

# DELIVERING NEW VALUE IN EVERY DAY LIFE

October 5<sup>th</sup> 2021



## Mexico

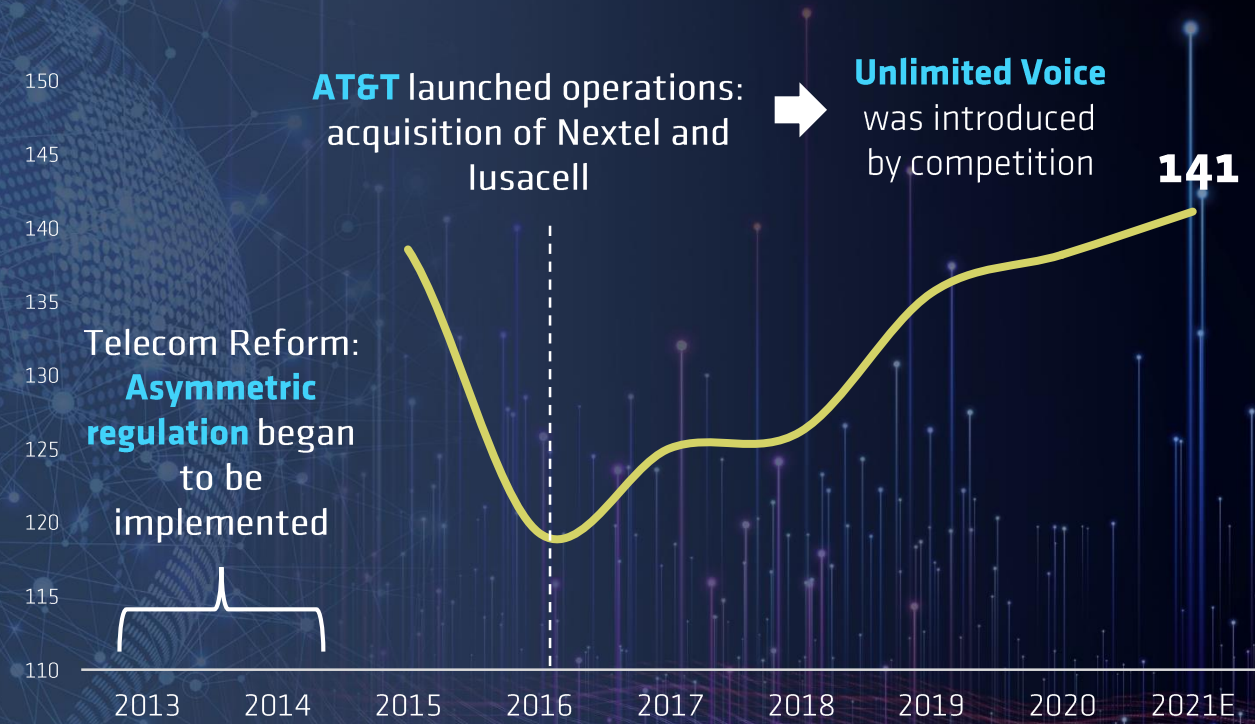
Daniel Hajj | CEO

Oscar Von Hauske | COO Fixed

**Telcel's revenues** have recovered after a period of asymmetric regulation and intense competition

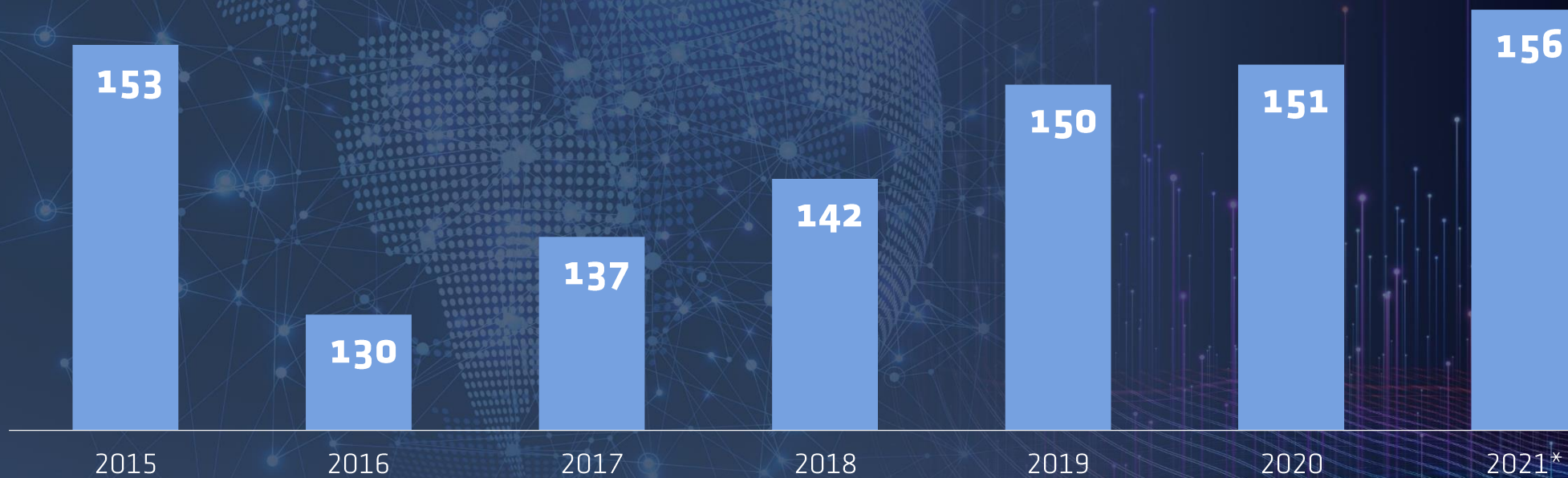
### Mobile Service Revenues

Billions MxP



# ARPU has recovered on the back of **data usage**

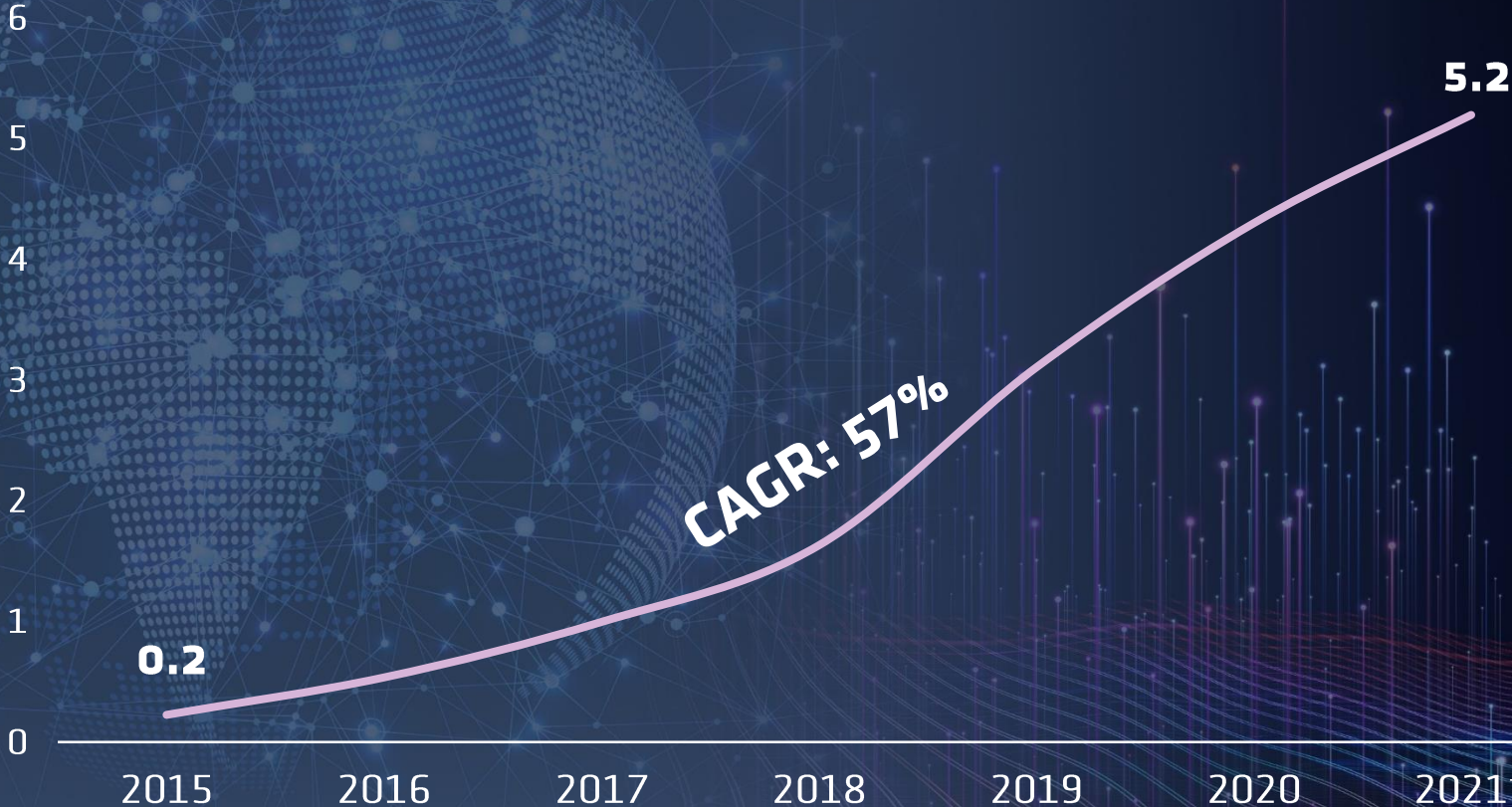
**ARPU**  
MxP



\*As of August 2021

Data usage has **doubled every year** since 2015

### Gigabytes of Use per User



\*As of August 2021

We have **fully modernized** our wireless infrastructure



**Fiber to the site**

**98%** of main cities  
**81%** total



**Base stations**

**98%** of total



**Single RAN**

**97%** of sites



**Refarming**

**86%** of total

# We are ranked #1 in **Network Quality & Coverage**

**“TELCEL DELIVERED THE HIGHEST PERCENTAGE OF EXCELLENT CONSISTENT QUALITY IN TUTELA’S TESTS”**

**TUTELA**

Mobile experience results

Mexico, March 2021

Excellent Consistent Quality	★
Core Consistent Quality	★
Download throughput	★
Upload throughput	★
Coverage	★

TUTELA “Best Mobile Network Experience”,  
March 2021

Results from over 7 million speed and latency tests within Common Coverage Areas, between September 1st 2020 and February 28th, 2021.

Mobile Experience Awards, Mexico

**OPENSIGNAL**

April 2021, Mexico Report

Video Experience	★
Games Experience	★
Download Speed Experience	★
Upload Speed Experience	★
4G Coverage Experience	★
Download Speed Experience*	26.3

\*Mobile Network Experience Report, April 2021, Opensignal Limited

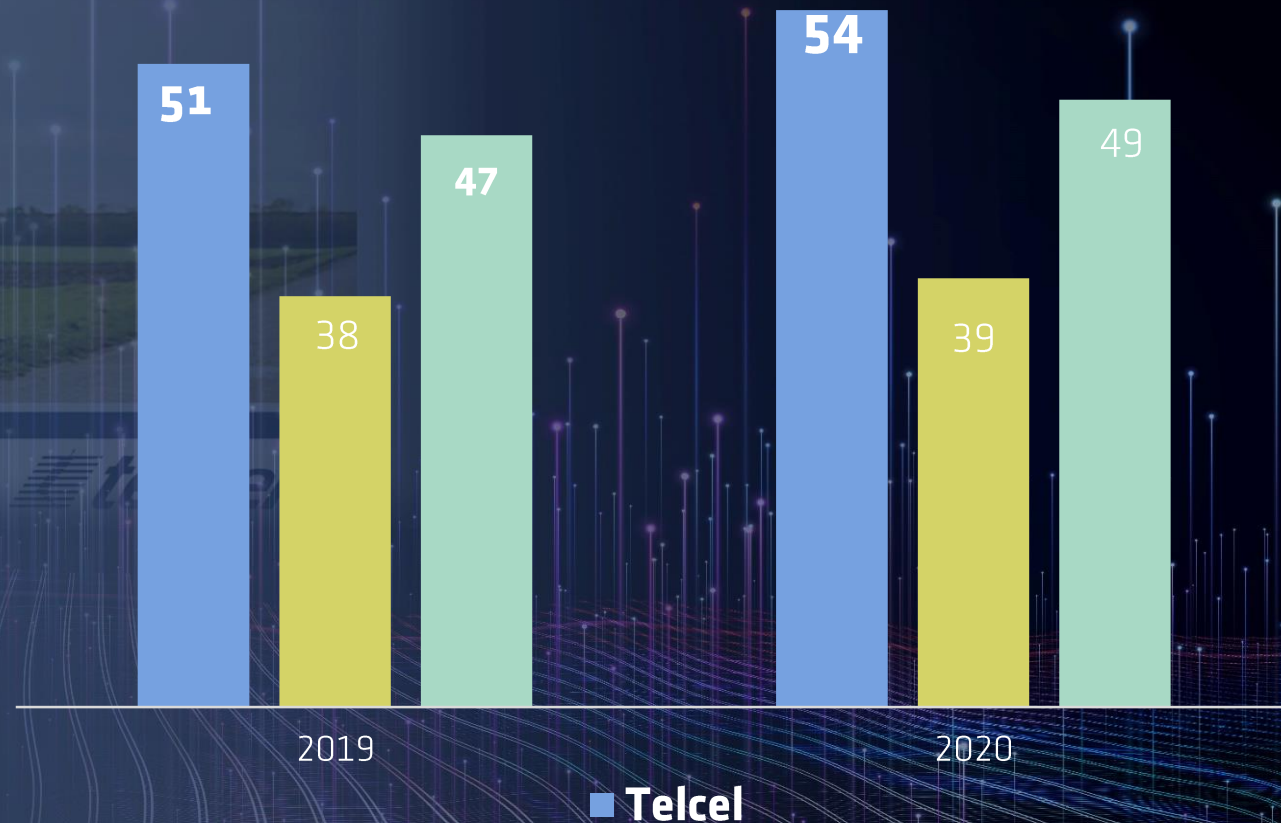
**Distribution** is one of our main competitive advantages

- **+450** customer service centers
- **+26** thousand points of sale
- **Commercial agreements** with all retailers
- **Digital Channels**



**La mejor Red**  
con la mayor Cobertura  
y velocidad

### National NPS\*



Telcel has always been among  
the most **valuable brands**

\*Annual Average



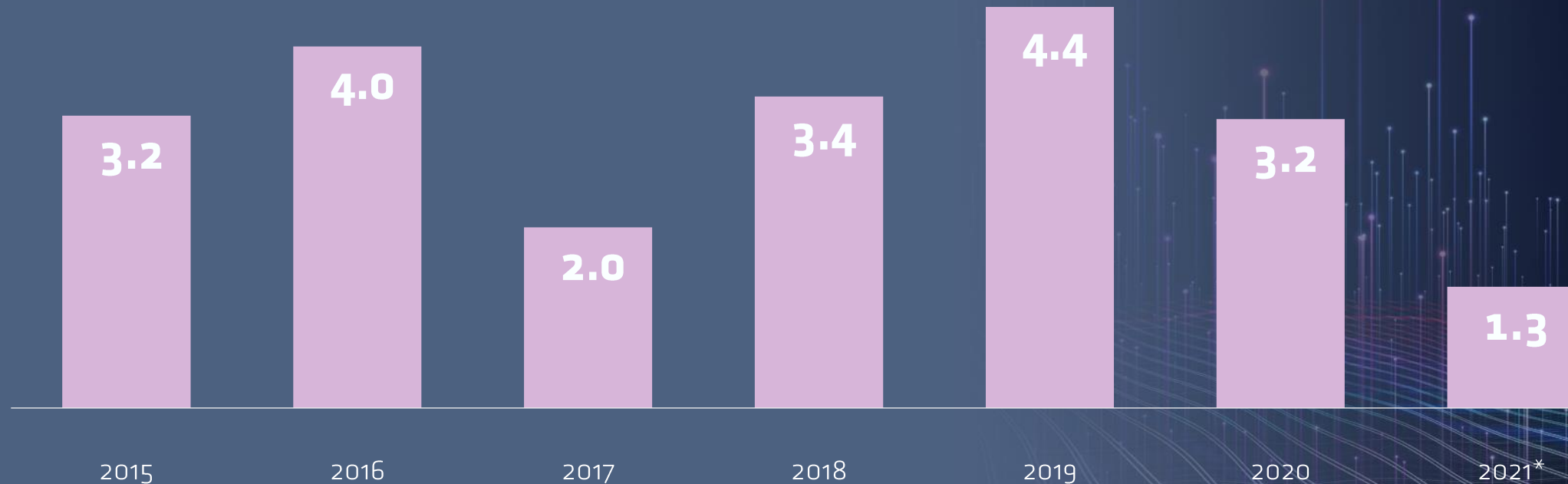
The strength of our networks and our brand allowed us to increase our market share since 2015

- **+4.4pp.** in postpaid subscribers
- **+1.6pp.** in mobile service revenues

# Telcel has consistently been a net gainer from mobile number portability

## Total Net-In Gains: Mobile Number Portability

Million



\* January – August 2021

Source: Instituto Federal de Telecomunicaciones (IFT)



Telcel is ready to launch **5G**

Tu vida  
conectada  
Internet de las cosas

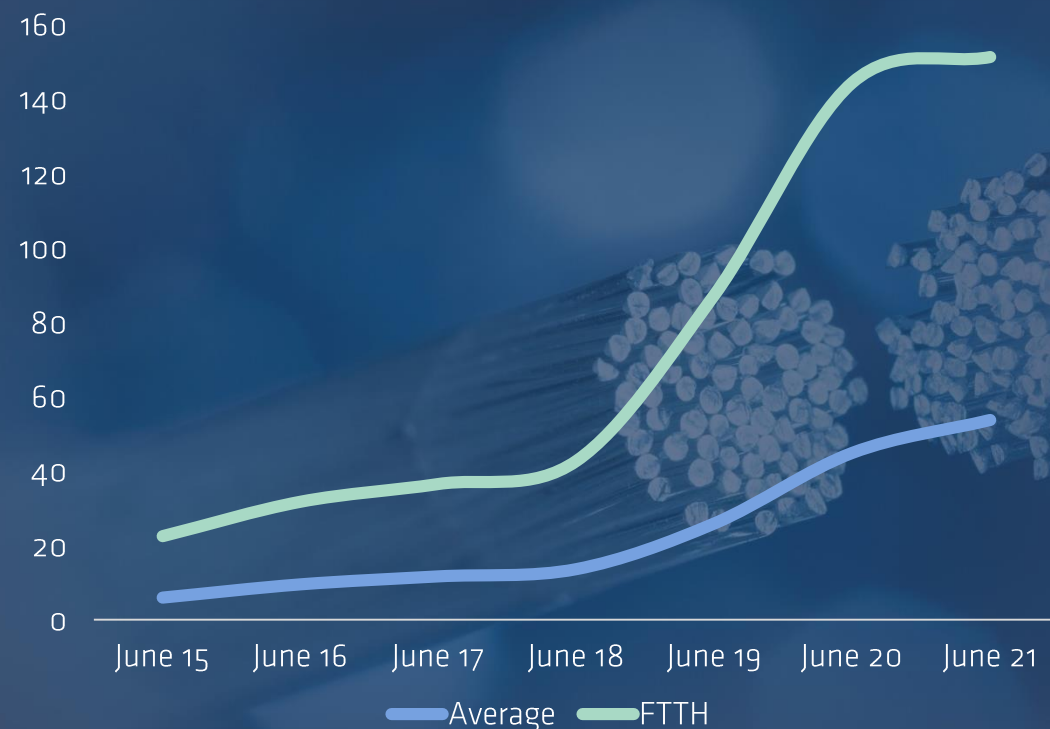
telcel

**Mobile broadband** has been a  
great complement to service demand for connectivity

# TELMEX BROADBAND STRATEGY

## AVERAGE BANDWIDTH

Mbps



## CUSTOMER TECHNOLOGY

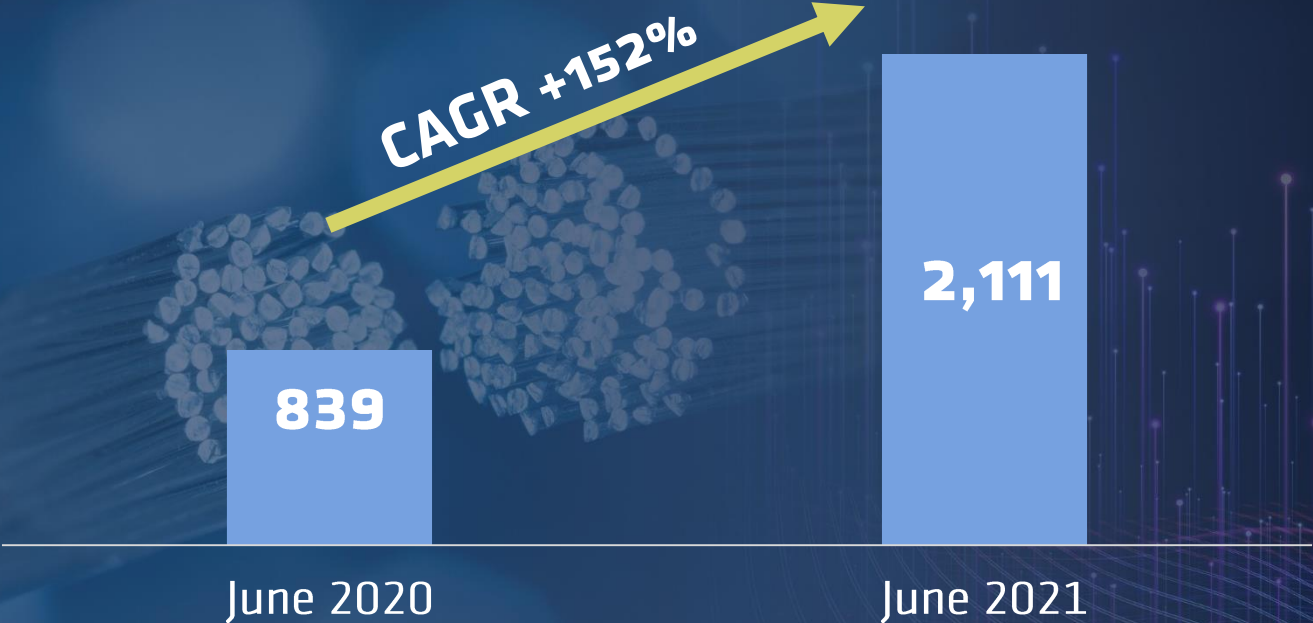
Thousands

	JUNE 19	JUNE 20	JUNE 21	CAGR
<b>FIBER</b>	2,733	3,317	4,281	25%
<b>VDSL</b>	2,520	3,382	3,201	13%
<b>SHORT ADSL LOOP</b>	2,569	2,010	1,652	-20%
<b>LONG ADSL LOOP</b>	1,901	1,153	820	-34%

# TELMEX BROADBAND STRATEGY

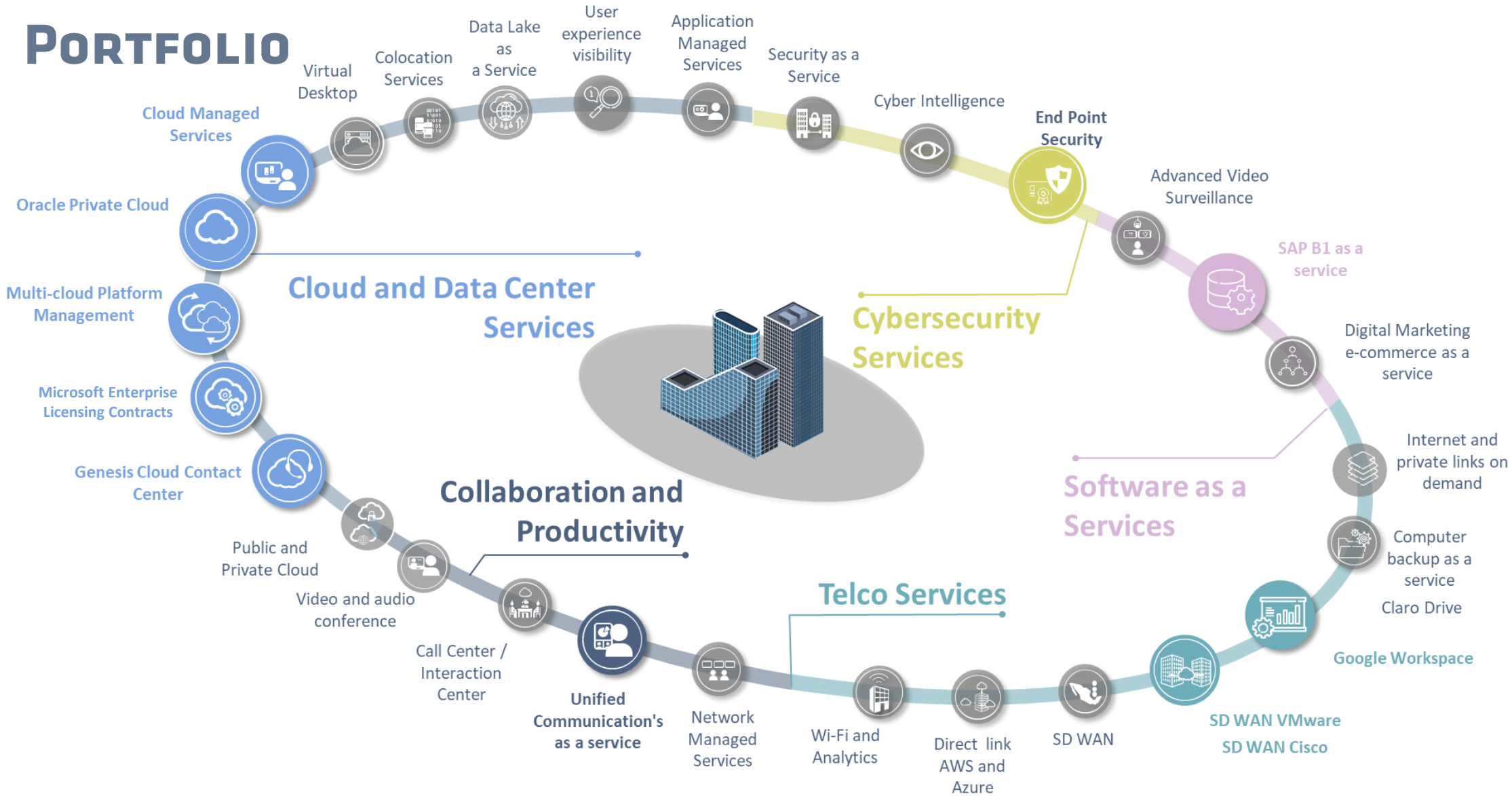
## OTT THIRD PARTY SERVICES\*

Disney+, Netflix, HBO MAX  
Thousands



\* It doesn't include Claro video OTT (1.2 million as of June 2021)

# PORTFOLIO



# POPULATION UNIFIED ID

Create single ID verification with biometrics

More than 140 million ID's

## SCOPE OF THE PROJECT

- Deployment of new technology stack (computer processing, storage, networking, security)
- Deployment of biometrics application
- Cybersecurity: for users and IT area
- End to End (including all process)

## BENEFITS

1

Tune up in record time, 90 days, seamless and with no interruptions.

2

29% of cost savings compared to previous Service provider.

3

Assure the implementation of a new Biometric Signature data base

# OMNICHANNEL EXPERIENCE CENTER

Transform customer service operations from legacy to a new omnichannel platform to attend more than 60 millions accounts

Consolidate all customer services operations in a single provider, cost savings

## SCOPE OF THE PROJECT




- All inclusive service platform
- Cybersecurity to protect customer information
- Wi-Fi Deployment
- Connectivity to all buildings, branches and employee's house

## BENEFITS

- IT infrastructure refresh in as a service platform
- Call center (voice only) evolution to a Omnichannel Contact center, improving customer (Social Network, Web, Email, etc.)

# ONE OF THE LARGEST BANKS

## Goal

- Increase 35% e-Banking adoption 
- Reduce operating costs 
- Improve customer experience 

## UPDATING AND IMPROVING ALL CONNECTIVITY

- Corporate
- Branches
- ATM
- Digital Services
- Providers



## ON DEMAND CONNECTIVITY

- Private Network
- Secure Internet links



## Results

- Increase services availability to allow less than 4 minutes offline per month 



- Secure access to corporate and customer applications
- Voice and collaboration services
- Collaboration services for HO (home-office):
  - Softphone
  - IP Phone
  - Corporate Chat

# IT SERVICE PENETRATION

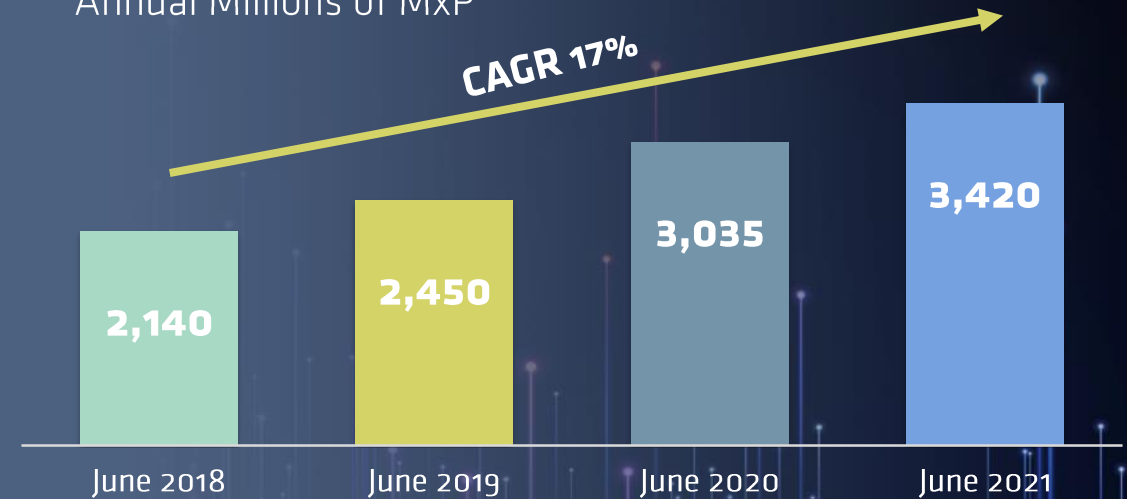
## BUSINESS CUSTOMER PENETRATION

(Top 5,000 Customers)

	JUNE 18	JUNE 19	JUNE 20	JUNE 21
<b>NUMBER OF CLIENTS</b>	-	-	-	4,759
<b>CLOUD IAAS / SAAS</b>	76%	70%	73%	75%
<b>IT SECURITY SERVICES</b>	10%	12%	15%	17%
<b>IT COLLABORATION SERVICES</b>	8%	10%	14%	17%

## IT REVENUES

Annual Millions of MxP



## SME'S PENETRATION

% Cloud IAAS/SAAS

	JUNE 18	JUNE 19	JUNE 20	JUNE 21
<b>NUMBER OF CLIENTS</b>	-	-	-	1,061K
<b>CLOUD IAAS / SAAS</b>	40.3%	50.8%	54.7%	55.5%

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