



# Millicom is a leading provider of fixed and mobile telecommunications services in Latin America

- → Millicom sets the pace when it comes to providing high-speed broadband and innovation around The Digital Lifestyle® services through its principal brand TIGO.
- → Millicom is headquartered in Luxembourg with a United States corporate office in Miami.
- Through the TIGO and Tigo Business brands, Millicom provides a wide range of digital services, including broadband, mobile, cable TV, voice and SMS, cloud and business solutions.
- → Millicom serves customers in nine Latin American markets: Bolivia, Colombia, Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua, Panama and Paraguay.
- → Millicom shares trade on NASDAQ US and Stockholm: TIGO ticker.

# Millicom by the numbers\*

To Q3 2022 Millicom Group served

45.4

million mobile customers

+4.9

million customer relationships

4G customers account for over

49%

of our Latam mobile customers

**Approximately** 

20,000

employees worldwide

Cable footprint of

+13

million homes passed

Revenue of

\$6.2

billion in 2021

\*Numbers includes our Honduras Operation \* Q3 Results data

# Our TIGO brand in the markets

Our TIGO brand is #1 in many of the businesses and markets where we operate \*



# **Our CEO: Mauricio Ramos**

Mauricio Ramos joined Millicom in April 2015 as Chief Executive Officer (CEO) and was elected as an Executive Director of Millicom Board in June 2020.

Before joining Millicom, he was President of Liberty Global's Latin American division, a position he held from 2006 until February 2015. During his career at Liberty Global, Mauricio held several leadership roles, including positions as Chairman and CEO of VTR in Chile, Chief Financial Officer of Liberty's Latin American division, and President of Liberty Puerto Rico.

He is a dual Colombian and U.S. citizen who received a degree in Economics, a degree in Law, and a postgraduate degree in Financial Law from Universidad de Los Andes in Bogota.

Mauricio Ramos represents Millicom and its team at the most important international forums of the Telecommunications industry as well as World Mobile Congress in Barcelona, FORBES Talks and Financial Times events















# **Our strategy**





# Mobile

- Millicom has been developing mobile networks for 31 years. During this time the digital landscape in our markets has changed beyond recognition. Customer penetration rates and 4G coverage have potential for further growth, fueled by increased availability of affordable smartphones.
- Our networks have received recognitions in several of our markets for speed and overall quality.
- Our mobile data strategy is based on three pillars:
   4G/LTE continued expansion; more and easy Smartphone adoption; and stimulating data usage.
- → As leaders in our markets, we are at the forefront of developing trends and are driving positive change in our communities.
- As 4G adoption grows, we are already laying the foundation for 5G that is a reality in our Guatemala operation.





# Home

- Consumers are demanding reliable fast broadband and Pay-TV services.
- Our networks have received recognitions in several of our markets for our network speed and overall quality.
- We are rapidly building high speed digital highways, so our customers can enjoy a seamless experience along the way.
- We are focusing our digital innovation on customerfacing developments and partnerships that allow us to offer a content supermarket to drive user adoption of high speed data services such as video
- consumption.

Tigo Sports and Tigo ONEtv are preferred products by customers in our markets as they bring tailored content to them.





# Our home footprint expansion





# **Business**

- → Our Tigo Business brand serves +300,000 customers from the existing one million SMBs registered today in Latam.
  We offer corporations access to:
- Our 12 world-class datacenters for greater data protection, access to high-speed availability with resiliency, integrity and service efficiency
- → Our own regional network infrastructure
- → Dedicated staff
- IoT, cloud services, virtual desktops, big data and analytics services
- → Our **Tigo Business Forums** have become one of the most in-demand programs of their kind in Latam.









# **Customer Centricity**

- → We recognize that **customer satisfaction** drives long term revenue growth.
- → We have adopted and implemented a **net promoter score** (NPS) program, designed to strengthen our customer-centric culture.
- → We have incorporated NPS in our management incentive compensation system.
- → We continue to expand our use of digital tools to ensure our customers have the best experience throughout their journey.



# **Ten Millicom facts**

1.



We are one of the fastest growing cable networks in the world; in 2022 we reached +13m homes passed in Latin America and a total of +4.9 million home customer relationships.

2



TIGO earned 5th place among the World's Best Workplaces™ in 2022.

The list by Great Place to Work® and Fortune magazine ranks the top 25 best places to work across the globe.

3.



In July 2022, we announced a plan to invest \$250 million in Panama to build a regional fintech center and expand local infrastructure to contribute to financial inclusion In the region.

4.



In 2022 were validated our Science-Based
Targets to reduce our
GHG emissions, and joined Business Ambition for 1.5°C, with the objective of reaching net zero emissions by 2050.

**5.** 

**5G** 

We're paving the way for 5G technology by investing in expanding our 4G networks and by partnering with key players like VMware and Affirmed Networks.

# **Ten Millicom facts**

6.

DE&I

We established a new and ambitious target of reaching gender parity by 2030, including equal gender representation across the entire organization, as well as in its upper management positions globally.

7.



Tigo Sports reaches
approximately 5 million
homes of TIGO customers,
produces more than 1,500
live local football matches
and performs more than
7,000 hours of live sports
programs per year, making
a great impact on the
development of local sport.

8.



We are ranked 1st or 2nd larger operator in eight of our nine markets where we provide mobile telecommunications in Latin America.

9.

4G<sub>1</sub>|

In 2021 we added nearly
3.1 million mobile
customers to reach nearly
45 million on an underlying
basis, a new record. This
includes 21 million 4G data
customers in Latin
America.

10.



"Best Operator Innovation of the Year" for Mi Tigo App at the 2022 Conecta Latam Awards

# **Our Culture: Sangre Tigo 2.0**

# We are ONE TIGO

- We have one purpose and we make an impact
- We are inclusive and united
- Together we win
- We value our differences
- We manage Tigo assets as if they were our own

# TIGO runs in our veins

- We are proud of our company and our history
- We are innovators
- We are fast and we go the extra mile
- We are passionate
- We care for our communities

# We make it happen the right way

- We lead by example and we do what we preach
- We never compromise our integrity
- We are transparent and accountable
- We find solutions and deliver results
- We see challenges as opportunities

# We give 1,000% for our customers

- Our customers are at the center of everything we do
- We are direct, honest and open
- We always do it right from the first time
- We make decisions based on data insights
- We thing, act and live digital

# **Our Journey**

## 2006

Millicom is the second best performing stoc on the NASDAQ

## 2007

for Blackberry and WIMAX

Micro recargas (micro recharges) from \$500 pesos

on Nasdaa Global

"Triple A" strategy in place: Affordability, Accessibility and Availability

3G and 3.5G networks launch in key Tigo markets Acquisition of Amnet in

2008

Central America adds residential cable network services to Tigo portfolio

New fibre optic cable connects Bolivia to Tigo Cash launches in international networks Tigo Mobile Financial

## 2009

Open-band phones launched to market

rewards customers with minutes to the value of their purchased phone Broadband penetration

Paraguay has access to international Internet backbone

(multi-artist concert)

2013

4G LTE network in spectrum with Empreso

tiçô

## money

B2B services unveiled via new Tigo Online platform

## 2014

TigoUne merger completed in Colombia

Tigo Star broadband and cable network launched First Tigo Business

Forum hosted in Guatemala FIFA World Cup App

launched technology launched in Bolivia

4G LTE launched in Honduras and Bolivia Tigo Sports Paraguay

### 2017

convergent, next-generation TV service ONEtv

datacentre opens

Tigo HFC cable netwo in LatAm adds 1.3 million homes

tigô

### SPORTS

Tigo LatAm operations partner with Crianza Tecnologica as part of Child Online Protection

Tigo ranks for the first time among top

20 multinational companies across all industries to work for in

Latin America, in Great Place to Work (GPTW)

program

awards

Millicom's socioeconomic impact on Latin America Millicom supports Unicef's efforts to protect children's rights in Latin America Tigo Sports unveils new central broadcasting center and recording studios in Asuncion,

Paraguay Tigo Guatemala launches App by App Millicom to sells its

Millicom operations sign GSMA's Connected Women Commitment

## 2019

2018

Cable Onda

One of the top 25

to work for in Latin

Millicom acquires Spectrum in Paraguay

Study underscores

Millicom announces acquisition of three mobile assets in Central America

Millicom completes sale of Tigo Chad

MIC becomes a 100% Free

## 2020

CR programs go digital amidst the COVID-19 global

2020 Great Place To Work 13th place recognition for the 3rd time





### 2021

Millicom acquire full control of Tigo Guatemak

Millicom signs a five year partnership with Fundación Real Madrid for



in Latin America at 4.9%

## 2012

ten years

2011

as Evolved High Speed Packet Access) in Colombia

Smartphone purchase prices fall below US\$100

"Paquetigos" voice and SMS customized

packages

Costa Rica

High Definition tv

channels on-air in

Services (MFS) launch in El Salvador

Navega acquisition expands fixed line B2B services

streaming service (Tigo Music) Colombia concession contract renewed for

International remittance

Tigo launches Mobile Financial Services

(MFS) in Guatemala

Tigo TV soccer coverage in HD

LatAm's first Child Online Protection workshop, hosted in Paraguay

## TIGO Nasdaq Listed

## 1991

President Jaime Pa

1992 Paraguay and El Salvador launch their first mobile network

Telecel (later Tigo) becomes first mobile operator in Paraguay

1997 Pre-paid SIM cards

first in Latin America CPP (Calling Party Pays) products launched

worldwide, according

1999

2000

Internet Service

Provider brand Telesurf, for faster wireless

Wireless Personal Communication Service (PCS) phone systems

introduced, providing

2004 inspired by an abbreviation of the Spanish word "conti

("with you")

2005

Enhanced Data GSM Environment technology

launched to speed up

Tigo revolutionizes mobile service

affordability with charge-per-second and mini-charge products

iPhone launched thanks to ARM 11 chip

Paraguay's fiber optionetwork goes nationwide

## 2010

USSD communications protocol for more

### 2015 Exclusive social media partnerships announced

Tigo Guatemala introduces 4G

Tigo Sports App launches in key markets Tigo Shop App launch Tigo passes 60 million

## mobile customers, operating in 15 markets 2016

506k Homes Passed added to fixed-line network (4 new cities)

Tigo Money launched in Bolivia Tigo Play launch NETFLIX partnership

## All you can App launch in El Salvador

First Tigo Business Forum exclusive for SMBs

bundles

First state-of-the-art Tier 3 data center

global PR award for Best Employee Communications

Tigo Paraguay launches Telemedicina Tigo El Salvador's "connecting schools program wins LatAm region CEMEFI award for best practice in

public / private sector Tigo Paraguay (3.6 million customers celebrates 25 years of Millicom's 25th service anniversary film The Digital Torch wins

Business Impact on Child Rights assessme tool co-developed by Millicom / UNICEF for mobile network industry

# **ESG** at Millicom



Building digital highways is fundamental to the growth of the countries where we operate. It also fuels the ambitious strategy and goals that we have set for ESG.

With our purpose at its center, our ESG Framework defines our commitment to conduct our core business in a responsible and sustainable way, to drive digital connectivity and become agents of positive change in our markets through our digital education programs.







# Showing our strong commitment to ESG

Merits

## AA **MSCI ESG** Rating

Top Third of global Telcos

## **B CDP Climate Change Score**

**Above** global average

## Other ESG ratings

Consistently ranked among top global telcos<sup>1</sup>

Achievements

+307k

Teachers trained

\$600m

**ESG-linked RCF** 

Women trained

+692k +11,200k

Beneficiaries of Fundación Real Madrid will be benefited with access to new digital education opportunities.



Linked to 5-year ESG targets







# **Ethics & Compliance**

"By fostering a culture of ethics and compliance from the top, across all our lines of business, we help everyone make the right decisions, and our business becomes more agile, responsive, and competitive."

- CEO Mauricio Ramos

## Integrity Starts with You

# Why Do Ethics & Compliance Matter?

At Millicom we are committed to the highest level of ethics and compliance. Our commitment to compliance begins with each and every one of our employees.

## Do Business the Right Way

## **Code of Conduct**

Employees are expected to act with integrity at all times and Do Business the Right Way. Supplier Code of Conduct articulates the ethical, social, environmental standards we apply for ourselves and want all of our suppliers to adhere to.

## I Am Compliance

# How Do We Do Ethics & Compliance?

In order to assist our employees and the external parties we interact with, the Compliance function is organized around three pillars:

- Prevent
- · Detect, and
- Respond

## We Care

## Speak Up

Millicom Ethics Line





## For more information please visit our digital platforms:











www.millicom.com