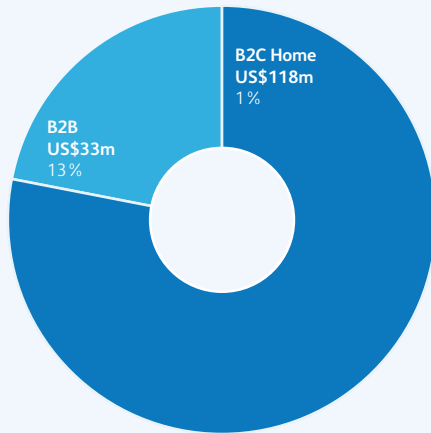


## Revenue by service



## Country facts

5m	Population <sup>1</sup>
US\$16,100	GDP per capita <sup>2</sup>
175%	Mobile penetration <sup>3</sup>
48%	Broadband penetration <sup>4</sup>

## Tigo facts

2	Broadband market share
1	PayTV market position
318,000	HFC RGUs



## Performance

**We are the country's leading PayTV operator with more than 374,000 subscribers and a stable market share in a very competitive market with four major operators. In this competitive market we are focused on maintaining a compelling value proposition and on pursuing an attractive B2B opportunity.**

Over the past year, we have expanded our network by passing 36,000 new homes, driving a 2.9% increase in HFC Revenue Generating Units (RGUs) and broadband a 9.9% increase in broadband subscribers.

In B2B we saw double-digit growth, and we increased the number of customers by 53.9%. We expect to see continued solid growth in this area as more small and medium-sized businesses benefit from our Cloud and infrastructure services.

Service revenue in the business segment grew by 12.8%, with overall EBITDA margin remaining strong at 37.6%.

**Find us online and on social media:**  
[www.tigo.cr](http://www.tigo.cr)

Tigo Costa Rica is a subsidiary of Millicom International Cellular S.A.



(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.

## Our people in Costa Rica

# 93%

Costa Rican employees

# 74%

Senior managers employed locally

# 30%

Women in the workforce

# 25%

Women in senior leadership



## Crianza Tecnológica

The rights of children is an important issue for the Tigo brand. Last year, Tigo Costa Rica reinforced its commitment to this cause through our participation in Crianza Tecnológica. Their volunteers helped to train Tigo employees and customers about the importance of the role played by adults in guiding young people through using the Internet safely and responsibly. Almost 100 Tigo staff from across the business have been trained and can share their expertise with their colleagues inside the company as well as with their friends and family

outside.

Tigo Costa Rica was also invited to be part of the 8th regional consultation for helplines in Latam by the Patronato Nacional de la Infancia (childhood government institution) and Child Helpline International.

This event was a perfect opportunity to show Millicom's commitment to child protection through Tigo Costa Rica's participation in two panels and by leading a Crianza Tecnológica workshop for all attendees.

## Supplier training

As part of Millicom's commitment with a responsible supply chain management, Tigo Costa Rica launched a training program for 20 of our major suppliers. The goal was to train them to develop actions, internal processes and policies that are aligned with the best practices in sustainability and corporate responsibility.

Throughout the working sessions, the Alianza Empresarial para el Desarrollo – an organization allied to the program and expert on sustainability – demonstrated why being ethical and transparent is good for business.

It also focused on issues such as anti-corruption, anti-bribery, data protection, children's rights, gender, diversity and inclusion, eco-efficiency and occupational health and safety.

