

## How we create value

To become a high-performing, high-growth, fixed-mobile convergent operator requires digital innovation, the best-connected customers, and a talented and engaged workforce.



Driving digital connectivity for tomorrow's world is at the heart of our business. We provide state-of-the-art voice, cable, data, and B2B services to customers in emerging markets. We do so in a responsible and sustainable way that benefits all our stakeholders.

By empowering our customers to join the digital highways, we are creating value for them and for Millicom.



4G mobile coverage throughout Latin America continues to grow, with 4G networks now covering more than 50% of our Latam footprint

We do this first, by building high-speed networks to support our growing Mobile data, Home and B2B businesses. For mobile, we are expanding the coverage of our 4G networks, as these enable us to deliver high volumes of data at faster speeds in a more cost-efficient manner than on 3G networks. We are also accelerating the roll-out of our high-speed Hybrid Fiber-Coaxial (HFC) fixed network.

Second, we do this by bringing the best services and relevant content to our customers, including sports, movies, video and music, through a growing number of partnerships with global and local digital content providers and media. We rely on innovation to drive mobile data adoption and usage in the price-sensitive and predominantly prepaid markets in which we operate.

Third, we invest heavily to provide a seamless and integrated experience to our customers across sales and care touchpoints that link our digital innovation and business processes with a highly engaged and talented workforce.

Providing digital connectivity is only part of the story. In many of our markets, our Tigo services are part of the national fabric, and we take that responsibility seriously. We are in business for the long haul, not simply for short-term gain. Consequently, we are deeply committed to our corporate responsibility and being agents of positive change throughout our footprint.

Doing business the right way protects the future. Our corporate responsibility framework helps to empower, protect and enhance our customers, our staff, our suppliers and as a result, our reputation and ability to create sustainable value.

To help in this, we work through a variety of partnerships with local and international organizations, such as the GSMA, UNICEF, Reach for Change and Global Network Initiative, to acquire a deeper knowledge of some of the issues we face and how best to tackle them in our markets.

Which create...

- Efficiencies**
- +**
- Revenue growth**
- +**
- Customer satisfaction**
- +**
- Social progress**

 Read more in the Performance section of our Annual Report see pages 17-46