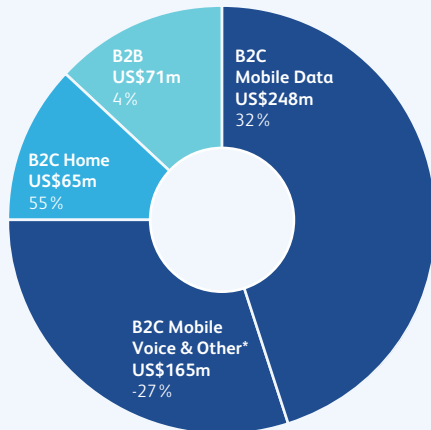


## Revenue by service



\*Other includes SMS, Mobile Financial Services (MFS), other VAS services and Visitors roaming revenue; DVNE, DVNO, MVNO network access revenue and other small atomized items.

## Country facts

11m	Population <sup>1</sup>
US\$7,200	GDP per capita <sup>2</sup>
96%	Mobile penetration <sup>3</sup>
10%	Broadband penetration <sup>4</sup>

## Tigo facts

2	Mobile market position
1	Broadband market position
1	PayTV market position
240,000	HFC RGUs

(1) Population information, GDP per capita, and other macroeconomic and country data have been based on the U.S. Central Intelligence Agency's The World Factbook. Population data is a 2016 estimate from The World Factbook.

(2) GDP per capita is presented on a purchasing power parity basis divided by population, based on 2016 estimates derived from the World Factbook.

(3) Mobile penetration rate represents total connections in the market divided by the total population as of December 31, 2017, as measured by GSMA.

(4) Broadband penetration rate represents the number of fixed broadband subscribers divided by total number of households as of December 31, 2017, as forecasted by Ovum.

## Performance

**A continued focus on our core strategy has meant a year of strong growth for Tigo services in Bolivia. Our drive to monetize data continues to yield success and this year we have delivered 32% growth in our B2C Mobile data revenue.**

Our HFC network grew by almost 270,000 homes passed, bringing the total nationwide to more than 530,000 and demonstrating that we are playing a lead role in the country's digital transformation.

We also added a new city to our footprint – Tarija now joins a growing string of cities to benefit from our network.

In B2B, we have some of the largest companies in the country as clients, helping us to deliver a 28% increase in fixed service revenue over last year.

To enhance the customer experience, we have made it easier for our clients to contact us and keep track of their consumption by launching new self-care applications and online customer experience assistance. We have begun improving the entire customer journey, and we have had initial success with reducing installation and response times for our Home customers.

Service revenue grew by almost 5%, driven by robust growth in the Home unit and by a return to positive growth in our B2C Mobile business.

EBITDA grew slightly above 1%, thanks to revenue growth and continued cost control.

## HFC homes connected

142,000 As of year end 2017  
95,000 Net additions

## 4G smartphone data users

1,390,000 As of year end 2017  
549,000 Net additions

## Service revenue US\$m

2017	549
2016	525

## EBITDA US\$m

2017	217
2016	214

## EBITDA margin %

2017	39.1
2016	39.5

## Find us online and on social media:

[www.tigo.com.bo](http://www.tigo.com.bo)

Tigo Bolivia is a subsidiary of Millicom International Cellular S.A.



## Our people in Bolivia

# 97%

Bolivian employees

# 83%

Senior managers employed locally

# 40%

Women in the workforce

# 28%

Women in senior leadership

## Conquering digital violence

Thousands of people across the country have already benefited from our ongoing campaign against Cyberbullying and all forms of digital violence. This year, working in more than 200 schools in the cities of Santa Cruz, La Paz and Cochabamba, we have provided awareness training for 30,000 student leaders and 5,000 parents. For the first time, we also trained 300 police officers in La Paz. Find out more at [www.convivenciasinviolencia.org.bo](http://www.convivenciasinviolencia.org.bo)

## Awards

- **“Pride of Santa Cruz”**  
Business Award for the Tigo brand by the government of Santa Cruz city.
- Among the **Top 10 Best Companies for Social Responsibility and Corporate Governance** (no. 7), based on the ranking produced by MERCO (corporate reputation business monitor).

## Social investment

This year our social investment focus has been on projects with a high digital component.

To that end, we trained 150 Tigo volunteers to advise and support adults to provide safe access to the internet for children.

We also connected the Civil Registration Booths in Public Hospitals across Bolivia, which allows the fast and free registration of newborns for the third consecutive year, thanks to the Tigo-UNICEF-SERECI alliance.

Finally, we financed training for vulnerable groups, such as underprivileged young people, to help them find safe and dignified jobs.

