PASSED

101K SITES

LARGEST FIBER NETWORK

1.1M KM OF FIBER

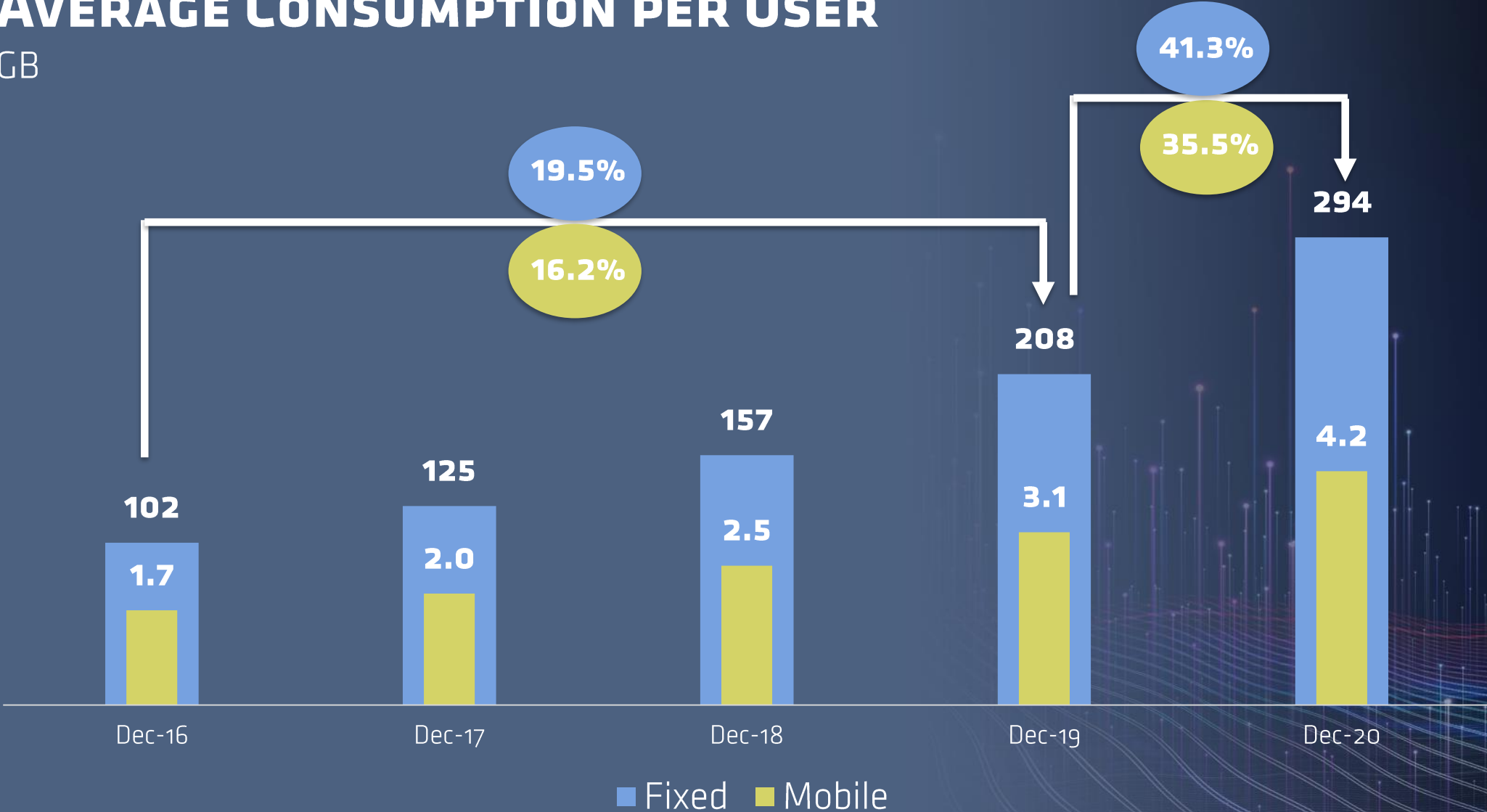
46K KM OF SUBMARINE CABLES

6 SATELLITES

- DTH
- BACKHAUL

AVERAGE CONSUMPTION PER USER

GB






KEY NETWORK PROJECTS

- 1. FIXED BROADBAND**
- 2. 5G**
- 3. TELCO CLOUD**
- 4. TRANSMISSION NETWORK**
- 5. INTERNET TRAFFIC**



FIXED BROADBAND SPEEDS

	 CUSTOMER BASE	 ACCESS TO TECHNOLOGIES	 SPEED
Fiber	86%	FTTH (GPON)	1 Gbps
HFC		DOCSIS 3.1	1 Gbps
		DOCSIS 3.0	400 Mbps
Copper	10%	VDSL (Short Loop)	10-40 Mbps
	4%	ADSL (Long Loop)	Up to 10 Mbps

KEY NETWORK PROJECTS

5G

The background features a complex, abstract network visualization. It consists of numerous vertical lines of varying heights, some ending in small glowing dots. These lines are interconnected by a series of horizontal and diagonal lines, creating a grid-like structure. The colors of the lines and dots range from light blue to purple, giving it a futuristic, digital appearance. The overall effect is that of a data network or a communication infrastructure.

OUR PATH TO 5G

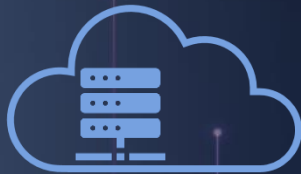


FIBER TO THE SITE

95% of Main Cities
65% Total



BACKBONE AND BACKHAUL CAPACITY



TELCO CLOUD



SINGLERAN

98% of Sites



5G SPECTRUM

3.5GHz and mmW

5G DEPLOYMENTS

5G DSS

Dynamic Spectrum Sharing

EXISTING 4G SPECTRUM
SINGLERAN

Ready

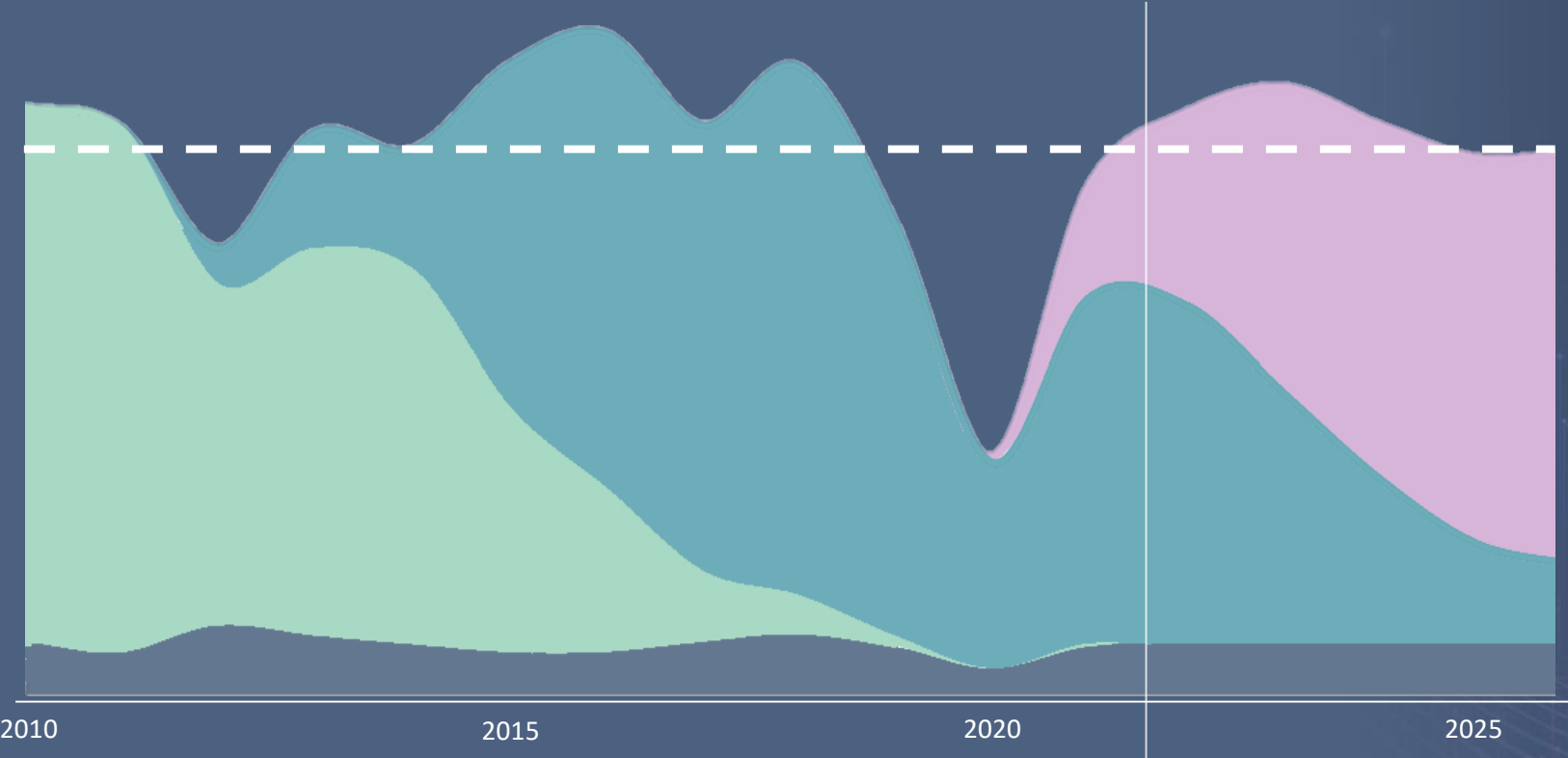


NEW 5G

NEW SPECTRUM (3.5GHZ)
NEW 5G EQUIPMENT

2021-2022

5G CAPEX PROJECTIONS



- 4G investments declining
- Room to grow on 5G
- Investments in fiber to the site
- Resilient networks

■ Fiber to the Site ■ 2G / 3G ■ 4G ■ 5G -- Average Capex

KEY NETWORK PROJECTS

TELCO CLOUD



TELCO CLOUD

Data Center Readiness



84%

66 of 78 Data centers
across 24 countries

Network Virtualization



36%

Of our network
functions have been
virtualized

Benefits

- -40% Energy consumption
- -60% Less space
- Faster TTM of new services
- More capacity
- Cloud architecture

KEY NETWORK PROJECTS

TRANSMISSION NETWORK



TRANSMISSION NETWORK MODERNIZATION

BACKBONE

2019-2021

- **MULTI SERVICE**
 - **IP + OPTICAL**
 - **SIMPLER ARCHITECTURE**
-

- **REDUCE LATENCY**
- **10X CAPACITY GROWTH**
- **79% COST REDUCTION (GB)**

AGGREGATION

2021-2023



KEY NETWORK PROJECTS

INTERNET TRAFFIC





Local

PEERING+
CACHING+
CDN

80%
OF TRAFFIC

International

2014
AMX-1
ATLANTIC
US, CENTRAL AMERICA,
COLOMBIA AND BRAZIL

2021
AMX-2
PACIFIC
CENTRAL AMERICA
ECUADOR, PERU AND
CHILE

20%
OF TRAFFIC



Network



**COMMERCIAL
OFFER**



Digital
Transformation

América Móvil strategy

AMÉRICA MÓVIL CUSTOMER BASE



Households

+30 Million



Mobile Customers

+297 Million



Corporate Nodes

+530 Thousand



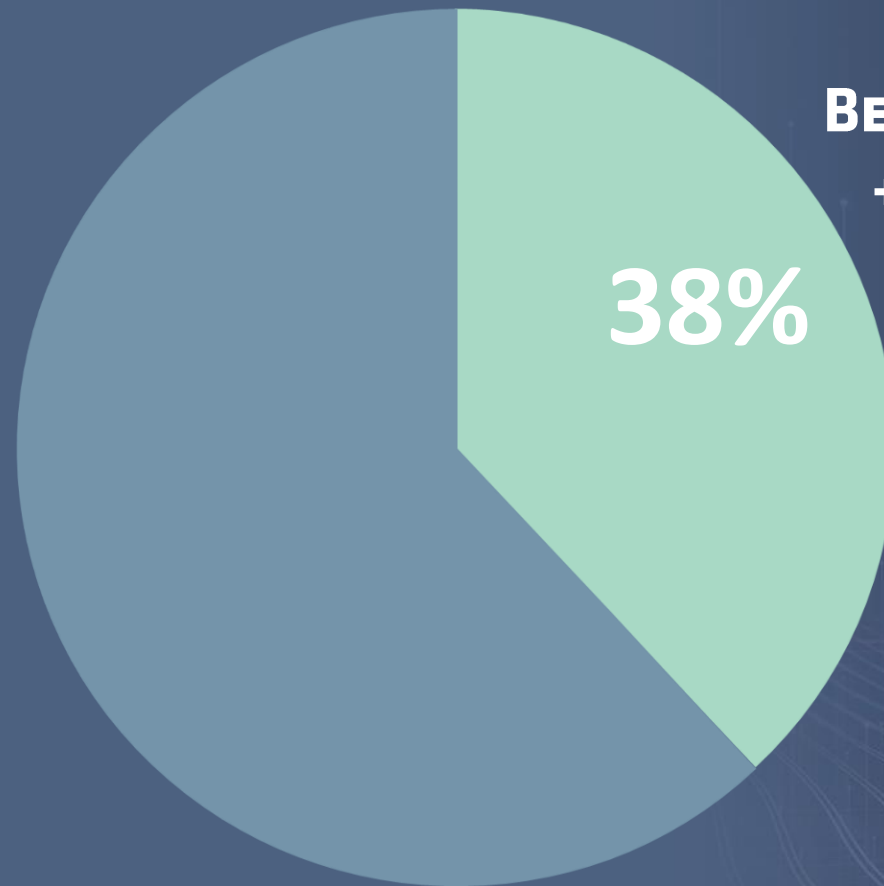
SMB

+2.5 Million

COMMERCIAL

1. **CONVERGENCE**
 2. **5G EVOLUTION**
 3. **ALLIANCES**
 4. **CLOUD**
 5. **CYBERSECURITY**
 6. **B2B**
- 
- An abstract digital background featuring a grid of glowing lines and dots in shades of blue and purple, creating a sense of depth and connectivity. The lines are thin and intersect to form a grid pattern that recedes into the distance, with some points highlighted in brighter colors.

POTENTIAL MARKET – CONVERGENCE (FMC)



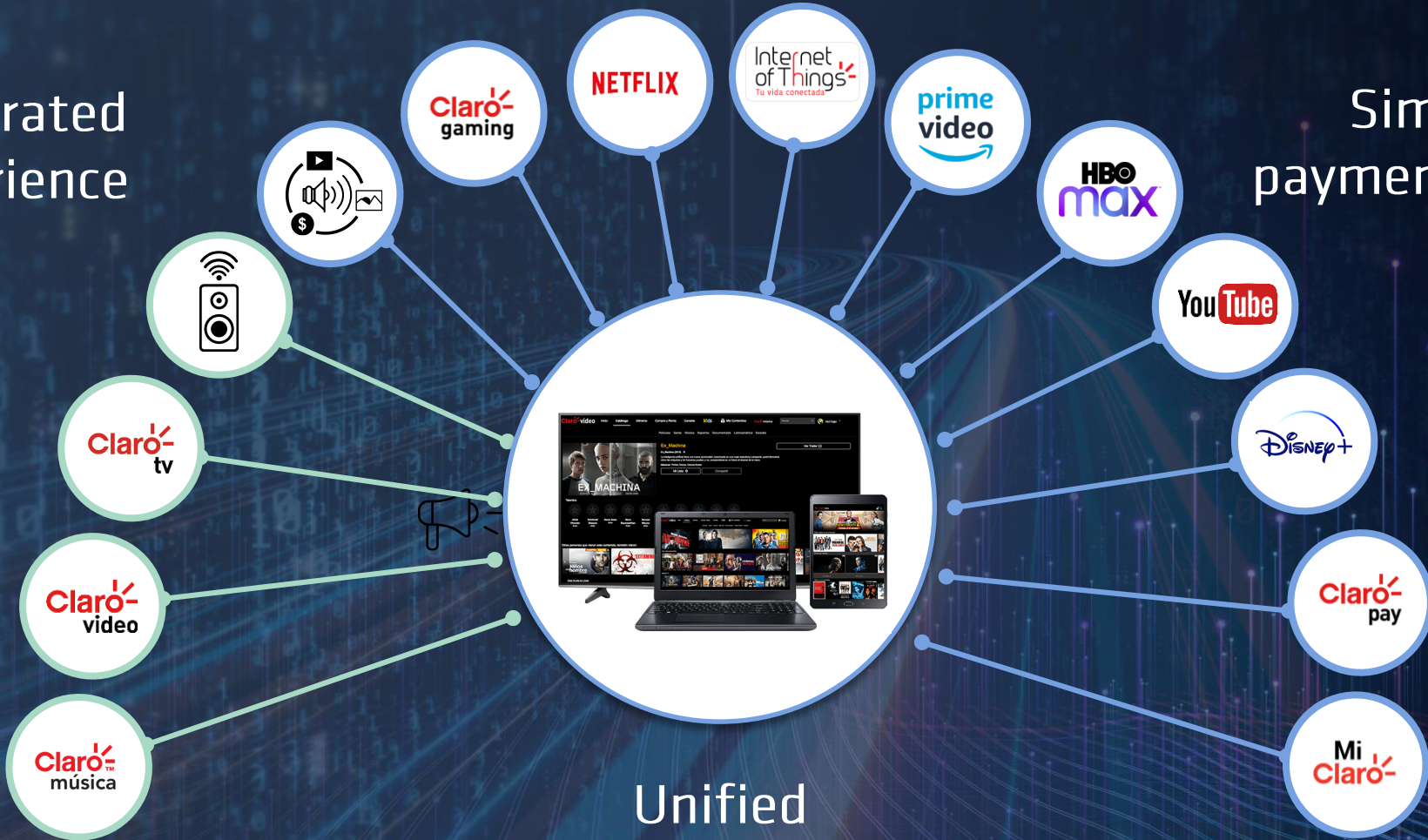
**BEST OPERATIONS WITH
+61% CONVERGENCE**

38%

CLARO HUB

Integrated experience

Simplified payment methods



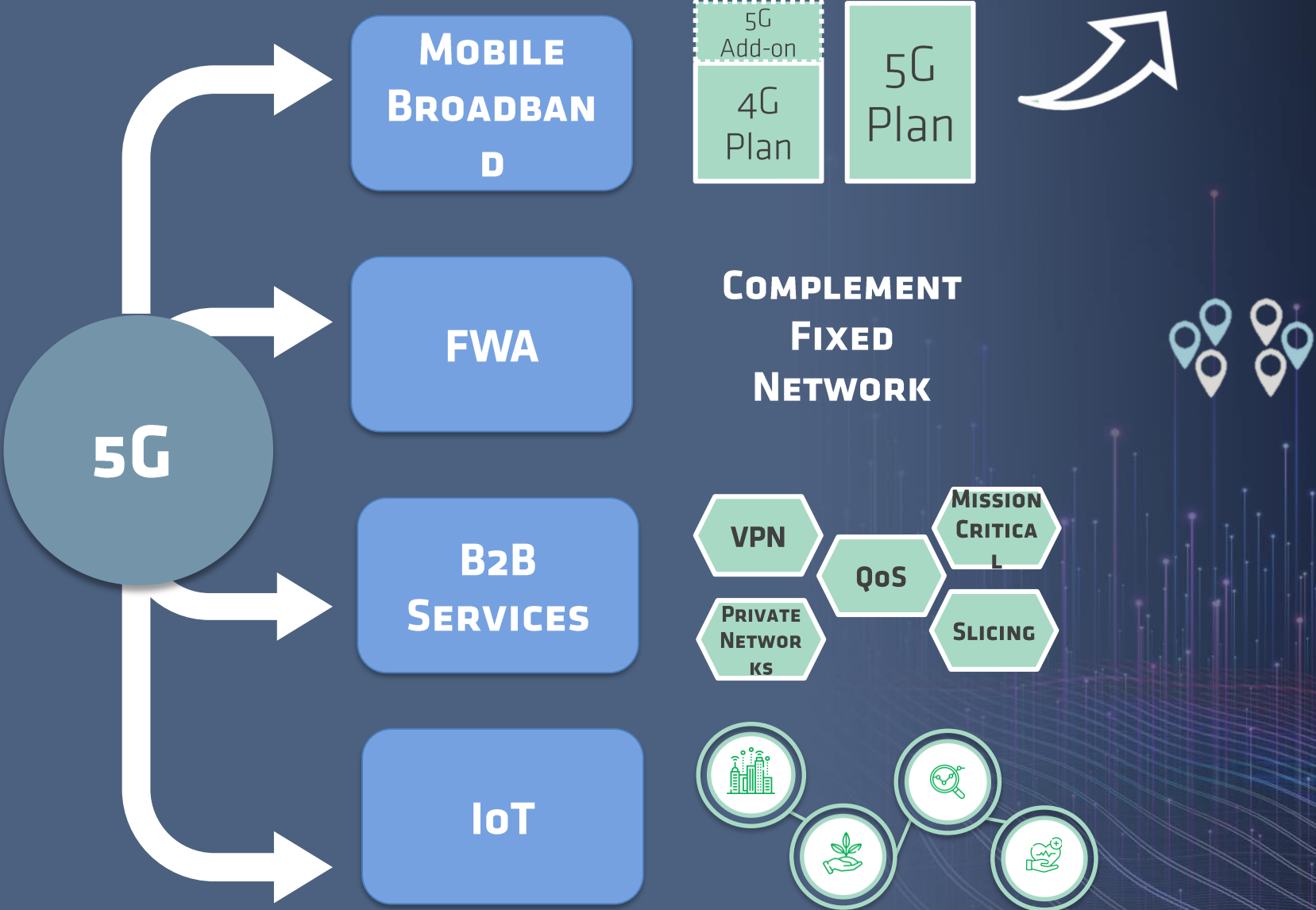
Unified identification

COMMERCIAL

5G EVOLUTION

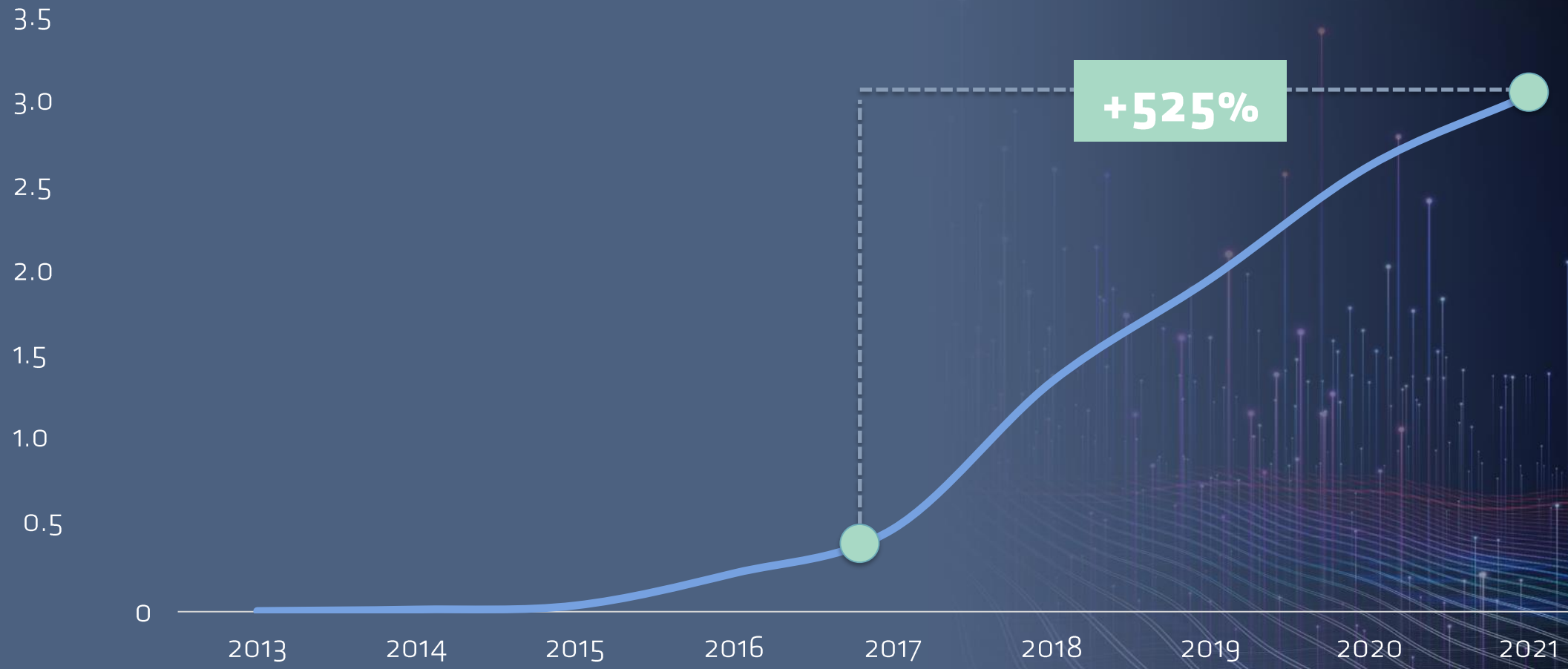


5G STRATEGY



FIXED-WIRELESS ACCESSSES EVOLUTION

Millions



COMMERCIAL

ALLIANCES

An abstract digital background featuring a grid of glowing lines and dots in shades of blue, purple, and pink, creating a sense of depth and connectivity. The lines are thin and intersect to form a grid pattern that recedes into the distance, with some lines being more prominent than others.

ALLIANCES

RESIDENTIAL MARKET

- NETFLIX
- AMAZON
- DISNEY
- HBO
- GAMING
- IOT

ENTERPRISE MARKET

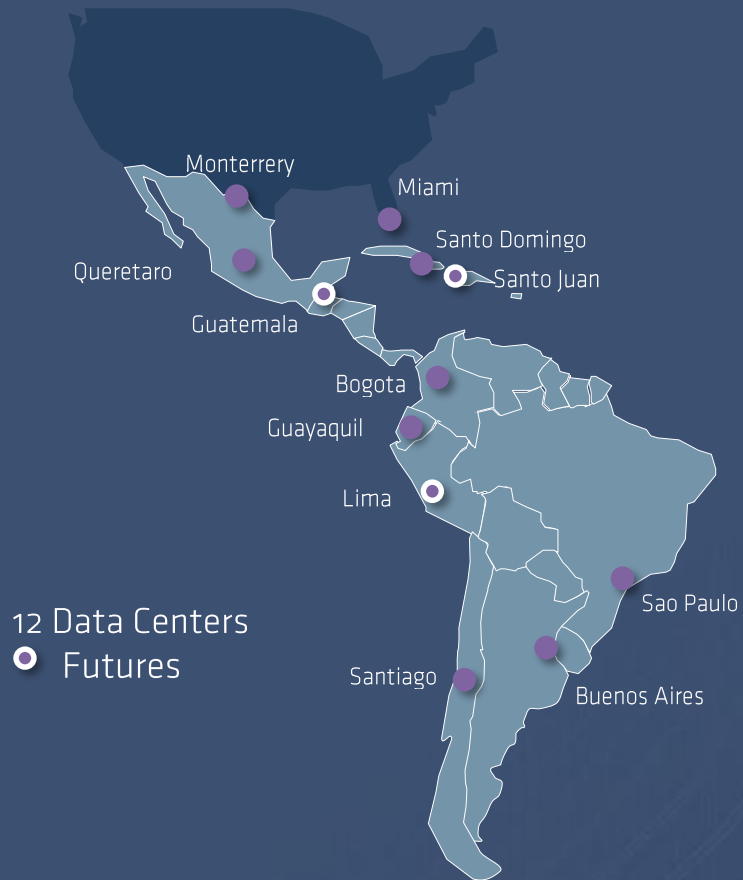
- MICROSOFT
- GOOGLE
- GENESYS
- VMWARE
- CISCO
- FORTINET
- AMAZON
- SAP
- SALESFORCE

COMMERCIAL

CLOUD



FEDERATED CLOUD REGIONS



+1,500 ENTERPRISE CUSTOMERS

+1.5M SMB CUSTOMERS

+4M SERVICES

TOP 4 CLOUD PROVIDER IN LATIN AMERICA

CLOUD BROKER STRATEGY

Trusted partner to design and deliver optimal multi-cloud services

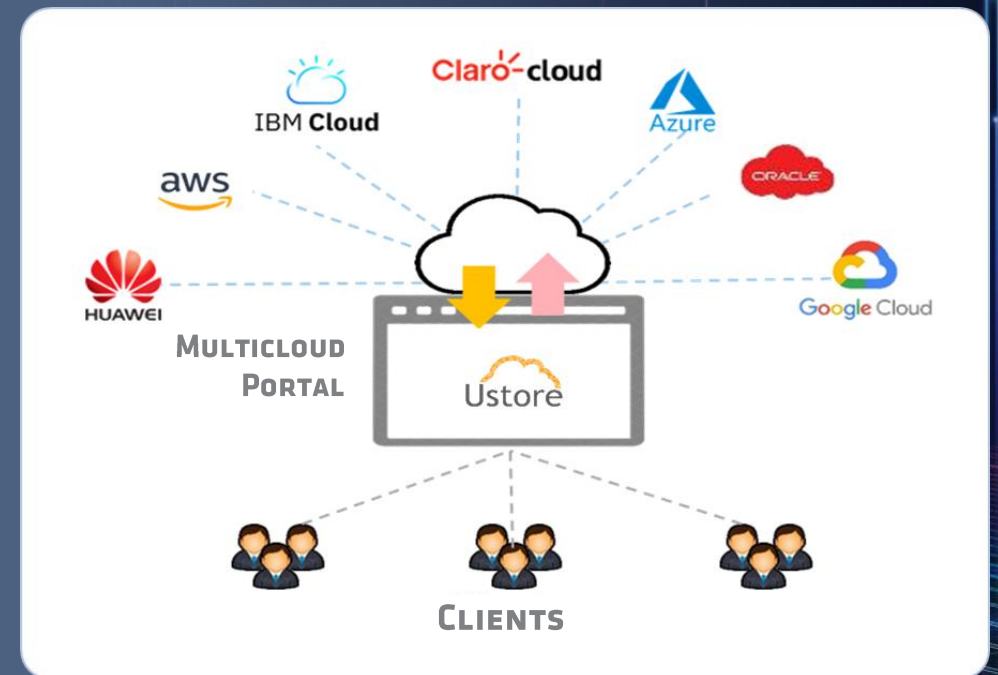
Unique Market Position

- Owned multi-cloud platform (Ustore)
- Experience and local presence
- Single point of contact

Customer Benefits

- Simplicity
- Increase application availability
- Avoid vendor lock-in

END-TO-END CYBERSECURITY OFFER



COMMERCIAL

CYBERSECURITY

The background of the slide features a dark blue gradient. On the right side, there is a complex, abstract digital graphic consisting of numerous thin, glowing lines in shades of blue, purple, and white. These lines form a grid-like structure that appears to be receding into the distance, creating a sense of depth and digital connectivity. Some lines are thicker and more prominent, while others are thin and sparse, creating a layered effect.

CYBERSECURITY MANAGED SERVICES

Our focus is to continue the successful expansion into Latin America



The leading Cybersecurity service provider in Mexico

	USA	BRA	CHL	COL	CENAM
Available	●	●	●	●	●

END-TO-END CYBERSECURITY OFFERING



RISK MANAGEMENT & CYBERSECURITY GOVERNMENT



CYBER INTELLIGENCE



HUMAN FACTOR MANAGEMENT



APPLICATION SECURITY MANAGEMENT



DIGITAL INFRASTRUCTURE PROTECTION



CYBER THREATS DETECTION & RESPONSE

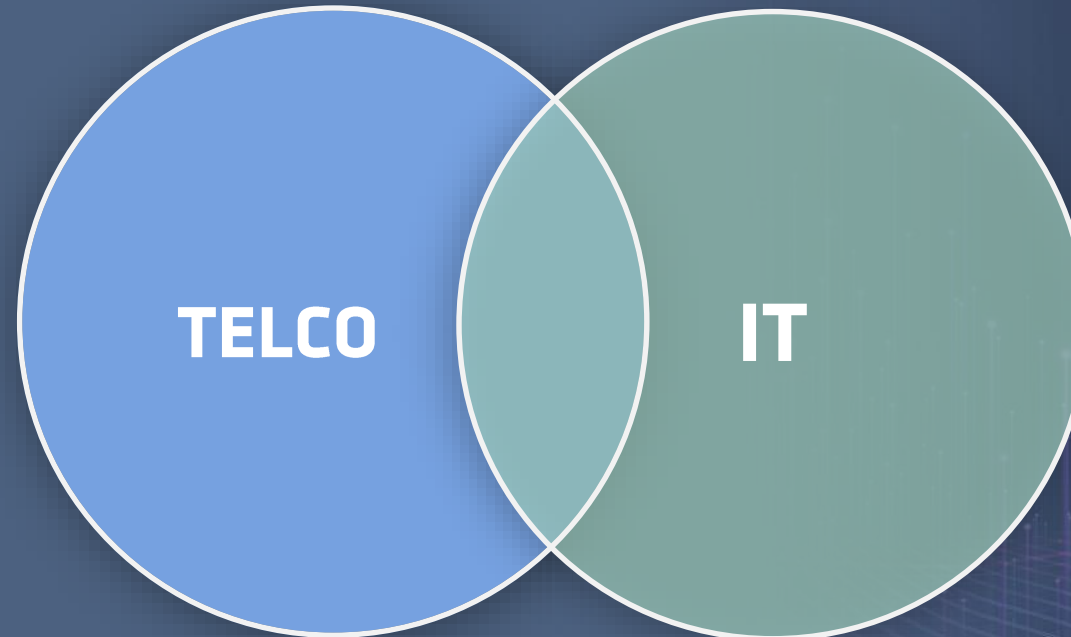
COMMERCIAL

B2B



Transition from a Telco to a Solutions Company

Value: US\$15.1 Bn



Value: US\$24.5 Bn

LATAM TOTAL ADDRESSABLE MARKET 2020

B2B SUCCESS STORIES

RENAPO PRIVATE CLOUD

- Data Center
- 63 critical applications migration
- Cybersecurity
- End-to-end monitoring

PETROBRAS -VDI

- Windows virtual desktop for 20,000 employees
- Remote work experience in record time

VIENNA AIRPORT 4G/LTE NETWORK

- Macro 4G/LTE network
- IaaS Model
- Redundancy

CONNECTIVIT Y & LOCOMOTIVE S VIDEO MONITORING

- Advanced connectivity
- Critical video monitoring
- Locomotive's control

OMNI- CHANNEL CALL CENTER

- Omnichannel Call Center as a service solution
- Integrates all customer service channels (Inbound, Outbound, Mail, Chat, Video Call, Bots, Click2Video, RRSS, Agent)

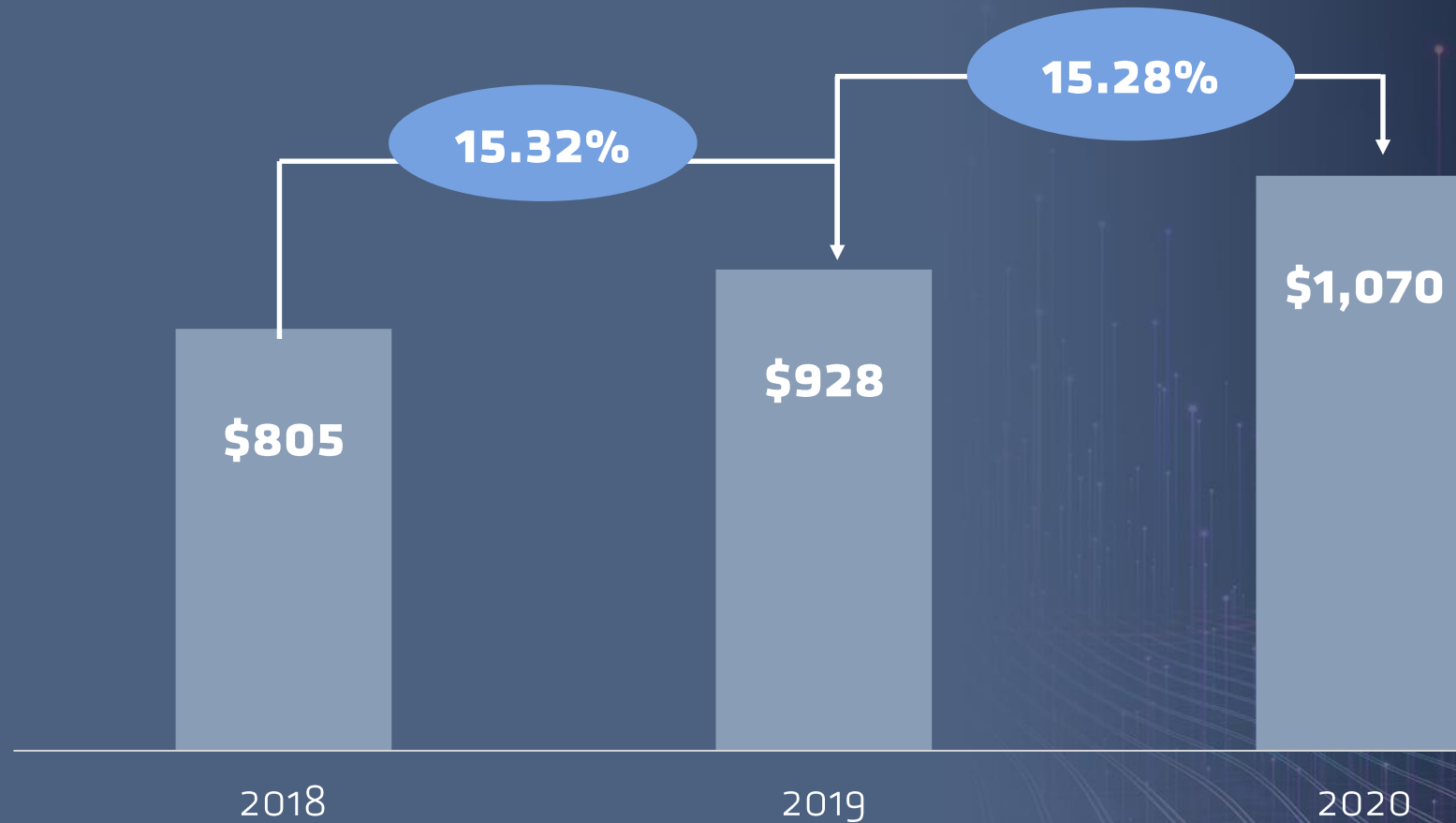
RIJEKA- SMART WASTE

- IoT technology for waste collection
- Management Panel

POTENTIAL MARKET – B2B

Annual VAS Income B2B Market

Million USD





Network



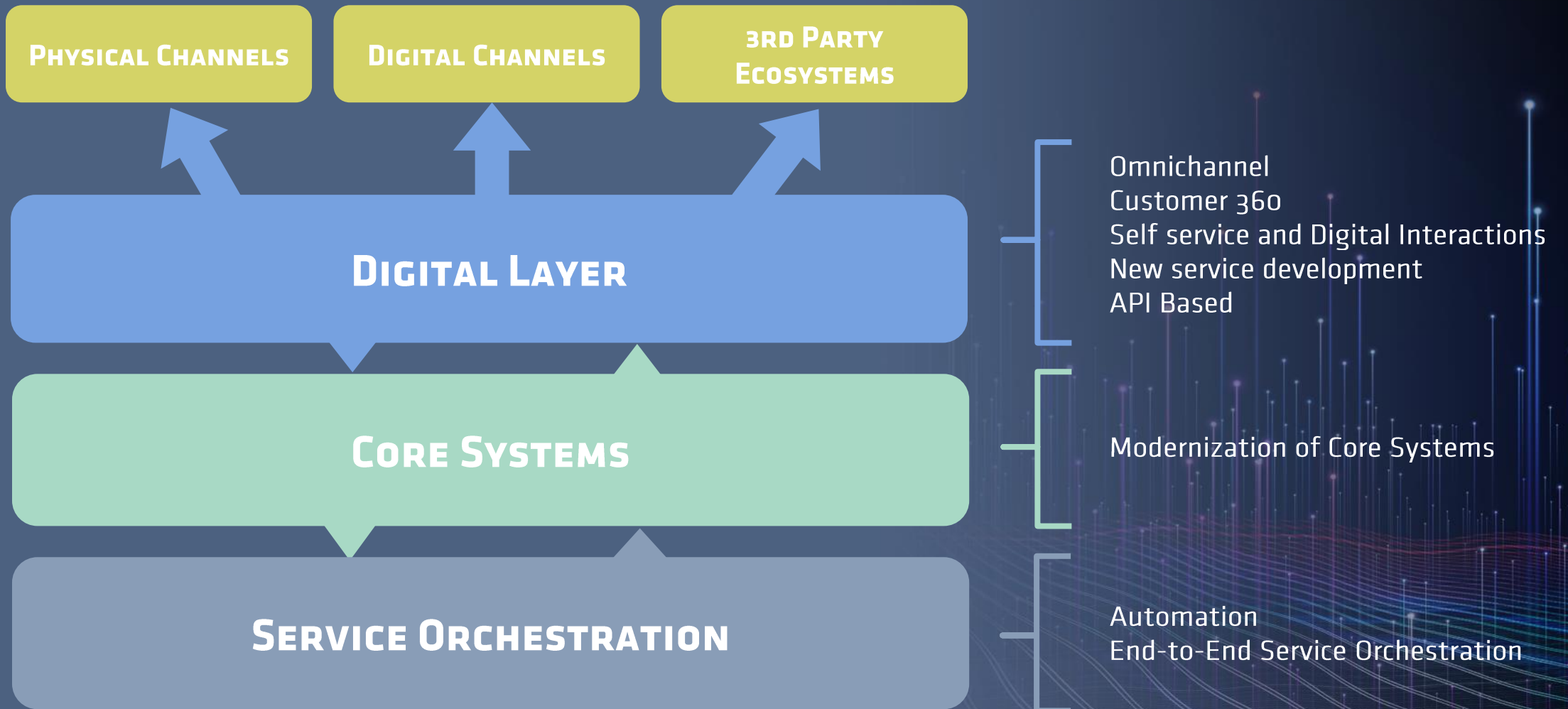
Commercial Offer

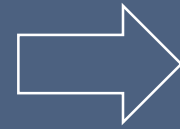


**DIGITAL
TRANSFORMATI
ON**

América Móvil strategy

IT DIGITAL PLATFORM





**Increase
NPS**



DIGITALIZATION

- Digital Sales
- Self-service
- Paperless
- Store Experience



**Cost
reduction**



SIMPLICITY

- Redesigned Processes
- Commercial Offer
- Easier Language



**Reduce
CHURN**



OMNICHANNEL

- Omnichannel platform
- Middleware to connect channels



**Increase
revenues**



DATA ANALYTICS, AI

- Remarketing
- Virtual Assistant
- Agile

VOICE OF CUSTOMER

- Follow-up to VoC
- CJ Redesign - Design Thinking

DELIVERING NEW VALUE IN EVERY DAY LIFE

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