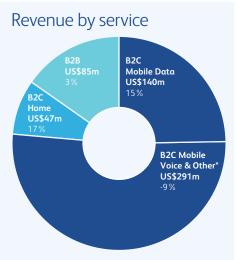
# Honduras



\*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

9m	<b>Population</b> <sup>1</sup>
US\$5,300	GDP per capita <sup>2</sup>
91%	Mobile penetration <sup>3</sup>
15%	Broadband penetration <sup>4</sup>

### Tigo facts

1	Mobile market position
1	Broadband market position
2	PayTV market position
211,500	HFC RGUs

#### We have been strongly focused on our strategy of monetizing data, increasing our postpaid base and building and filling our HFC network.

In Mobile, we have seen an increase of 14.7% in B2C mobile data revenue. We added a record of almost 270,000 smartphone data users this year, which is driving strong growth in our postpaid segment.

The shift toward higher-value and postpaid customers is having a favorable impact on ARPU, which remains down year-on-year but has been relatively stable throughout 2017.

HFC coverage has grown 45.6% this year resulting in Home revenue growth of 16.7% and helped by our partnership with Sony to provide our customers with Crackle, Sony's Over-The-Top (OTT) content service. Home ARPU continues to increase, expanding at an 8.2% rate year-over-year.

We have exceeded our targets in customer service, but remain committed to continuous improvement. We introduced a variety of tools that give us better insight into client needs and improve the levels of self-service available to our customers.

The EBITDA margin reached 45.3%, an increase of 3.2 percentage points over 2016.

## HFC homes connected

110,000	As of year end 2017
20,000	Net additions

## 4G smartphone data users

551,000	As of year end 2017
414,000	Net additions

#### Service revenue US\$m

2017	566
2016	585

#### EBITDA US\$m

2017	265
2016	256

#### EBITDA margin %

2017	45.3
2016	42.1

#### Find us online and on social media: www.tigo.com.hn

Tigo Honduras 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 Dataxis.

**Millicom** act sheet 2017 Honduras



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# Our people in Honduras

97% Honduran employees

76% Senior managers employed locally 48% Women in the workforce

35% Women in senior leadership

## Awards

- For the 8th year in a row, Tigo Honduras has been recognized as a socially responsible company by Fundahrse.
- Latam Role Model in Corporate Responsibility from Mexican Philanthropic Center.
- Customer Satisfaction Award for highest ranking in customer satisfaction within the telecommunications sector in Honduras. This was awarded by the Central American Customer Satisfaction Index (CACSI).



# Tigo Connects You

Our campaign to provide free Internet connection in schools across Honduras has already benefitted 10% of the student population in the country. The project has enabled connectivity for more than 500 schools, colleges, outreach centers and institutions.

This means more than 270,000 young people have access to tools that will help provide them with a better future through The Digital Lifestyle.

## Social investment

The Tigo Foundation is committed to supporting health in the country through innovative technology. The aim is to provide access to technology that drives the treatment and physical health therapies provided through NGOs such as Telethon and CRILA.

We have installed five multi-sensory rooms in Tegucigalpa, San Pedro Sula, Choluteca, Santa Rosa de Copán and Catacamas which provide more than 5,000 therapies a year. We have also installed a teleconference system to enable medical consultations between centers.

In addition, Tigo Honduras has built therapeutic pools at the Teleton center in San Pedro Sula in 2017. This pool, and another built in Tegucigalpa in 2015, benefit around 2,000 patients every year.

