Bolivia

Mobile #2 BBI #1

Pay TV #1

Honduras RRI #1 Pay TV #2 Guatemala BBI #2 El Salvador Panama Pay TV #1 ay TV #2 Mobile #2 BBI #2 Pay TV #2 Costa Rica1 Mobile #2 Colombia Mobile #3

Consolidating our leadership position in Latam through diligent execution of our business strategy.

Strengthening our leadership position in Latam through diligent execution of our business strategy

Our long-term focus on converging Tigo's fixed and mobile services throughout Latin America continues to drive solid business result. Millicom's gains in recent years from both organically increasing our market share and investing in key acquisitions to further consolidate our regional footprint.

As a result of our acquisitions of Cable Onda, the leading cable operator in Panama, and of Telefonica's telecom operations in Panama, Costa Rica and Nicaragua, Tigo is reshaping the industry landscape in Central America. These new assets allowed us to add Panama to our portfolio of countries served and accelerated our fixed-mobile convergence strategy in the region. Most importantly, we can provide customers in these markets with the high quality fixed and mobile services they expect.

Our significant investments demonstrate Tigo's commitment to expanding digital highways and advancing economic prosperity in Latam for years to come.

A Single Integrated Company

By executing on our business strategy, Tigo is now the only convergent operator in each of its 9 Latin American markets.¹

OUR BUSINESS STRATEGY

Monetizing Mobile Data

A sound mobile data monetization strategy will continue to translate incremental growth into additional revenue through:

- » Expansion of our 4G/LTE network
- » Transition to a postpaid subscription revenue model
- » Products and services that stimulate data usage

Building Cable

Demand for high-speed data from both the business sector and individual customers drives revenue growth. To meet this demand, we are:

- » Accelerating the expansion of our hybrid fiber-coaxial (HFC) network
- » Targeting acquisitions that complement our organic buildout
- » Adding content and services to drive further growth in Average Revenue Per User (ARPU).

Accelerating Convergence

The deployment of IT solutions to efficiently market and support convergent solutions will help us:

- » Differentiate ourselves in the marketplace
- » Generate new revenue streams
- » Increase customer satisfaction and loyalty
- » Reduce customer churn and costs
- » Prepare for future network deployments such as 5G.

Driving B2B Growth

To accelerate growth among multinational corporations, large local companies and small and medium size businesses (SMBs), we have made B2B fundamental to our strategy by:

- » Differentiating the Tigo Business brand through excellent service and frontline execution
- » Selectively evolving our portfolio into Information and Communications Technology (ICT)-managed services.
- » Investing in state-of-the-art infrastructure, including tier 3 datacenters
- » Developing and supporting sales and marketing capabilities to penetrate and serve new customers.

Promoting a Digital Experience

Increased digitization of our processes and operations continue to benefit our company and customers as we:

- » Provide superior digital journeys for our customers that will ensure we become or remain the operator of choice;
- » Create new tools and an enhanced operational model so our teams can do their work more efficiently; and
- » Offer next generation user-experience platforms that seamlessly integrate content across linear and on-demand channels.

















Millicom 2019 Annual Report

Millicom 2019 Annual Report

1 Reflects our pending acquisition of Telefonica Costa Rica.

¹ Reflects our pending acquisition of Telefonica Costa Rica, and America Movil's pending acquisition in El Salvador.