

CORE consolidation and innovation

May 27th 2026

Oscar Von Hauske

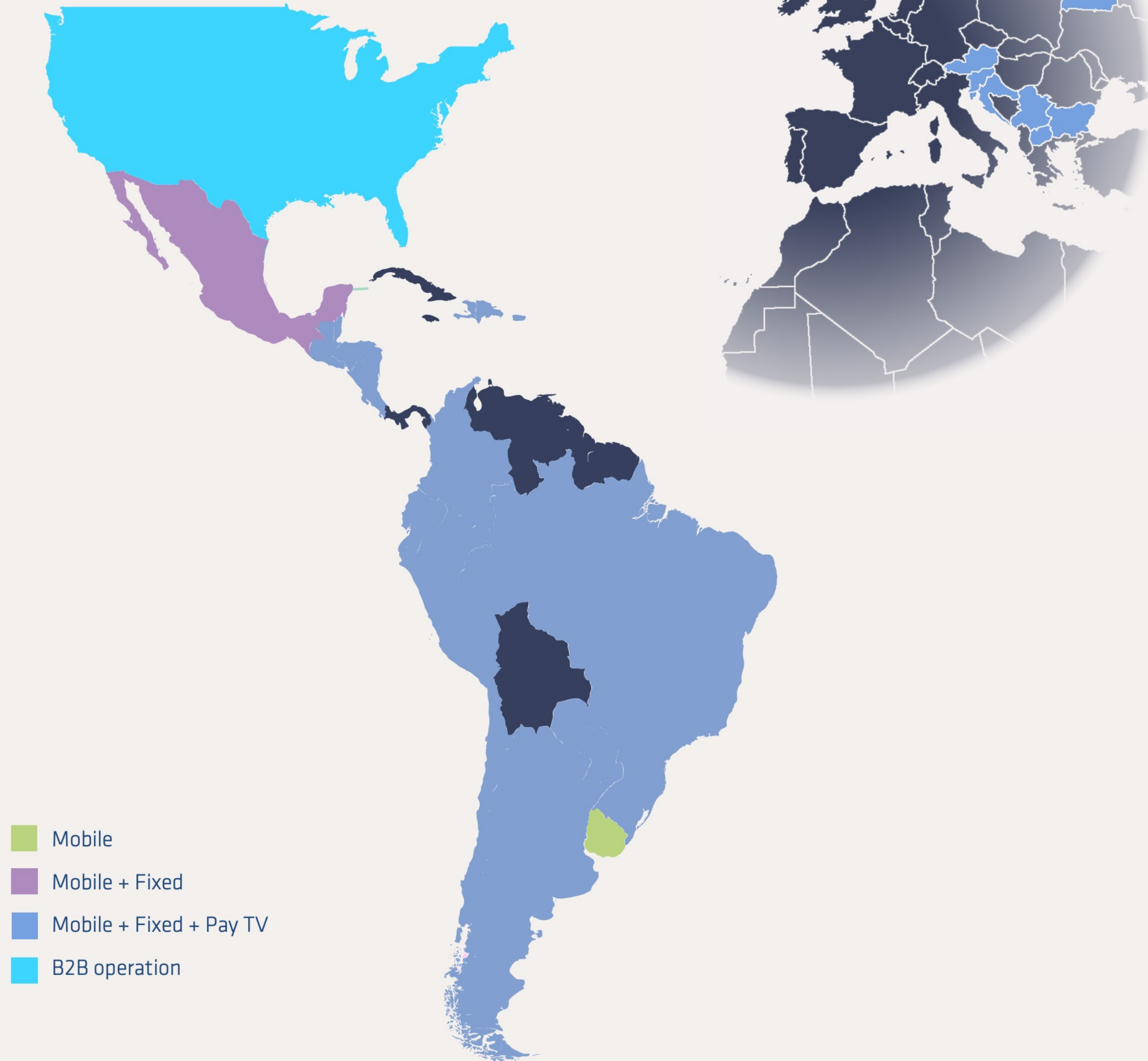




Customer

Base

Customer Base



+410 M
Customers

+330 M
Mobile
Customers

+133 K
Enterprises

+37 M
Internet
Customers

+2,600
Multinational
Customers

+14 M
TV
Customers

+4 M
SMBs

Our Key Growth Drivers

▶ **Strengthening Core Services**

▶ **Customer-Centric Focus**

▶ **AI & Innovation Enablers**

▶ **Adjacent Markets Convergence**

A hand is shown reaching out from the top right, hovering over a digital landscape of glowing data points and lines. The background is a gradient of blue and teal, with a semi-transparent blue overlay. The text 'B2C Market' is prominently displayed in the center-left.

B2C Market

Figures as of December 2025

Consolidating our Market Share Position



The Regional **Leader**,
Outpacing Market
Growth Year over Year



5G Covered
Population

+294
Million

High-Speed
Internet

92%
Of Customers

Management Focus On Key KPIs



Net Gain

Broadband **+594k** **33%** Growth YoY

Postpaid **+3.1M** **31%** Growth YoY

1Q2026



ARPU

Broadband **9%** Growth YoY

Mobile **15%** Growth YoY

1Q2026



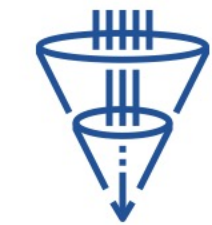
Convergence

Mobile + Fixed **40%**

Highest-performing market: 52%,

12% Growth YoY

March 2026



Churn

Fiber **-10%** Growth YoY

Mobile **-12%** Growth YoY

April 2026

Strengthening Customer Loyalty

Fixed NPS
Leaders in
12/15
Countries

45% ▲ 8pp
growth



Mobile NPS
Leaders in
15/16
Countries

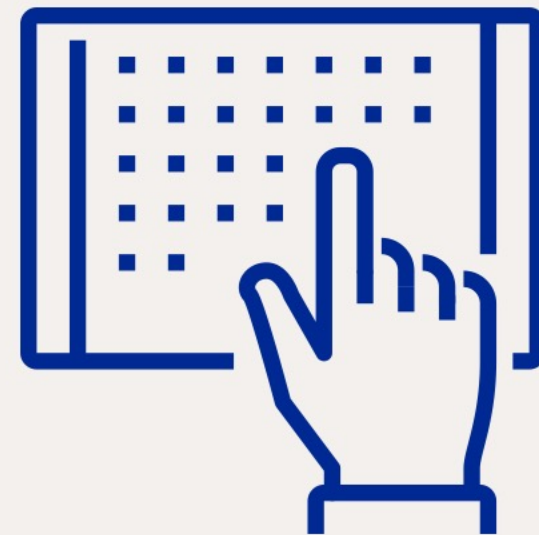
47% ▲ 0.1pp
growth

Growth comparison between March 2024 vs March 2026; LATAM scope

Digital Transformation Driving Efficiency and Customer Experience

Digital Payments

71% ▲ 3.5pp growth



Self Service

92%

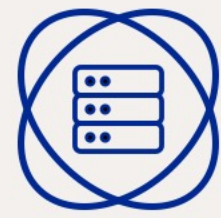
App/Bot/IVR/USSD

Digital Bill

98%

Growth comparison between March 2025 vs March 2026

AI-Powered Commercial Growth: Elevating Key Metrics



Analytics & Big Data

**Predictive
Insights**

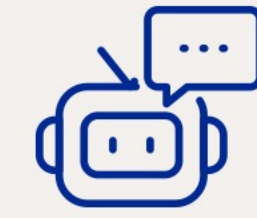
Proactive Churn & Complaints
Prediction to Identify At-Risk
Customers



Machine Learning

**Intelligent
Automation**

AI-Driven Predictive Operations
Reducing Outages and Service
Cost



Gen AI & Agentic

**Conversational
Experiences**

24/7 Availability & Instant
Response, Significantly
Boosting Customer Satisfaction
(CSAT)

Efficiency, Profitability and Sustainability

Value-Added Services Driving More Revenue & Loyalty (+Lifetime Value)

OTT Subscribers

+29M

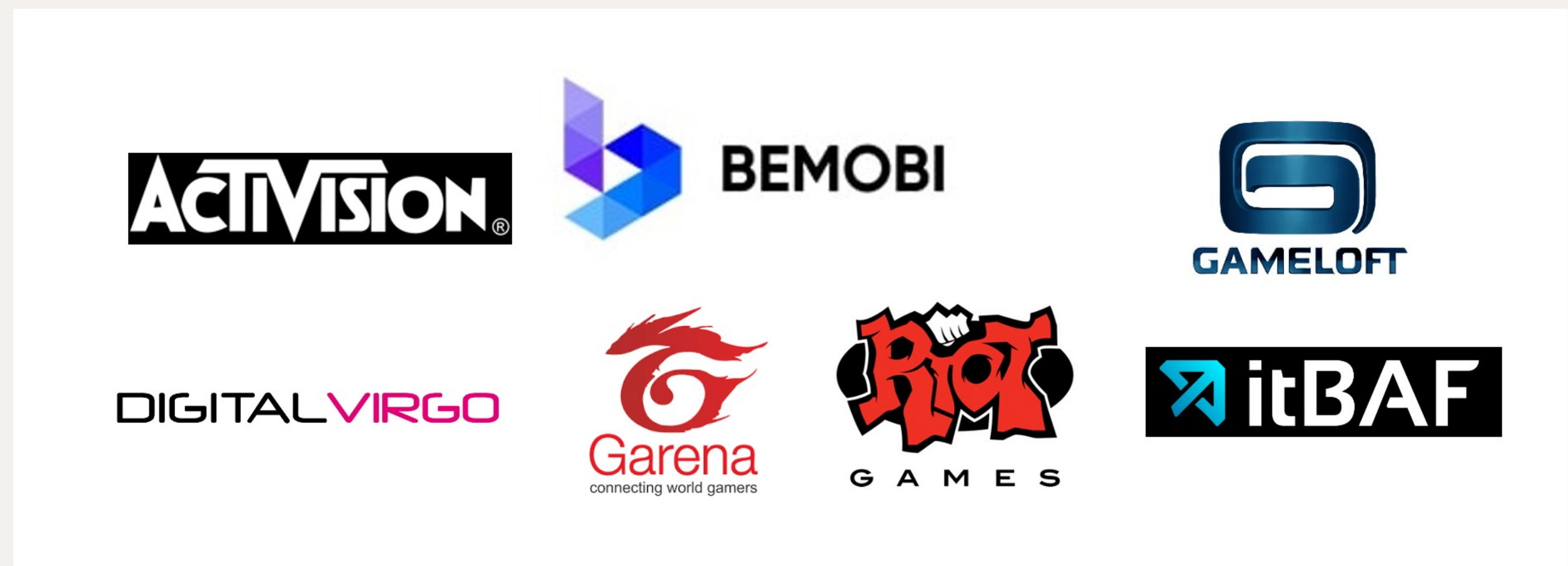
▲ 27%
growth



Gaming Active Users

+4.5M

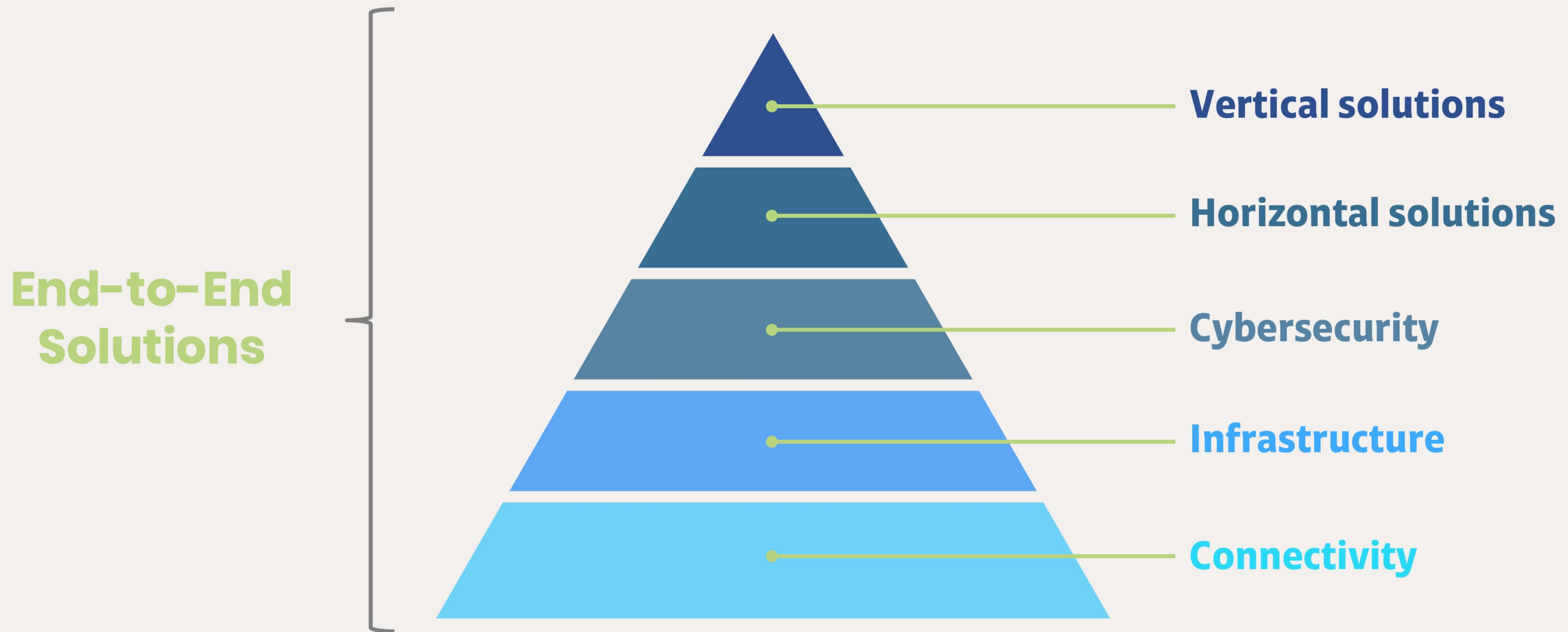
▲ 48%
growth



B2B Market

AMX • INVESTOR DAY 2026

Client-First, Fully Integrated Digital Solutions



Turn-key solutions with high industry specialization and impact on business drivers

Expanding Our Proven Managed Networks Experience with Advanced Digital Services

Managed Networks

Cloud

Security

Business Solutions



**+133 thousand Corporate Clients and +4 million SMEs
with more than 4.5 million cloud services**

Best-in-Class Partnerships Driving Next-Gen Capabilities for Every Industry



+45

Cloud Services

Specialized Solutions
Cross-cutting and by Industry

- Agroindustry
- Mining
- Manufacturing
- Finance
- Hospitality
- Health
- Retail
- Smart Communities

Professional and Consulting Services

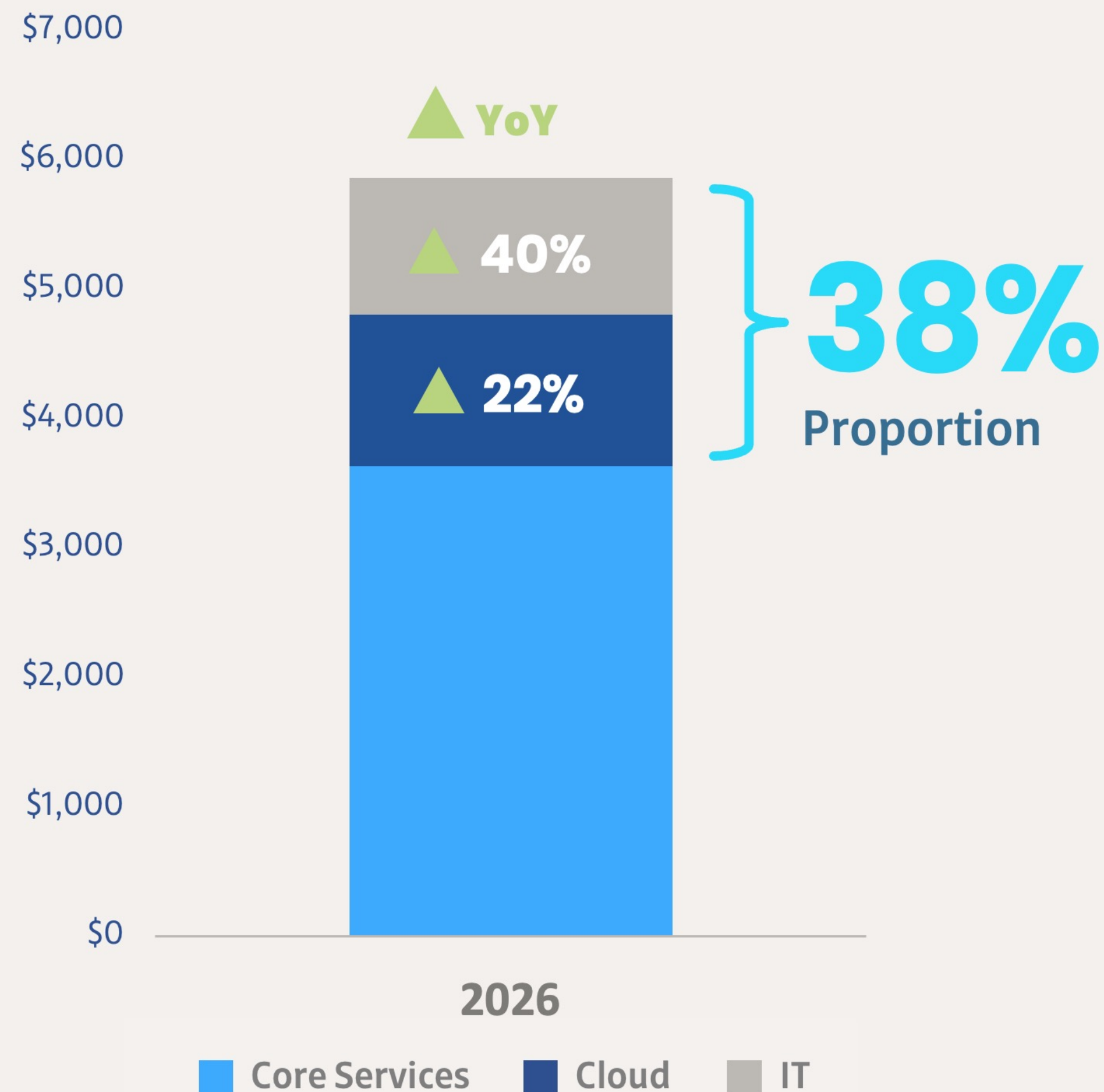
Partner Ecosystem



Unlocking Maximum Revenue Value with Digital Convergence in High-Growth Markets

Core Services

Connectivity
Managed Networks



Digital Solutions

Cloud: Data Center, Data Center Interconnect & Cloud

IT: Cybersecurity, Professional Services, Horizontal & Vertical Solutions

Final Remarks

- Spearheading proactive measures for **Core Service** reliability
- Accelerating **Growth** through convergence and market expansion
- Enhancing **Customer Experience** through **Digitalization** and automation
- Leveraging **Alliances** to expand market reach and capabilities
- Capitalizing on **Adjacencies** through our foundational strengths

Proven leadership. A clear strategy. An unmatched opportunity.
Be part of our continued success.

Thank You

