

Investor Day

Daniel Hajj

May 7th 2024

Last Investor Day, October 2021 NYC

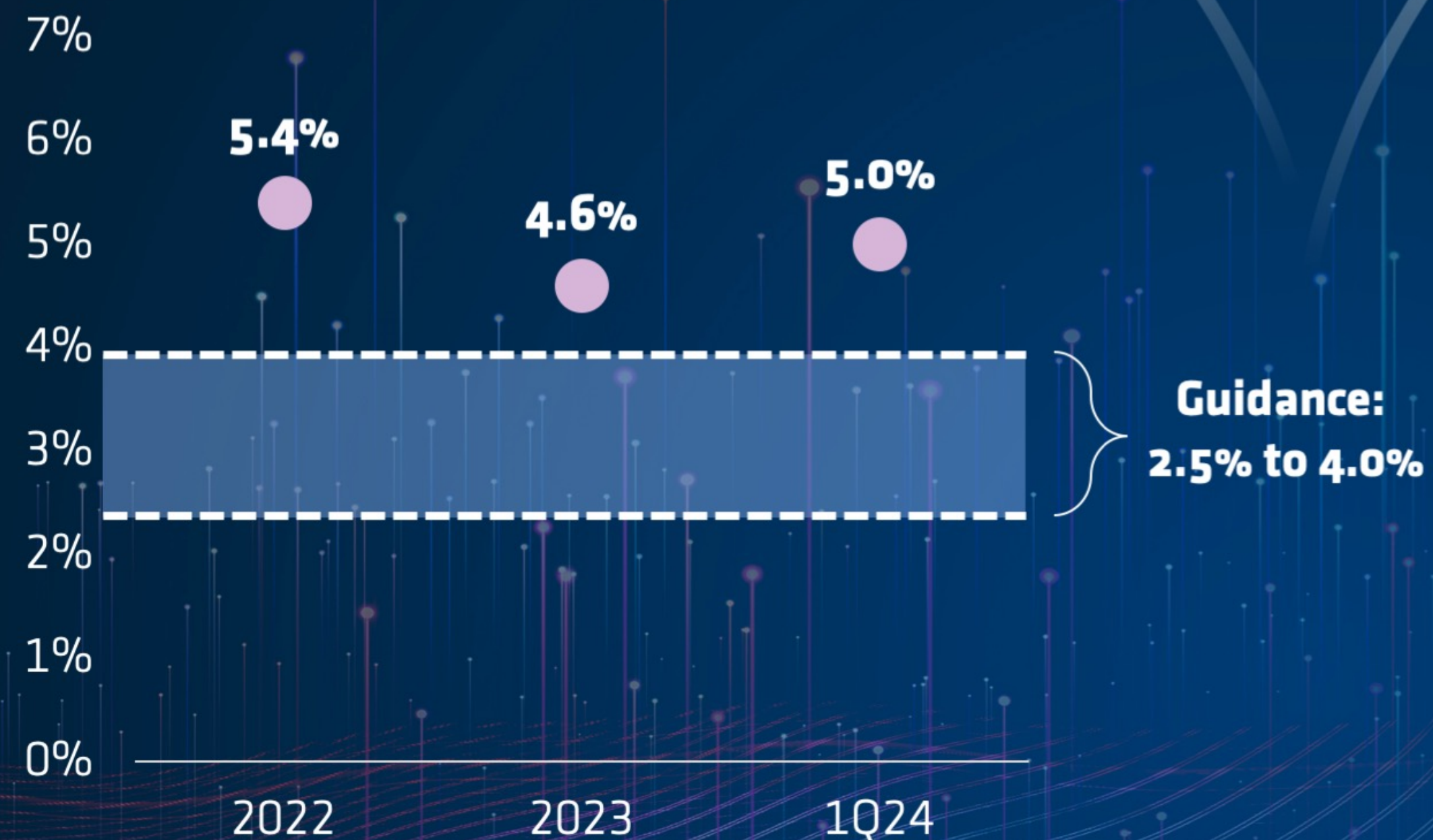
- Just coming out of COVID-19 sanitary crisis
 - Efforts to keep **everyone connected**
 - **High demand for connectivity**; traffic doubled during the pandemic
 - **Strength of our balance sheet**: crucial in times of crisis
 - Significant increase in **shareholder distributions**

Everyone and everything became **more digital**

Outperformance on 2021 guidance

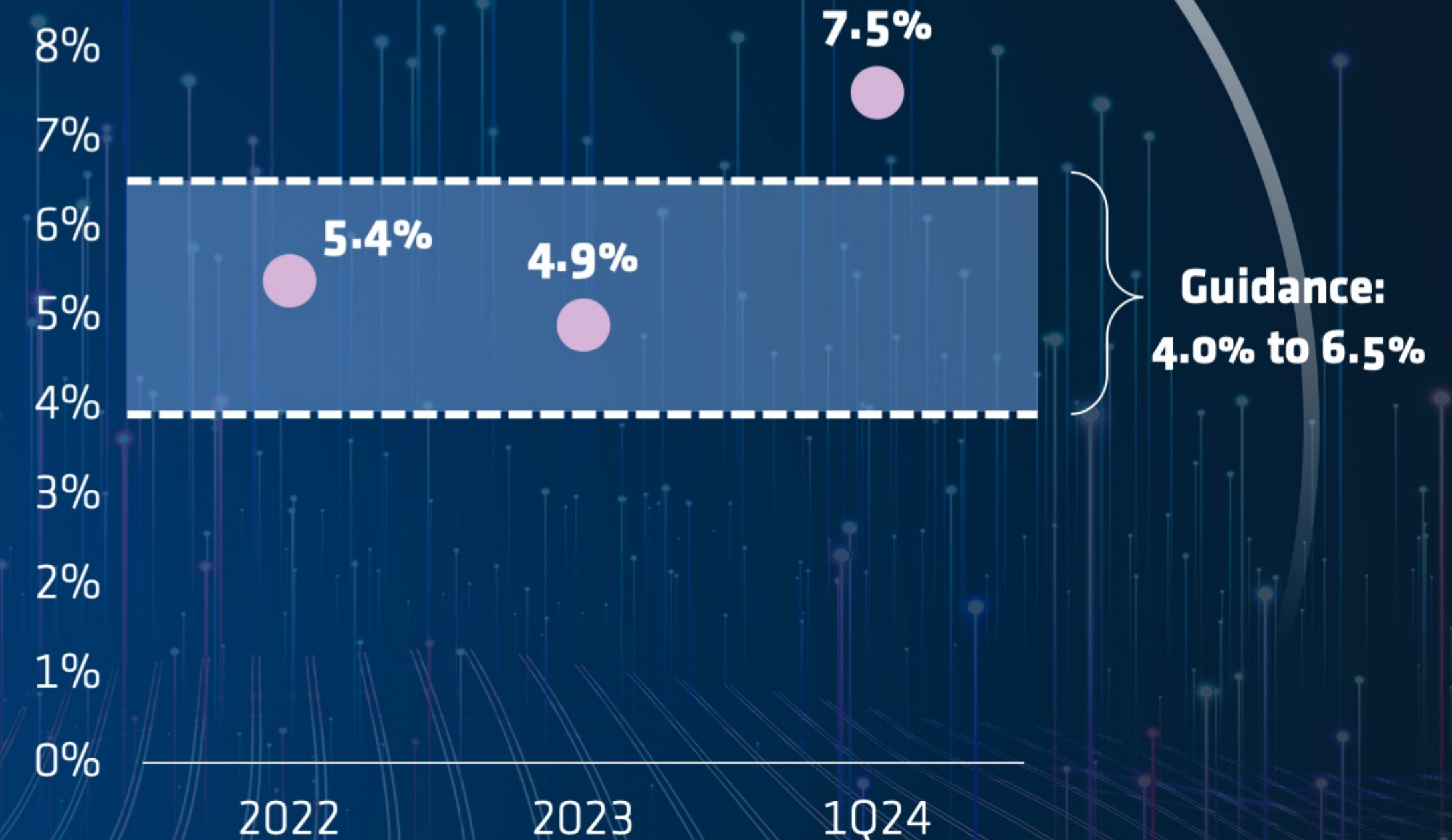
Revenue Growth

% Constant Currency Terms



EBITDA Growth

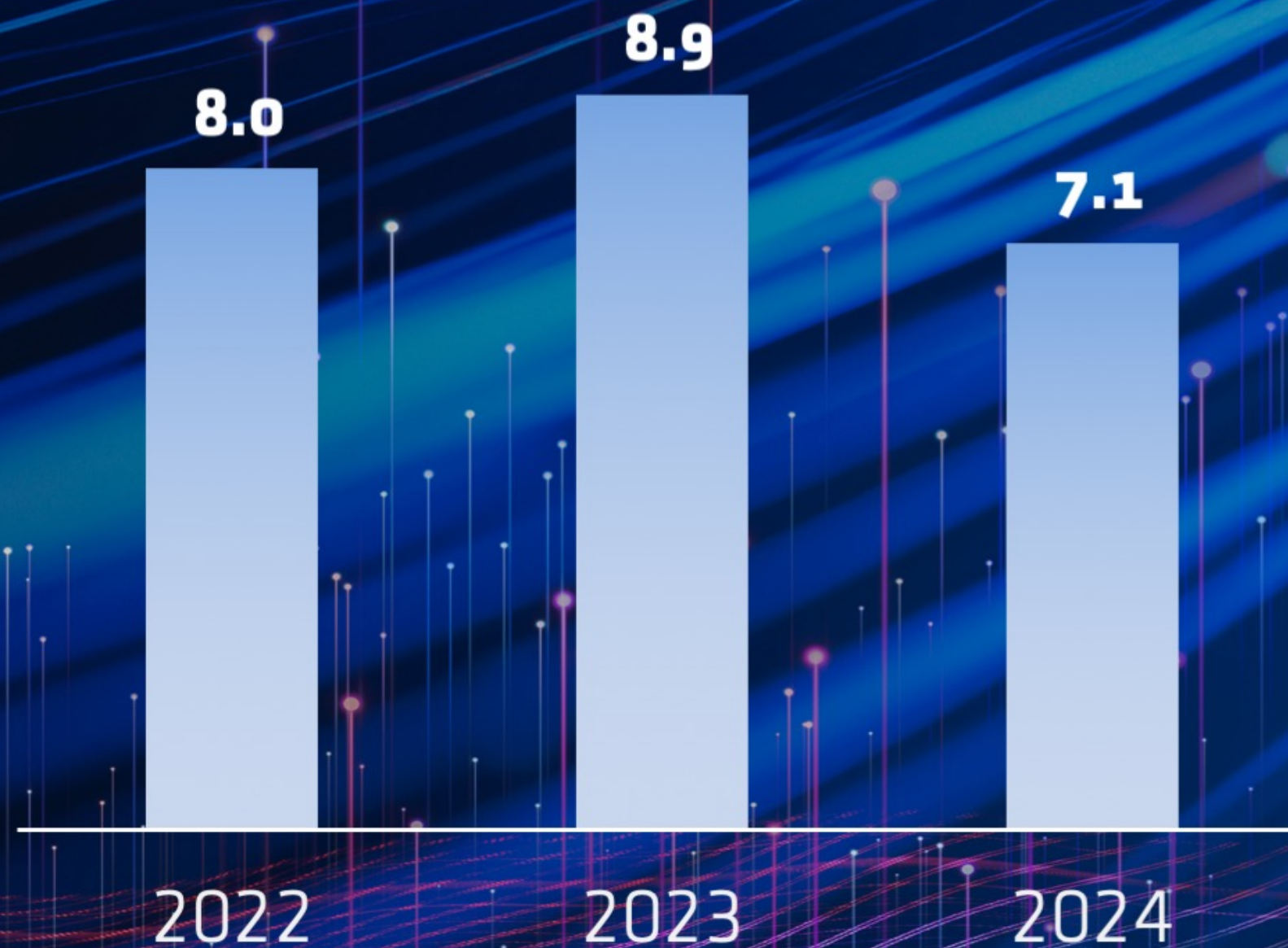
% Constant Currency Terms



USD 24 billion invested over three years

Capital Expenditures

USD Billion



Right **on target** with our guidance

Our Strategy



Network



**Commercial
Offer**



Brand



**Customer
Care**



**Systems +
Digitalization**



Sustainability



Network

27M FTTH to reach over 100M HHPP

1.3M KM of fiber optic network

National backbone fully modernized

Metropolitan backbone: in progress

Acquired 5G spectrum

Launch of 5G in most countries

+200M pops covered with 5G

10k new sites to reach 108k sites

Network virtualization

83 Data centers

We **ARE** the largest **convergent network** in our region of operations



Commercial
Offer

zusammen finden wir die passenden
Produkte für Ihr Business.

A1
A1 Business

AMÉRICA MÓVIL · Investor Day 2024

7

Multi

Fibra+
500 Mega

+ celular
20 GB

+ Box Claro tv+
Assinaturas incluidas:
globoplay NETFLIX

Tudo por
R\$ **259,90**
/mês

Meine Business Device Security von A1.

A1 IP Voice
A1 Mesh WLAN
A1 Cyber Backup
Homepage zum Fixpreis
Flexibles Business Paket

A1 Business Internet
A1 Business Mobil
A1 Business Cube Internet
A1 Payment
Microsoft 365

1 Monat gratis

A1 Business Device Security
ab € 2,99/Monat

Broad and flexible commercial
offer to suit **every**
clients' needs

estar junto

Claro



Commercial
Offer

8

NETFLIX

aws

Disney+

ORACLE®

amazon prime

salesforce

max

Cumulocity
A SOFTWARE AG COMPANY

SAP®

CISCO™

Paramount+

HUAWEI

Microsoft

IBM

Google

DELL

Scitum™

GENESYS™

We work together with our
strategic partners
to complement our core commercial offer



Commercial
Offer

We run the **broadest distribution**
network in our footprint

- **3,600** Customer Service Centers
- **402k** Points of Sale
- **103k** Sales Dedicated Employees



Brand

telcel



We are **#1 top of mind**
brand in the telco space and amongst
the **most valuable brands**
in every country



Customer
Care

Delivering the **best customer experience**
is a top priority

NPS on the rise

93% of customer interactions
are digital

160k Customer Care Employees
+ outsourced personnel

*Comparison 2023 vs 2021



Digital transformation has been a catalyst for revenue and EBITDA growth

AI

Advanced analytics

Maximize revenue

Churn prediction

Automation and cost reduction

AMXB
one class of shares

40%
Increase in clean/
renewable energy

+29M
New POPs with
internet access

GPTW
Awarded in 2022

MSCI ESG Ratings



CCC | B | BB | **BBB** | A | AA | AAA

COUNTRY

Mexico

INDUSTRY

Telecommunication
Services

LATEST CHANGE

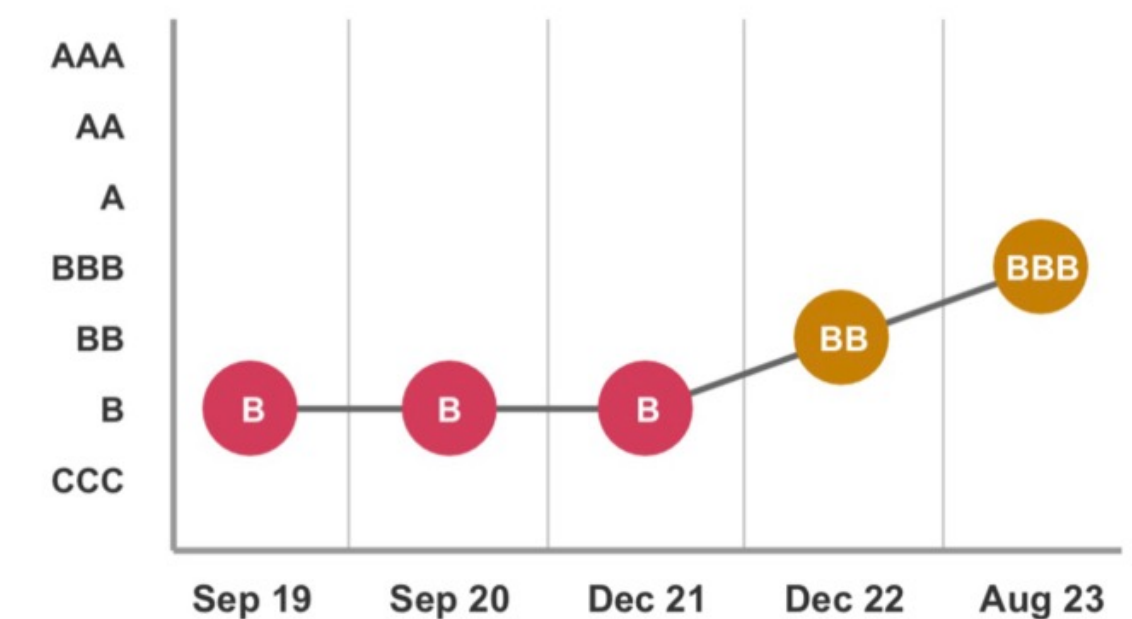
August 2023

POSITION

Average among 180

ESG Rating History

MSCI ESG Rating history data over the last five years or since records began.



Our Strategy



Network



**Commercial
Offer**



Brand



**Customer
Care**



**Systems +
Digitalization**



Sustainability

We completed the following **M&A transactions**



Sale of Tracfone



Sale of Claro Panama



Acquisition of Oi customers in Brazil

Joint venture in Chile Claro+VTR



Spin-off of Sitios Latinoamérica



Separation of TKA & EuroTelesites

We have **high ambitions** for the future

**Leader in
Industry
Growth**

**Increase
Shareholders'
Value**

Leader in Industry Growth

Market share leader in every country

#1 NPS: Customer experience

#1 Corporate service provider

Enterprise and **SMEs**

+380 M Clients

Develop **adjacent markets**

Preferred partner for strategic alliances



Increase Shareholders' Value

- Increase free cash flow

- Cost control and digital transformation

- Efficient Capex allocation

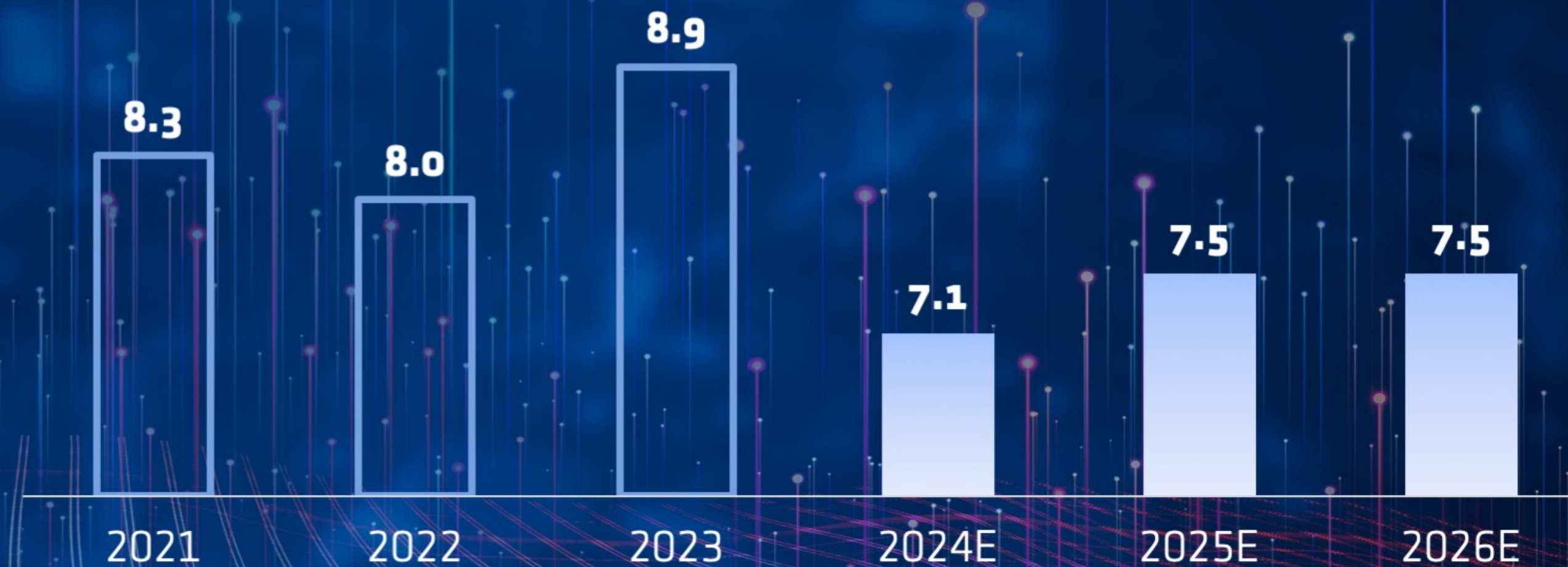
- Optimize financial profile

- Increase Shareholders' Distributions

Our next investment cycle foresees
USD 22Bn for the period 2024-2026

Capital Expenditures

USD Billions



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