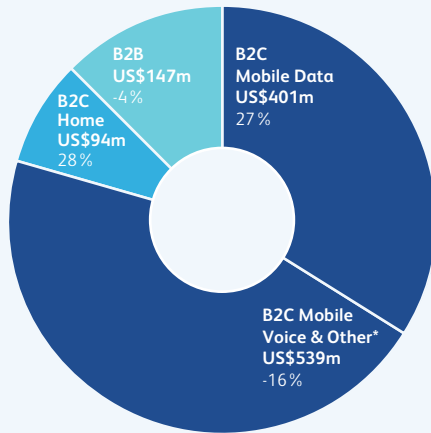


## Revenue by service



\*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

15m	Population <sup>1</sup>
US\$7,900	GDP per capita <sup>2</sup>
112%	Mobile penetration <sup>3</sup>
9%	Broadband penetration <sup>4</sup>

## Tigo facts

1	Mobile market position
1	Broadband market position
1	PayTV market position
409,000	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 Dataxis.

## Performance

**Our strategy in Guatemala is to be the first choice operator for The Digital Lifestyle, providing high quality mobile data, Internet, and live sports, while aligning our organization to be customer-centric and provide the most stable and reliable services to our business customers.**

The launch of our Tigo Sports Channel has revolutionized access to great sporting events, opening up a new world where customers can enjoy all national league games in HD with world-class commentary and analysis. The effect was to boost cable sales and encourage an even greater uptake of our Tigo Sports app.

Overall, Home service revenue grew 28.5% as we continued to expand our cable network. We reached 72,000 new homes passed at the end of 2017.

Elsewhere, we saw a 9.7% increase in mobile customers, driven largely by the availability of cheaper smartphones and attractive data plans. Smartphone penetration of our mobile customers in Guatemala stood at 68.2% and we added 810,000 new 4G subscribers in 2017 – three times more than the ending balance of the last year.

We have seen an increase of the B2C Mobile post-paid service revenue of almost 13% year-over-year.

In B2B, the successful launch of our high-speed network in Guatemala City means we can now offer to small and medium-sized businesses (SMBs) access to the fastest Internet connection in the city. We already have a strong presence supporting large companies and government departments. Our Cloud services have been particularly well received by our customers.

## HFC homes connected

271,500	As of year end 2017
14,600	Net additions

## 4G smartphone data users

1,968,000	As of year end 2017
810,000	Net additions

## Service revenue US\$m

2017	1,182
2016	1,143

## EBITDA US\$m

2017	665
2016	631

## EBITDA margin %

2017	50.1
2016	49.2

## Find us online and on social media:

[www.tigo.com.gt](http://www.tigo.com.gt)  
[www.fundaciontigo.org](http://www.fundaciontigo.org)

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



## Our people in Guatemala

# 99.6%

Guatemalan employees

# 92%

Senior managers employed locally

# 28%

Women in the workforce

# 19%

Women in senior leadership

## Awards

- **Jim Bound Award,**  
IPV6 World Leader 2017, for increasing a double-digit penetration in IPV6.
- **Great Place to Work Award,**  
3rd place “More than 1,000 employees” in Central America.
- **Great Place to Work Award,**  
5th place in Guatemala.
- **Great Place to Work Award,**  
6th place as a Multinational Organization in Central America and Caribbean.
- **Great Place to Work Award,**  
20th place as a Multinational Organization in Latin America.
- **Employer of choice,**  
3rd place in Guatemala (all industries).
- **Employer of choice,**  
1st place in Guatemala (Telco industry).
- **Silver Effie –**  
#MasCercaContigo Campaign – Tigo USA – Non-Financial Services Category.
- **Silver Effie –**  
Cómo Hacer Crecer mi Negocio Campaign – Tigo Business – Media Idea Category.
- **Silver Effie –**  
Desfrijolízate Campaign – Sustained Success Category.
- **Most Effective Brand in Guatemala**  
as per Effie Effectiveness Index for second year in a row.



## Empowering women and girls

As part of our bid to help reduce the digital gender gap we have helped to empower almost 10,000 girls and women across the country through training. In partnership with Sheva, our goal is to help women and girls to reach their full potential and achieve independence by teaching them to access information, use sources efficiently, and communicate with the world.

## Child online protection

This year we launched the Enseñanza Tecnológica Program, which focuses on child online protection. This program seeks to promote a responsible use of social media and internet, by strengthening teacher and parent involvement in the digital life and citizenship of children and teenagers in Guatemala. As part of this program, 60 Tigo volunteers were trained to become ambassadors and trainers in our Volunteering Program in schools, and to date over 700 teachers have received the child online protection talk, thus reaching indirectly more than 18,000 children from public schools.

