

**COMMUNICATIONS
TRANSPARENCY REPORT**

2023

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INTRODUCTION AND SCOPE OF THE REPORT

América Móvil, S.A.B. de C.V. (together with its subsidiaries, “AMX”) remains steadfast in its commitment to the protection of the fundamental rights to privacy and freedom of expression as these are crucial for fostering the development of a better-informed society.

We strive to safeguard our customers’ rights to the protection of their personal data and the privacy of their communications. Our efforts in this regard have contributed significantly to our ability to preserve our customers’ and investors’ trust in our Company and to keep our reputation intact, which has defined us since we first began our international expansion.

Our Communications Transparency Report 2023 (this “**Report**”) provides a detailed description of our policies with respect to the receipt, review and processing of and the provision of responses to the requests for information that we received from Competent Authorities¹ during the year. Our operating subsidiaries have been tasked with leading efforts both locally and internationally to protect and safeguard the information they collect, and to comply with laws related to government investigations and the administration of justice, among others.

In addition, this Report includes statistical information, by country and region, on all the information requests received in 2023 from Competent Authorities in each of the jurisdictions in which we operate, and that we reviewed, processed and granted or refused, including all the requests from foreign government agencies that were determined to warrant a response in accordance with the applicable laws.

Thus, this Report serves as a source for consulting and referencing the applicable laws of and types of requests for information issued in each jurisdiction where we operate.

Daniel Alejandro Tapia Mejía | **Compliance Officer**

¹We define “Competent Authority” as any government entity to whom the applicable laws of the relevant country confer the power and authority (whether directly or upon the issuance of a court order or the satisfaction of certain requirements) to require telecommunications carriers to cooperate with such entity in connection with the enforcement of security measures and the administration of justice.

OUR TRANSPARENCY FRAMEWORK

At AMX, we are committed with the protection of human rights, including freedom of expression. Accordingly, we only provide information to the Competent Authorities where and to the extent required by the applicable laws of the relevant jurisdiction.

We have established stringent safety protocols and implemented exacting strategies and courses of action to comply with our reporting obligations and preserve the confidentiality of all information in our possession.

Our comprehensive security strategy, which is built on the foundation of the three pillars of our operating vision —integrity, availability and confidentiality—, encompasses (i) cybersecurity, (ii) data privacy and (iii) communications privacy aspects².

We use IT tools to manage our customers' data in a systematic and structured manner, perform a number of data classification processes and combine, structure or export various types of reports in a single file, as needed.

In addition, we use and combine data processing platforms that trigger information extraction or enhancement processes in an agile and transparent manner in order to ensure that all requests or demands for information are addressed in a prompt and timely fashion.

For a breakdown of the requests for information received, processed, granted or refused by AMX by country and region, see “Information Requests and Statistics” in this Report.

We address all requests for information in the manner prescribed by the laws of the relevant jurisdiction, which provide that the obligation to turn over any information or intervene in any communication shall be enforceable solely and exclusively upon the issuance of an official notice or order of a Competent Authority (a “Request”).

Every Request must (i) identify the statutes and describe the facts on which it is based, (ii) pertain to matters within the jurisdiction of the issuer and provide written assurance to the effect that private communications will be kept confidential (upon receipt of which our relevant subsidiary, if a telecommunications carrier (as denoted by its name), must trigger its process for addressing the relevant Request in accordance with the laws of its home country and with our Privacy and Personal Data Protection Policy, irrespective of whether received by electronic means or in print) and (iii) be issued by a Competent Authority.

² For information regarding our practices in Chile and Peru, see “Política de Requerimientos de Información” and “Protocolo de Atención de Requerimientos Sobre el Levantamiento del Secreto de las Telecomunicaciones,” respectively, which are available at https://www.clarochile.cl/portal/cl/archivos_generales/politica-de-requerimientos-de-informacion-claro-2024.pdf y https://www.claro.com.pe/portal/pe/recursos_contenido/pdf/1716937280649-Informe_Anuar_LST_2023-v2.pdf, respectively.

We will not honor any Request that fails to meet all of the aforementioned criteria or that which is in violation of the applicable laws. This means that we will refuse any Request from any person (i.e., any individual or entity, whether public or private) other than a Competent Authority.

In order to ensure our compliance with our obligations, we have implemented a stringent set of security protocols, established specific criteria and assembled dedicated teams to ascertain the validity of each and every Request we receive from a Competent Authority.

We only process, record and address those Requests that comply with the procedural requirements set forth in the laws of the relevant jurisdiction and that are received through official communication channels. Accordingly, this Report is exclusive of any instance in which data was extracted from our systems directly by a Competent Authority pursuant to its statutory powers, as was the case in Colombia, Costa Rica, Ecuador, El Salvador, Honduras and Nicaragua.

We are required by law to refrain from giving to our customers notice of our receipt of any Request for information about them. In addition, we do not publish on our websites or otherwise disclose the contents of any Request for information we may receive, or the extent of any information we may provide for purposes of public records maintained by third parties.

The privacy of our customers' communications is one of our top priorities. Accordingly, we abide by the following principles:

- i. No one may listen to or monitor any conversation, data transmission or other type of communication, nor disclose its existence or content, except upon a duly substantiated written order of a Competent Authority;
- ii. No one may turn over any personal data, geolocate, block or impose service limitations on a mobile telephone line or keep track or a log of the communications associated therewith, except where required by law and upon a duly substantiated order of a Competent Authority; and
- iii. No one may engage in the prioritization, blocking or throttling of any traffic, application, protocol or content. All of our operations comply with the standards relating to net neutrality and zero-rating. Under no circumstance may any application traffic be given priority over other network traffic.

If you have any question in connection with the above, please contact us at: privacidad@americamovil.com

PROCEDURE FOR ADDRESSING INFORMATION REQUESTS

This section contains a description of the different stages of our process for addressing any Request we may receive (whether by electronic means or in print) in connection with our obligations to cooperate with the Competent Authorities³. It should be noted that the regulatory framework for these obligations is substantially similar across the various countries in which we operate.

We regard as valid any Request that is delivered to us in writing and meets the procedural requirements set forth in the applicable laws of the relevant country. For a list of the applicable laws in effect in each of the countries in which we operate, see “Regulatory Framework” in this Report.

Upon receipt of a Request for information (which may relate to a single matter or to several matters), the relevant functional area of our business operations performs a review and assessment of such Request, which entails the following:

- Legal analysis of the Request⁴, to ascertain its validity and the subject matter jurisdiction of its issuer;
- Upon verification of the satisfaction of all the applicable legal requirements, activation of our data collection processes to produce the information requested by the Competent Authority;
- Preparation of a formal response to the Request of the Competent Authority, either granting or declining such Request; and
- Submission of the requisite information to the Competent Authority through any such means as we may determine adequate to preserve the integrity and confidentiality of such information⁵.

The period of time for responding to a Request from a Competent Authority varies from one country to another and ranges from 24 hours (e.g., in Mexico and El Salvador) to 15 business days (e.g., in Brazil and Colombia)⁶.

We will refuse any Request for information that fails to meet the requirements set forth in the applicable laws and will give notice of such refusal to the relevant authority within the periods of time specified in the preceding paragraph.

The applicable laws of the countries in which we operate authorize us to address Requests for information from foreign government agencies, provided that such Requests satisfy the formalities and procedural requirements for the validity of foreign government documents generally.

The following chart illustrates our procedure for addressing the Requests for information from Competent Authorities:

³For these purposes, Competent Authority includes any government entity vested with judicial, administrative or other powers under the laws of the relevant country. However, we employ one and the same process and validation procedure with respect to all Requests irrespective of the nature of such powers.

⁴Defined as the process for determining whether a given Request was issued by one of the government agencies identified in “Regulatory Framework” in this Report, relates to one or more of the conducts described therein and identifies the statutes on which it is grounded.

⁵In the case of El Salvador, only, the Competent Authorities are responsible for picking up at our offices any information they may have requested.

⁶The laws of Argentina, Chile, Ecuador, Guatemala, Honduras and the Dominican Republic do not provide for a specific period of time for responding to the Requests from the Competent Authorities. Rather, such period of time is determined by such authorities on a case-by-case basis and stipulated in the relevant Request.

In Nicaragua, neither the applicable laws nor the Requests for information provide for a specific period of time for responding to the latter.

In Costa Rica, while the applicable laws do not provide for a specific period of time, we have entered into an agreement with the Competent Authorities pursuant to which we must respond to their Requests within a minimum of four hours and a maximum of three business days, depending on the nature of the relevant conduct.

AMX'S PROCEDURE FOR ADDRESSING INFORMATION REQUESTS



A competent authority delivers a request to AMX



By electronic means



In Print



AMX's central desk takes delivery of the request



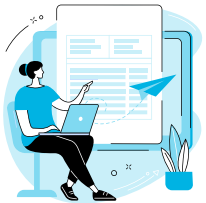
Turns it over to an in-house attorney



Ascertains:
Legal and factual grounds
Subject matter jurisdiction



Verifies the authenticity of the seals and the satisfaction of all the requisite formalities



Submits the report by electronic means and in print



Uploads the request



Prepares a response, granting the request



Addresses the request



Submits a response refusing the request

REGULATORY FRAMEWORK

Every Request for information must comply with the formalities required by the applicable laws. We will refuse any Request for information which does not specify the statutes and facts on which it is grounded, irrespective of whether such Request was issued by a Competent Authority with subject matter jurisdiction.

The following table sets forth (i) the statutes pursuant to which we are required to cooperate with the Competent Authorities in connection with security matters and the administration of justice, (ii) the extent of our obligations in that regard and (iii) the Competent Authorities that are authorized to issue Requests for information.

MÉXICO	
Statutes relating to our cooperation obligations	<ul style="list-style-type: none"> • Political Constitution of the United Mexican States (<i>Constitución Política de los Estados Unidos Mexicanos</i>). • Federal Law on Telecommunications and Broadcasting (<i>Ley Federal de Telecomunicaciones y Radiodifusión</i>). • Guidelines for the Provision of Collaboration in Connection with Security- and Justice-Related Matters (<i>Lineamientos de Colaboración en Materia de Seguridad y Justicia</i>). • Federal Law on the Protection of Personal Data Held by Private Persons (<i>Ley Federal de Protección de Datos Personales en Posesión de los Particulares</i>). • National Code of Criminal Procedure (<i>Código Nacional de Procedimientos Penales</i>). • Organic Law of the Judicial Branch of the Federation (<i>Ley Orgánica del Poder Judicial de la Federación</i>). • Federal Law Against Organized Crime (<i>Ley Federal Contra la Delincuencia Organizada</i>). • General Law on the Prevention and Punishment of Kidnapping, Enacted Under Article 73(XXI) of the Political Constitution of the United Mexican States (<i>Ley General para Prevenir y Sancionar los Delitos en Materia de Secuestro, Reglamentaria de la fracción XXI del artículo 73 de la Constitución Política de los Estados Unidos Mexicanos</i>).
Scope of our obligations	<ul style="list-style-type: none"> • Submission of data records to the Competent Authorities. • Real-time geolocation of mobile devices. • Interception of private communications. • Discontinuance of telecommunications services upon a court order. • Blocking the communication lines that are used in connection with the commission of criminal acts.
Competent Authorities	<ul style="list-style-type: none"> • The heads of the agencies responsible for handling security matters and the administration of justice, and the public officials appointed for such purposes.

CENTRAL AMERICA⁷:

COSTA RICA	
Statutes relating to our cooperation obligations	<ul style="list-style-type: none"> • Law Against Organized Crime (<i>Ley Contra la Delincuencia Organizada</i>), or Law No. 8754. • General Telecommunications Law (<i>Ley General de Telecomunicaciones</i>), or Law No. 8642. • Law on the Registration, Seizure and Examination of Private Documents and the Interception of Communications (<i>Ley sobre Registro, Secuestro y Examen de Documentos Privados e Intervención de las Comunicaciones</i>), or Law No. 7425. • Code of Criminal Procedure (<i>Código Procesal Penal</i>), or Law No. 7594.
Scope of our obligations	<ul style="list-style-type: none"> • Delivery of data records to Competent Authorities. • Real-time geolocation of mobile devices. • Interception of private communications. • Discontinuance of telecommunications services upon a court order. • Blocking the communication lines that are used in connection with the commission of criminal acts.
Competent Authorities	<ul style="list-style-type: none"> • The heads of the agencies responsible for handling security matters and the administration of justice, and the public officials appointed for such purposes. • Public prosecutors (<i>Ministerio Público</i>). • General Directorate of the Judicial Investigation Organism (<i>Dirección General del Organismo de Investigación Judicial</i>, or "OIJ"). • Center for the Judicial Interception of Communications (<i>Centro Judicial de Intervenciones de las Comunicaciones</i>, or "CJIC"). • »Costa Rican Drug Institute (<i>Instituto Costarricense de Drogas</i>, or "ICD"). <ul style="list-style-type: none"> » Judicial Branch (i.e., the judges authorized to order the provision of information).
EL SALVADOR	
Statutes relating to our cooperation obligations	<ul style="list-style-type: none"> • Constitution of the Republic of El Salvador (<i>Constitución de la República de El Salvador</i>). • Telecommunications Law (<i>Ley de Telecomunicaciones</i>). • Special Law on the Interception of Telecommunications (<i>Ley Especial para la Intervención de las Telecomunicaciones</i>).
Scope of our obligations	<ul style="list-style-type: none"> • Delivery of data records to Competent Authorities. • Geolocation of mobile devices. • Interception of private communications. • Discontinuance of telecommunications services upon a court order.
Competent Authorities	<ul style="list-style-type: none"> • Public prosecutors • Judges.
GUATEMALA	
Statutes relating to our cooperation obligations	<ul style="list-style-type: none"> • Political Constitution of the Republic of Guatemala (<i>Constitución Política de la República de Guatemala</i>). • Code of Criminal Procedure (<i>Código Procesal Penal</i>), or Decree No. 51-92. • Law Against Organized Crime (<i>Ley Contra la Delincuencia Organizada</i>), or Decree No. 21-2006, and the Regulations issued thereunder, or Government Resolution No. 158-2009 • Law on the Forfeiture of Assets (<i>Ley de Extinción de Dominio</i>), or Decree No. 55-2010. • Tax Code (<i>Código Tributario</i>), or Decree No. 6-91. • Law on Mobile Devices (<i>Ley de Equipos Terminales Móviles</i>), or Decree No. 8-2013.
Scope of our obligations	<ul style="list-style-type: none"> • Delivery of data records to Competent Authorities. • Real-time geolocation of mobile devices. • Interception of private communications. • Discontinuance of telecommunications services upon a court order. • Blocking the communication lines that are used in connection with the commission of criminal acts.
Competent Authorities	<ul style="list-style-type: none"> • Public prosecutors (<i>Ministerio Público</i>). • Criminal court judges.

⁷ This region encompasses our operations in Costa Rica, El Salvador, Guatemala, Honduras and Nicaragua.

HONDURAS	
Statutes relating to our cooperation obligations	<ul style="list-style-type: none"> • Constitution of the Republic of Honduras (<i>Constitución de la República de Honduras</i>). • Framework Law for the Telecommunications Sector (<i>Ley Marco del Sector de Telecomunicaciones</i>). • Regulations Under the Law for the Telecommunications Sector (<i>Reglamento de la Ley del Sector Telecomunicaciones</i>). • Special Law on the Interception of Private Communications (<i>Ley Especial de Intervención de las Comunicaciones Privadas</i>). Criminal Code (<i>Código Penal</i>). • Code of Criminal Procedure (<i>Código de Proceso Penal</i>). • Special Law on Public Prosecutors (<i>Ley Especial del Ministerio Público</i>). • Code of Civil Procedure (<i>Código Procesal Civil</i>).
Scope of our obligations	<ul style="list-style-type: none"> • Delivery of data records to Competent Authorities. • Real-time geolocation of mobile devices. • Interception of private communications. • Discontinuance of telecommunications services upon a court order. • Blocking the communication lines that are used in connection with the commission of criminal acts.
Competent Authorities	<ul style="list-style-type: none"> • The heads of the agencies responsible for handling security matters and the administration of justice, and the public officials appointed for such purposes: public prosecutors (<i>Ministerio Público</i>). Judicial Branch. Ministry of Security (<i>Secretaría de Seguridad</i>), acting through its Directorate for Disciplinary Police Matters (<i>Dirección de Asuntos Disciplinarios Policiales</i>, or "D/DADPOL").

NICARAGUA	
Statutes relating to our cooperation obligations	<ul style="list-style-type: none"> • Rules for the Preservation of Data and Information (<i>Normativa para Preservación de Datos e Información</i>), or Administrative Resolution No. 001-2021. • Criminal Code (<i>Código Penal</i>), or Law No. 641. • Code of Criminal Procedure (<i>Código Procesal Penal</i>), or Law No. 406. • Law on the Prevention, Investigation and Prosecution of Organized Crime and the Administration of Seized, Confiscated and Abandoned Property (<i>Ley de Prevención, Investigación y Persecución del Crimen Organizado y de la Administración de los Bienes Incautados, Decomisados y Abandonados</i>), or Law No. 735. • Special Law on Cybercrimes (<i>Ley Especial de Cibercrimitos</i>), or Law No. 1042. • Family Code (<i>Código de Familia</i>), or Law No. 870. • Organic Law of the Judicial Branch (<i>Ley Orgánica del Poder Judicial</i>), or Law No. 260.
Scope of our obligations	<ul style="list-style-type: none"> • Delivery of data records to Competent Authorities. • Real-time geolocation of mobile devices. • Interception of private communications. • Discontinuance of telecommunications services upon a court order. • Blocking the communication lines that are used in connection with the commission of criminal acts.
Competent Authorities	<ul style="list-style-type: none"> • Judicial authorities. • Police authorities and officials.

ANDEAN REGION⁸:

CHILE	
Statutes relating to our cooperation obligations	<ul style="list-style-type: none"> • Political Constitution of the Republic of Chile (<i>Constitución Política de la República de Chile</i>). • Code of Criminal Procedure (<i>Código Procesal Penal</i>). • Regulations on the Interception and Recording of Telephone Conversations and Other Forms of Telecommunications (<i>Reglamento sobre interceptación y grabación de comunicación telefónicas y otras formas de telecomunicación</i>), or Decree No. 142 of 2005 of the Ministry of Transportation and Telecommunications (<i>Ministerio de Transporte y Telecomunicaciones</i>). • Decree-Law No. 211, Which Sets Forth the Rules for the Defense of Free Competition (<i>Decreto Ley No. 211 que Fija Normas para la Defensa de la Libre Competencia</i>).
Scope of our obligations	<ul style="list-style-type: none"> • Real-time geolocation of mobile devices. • Interception of private communications.
Competent Authorities	<ul style="list-style-type: none"> • The following courts of the Judicial Branch <ul style="list-style-type: none"> » Illustrious Courts of Appeals (<i>Ilustrísimas Cortes de Apelaciones</i>). » The Most Honorable Supreme Court (<i>Excelentísima Corte Suprema</i>). » Civil, labor, family and guarantee courts. » Public prosecutors (<i>Ministerio Público</i>). » National Economic Prosecutor (<i>Fiscalía Nacional Económica</i>).

COLOMBIA	
Statutes relating to our cooperation obligations	<ul style="list-style-type: none"> • Political Constitution of Colombia (<i>Constitución Política de Colombia</i>) of 1991. • Law 906 of 2004. • Law 1621 of 2013. • Law 1341 of 2009. • Law 1437 of 2011. • Decree 1704 of 2012. • Tax Statute (<i>Estatuto Tributario</i>). • Law 1066 of 2006.
Scope of our obligations	<ul style="list-style-type: none"> • Submission of data records. • Real-time geolocation of mobile devices. • Interception of private communications. • Discontinuance of telecommunications services upon a court order.
Competent Authorities	<ul style="list-style-type: none"> • Attorney General of the Nation (<i>Fiscalía General de la Nación</i>), acting through the Judicial Police (<i>Policía Judicial</i>). • Heads of the intelligence agencies and the officials appointed thereby. • Judicial Branch. • Internal Revenue and National Customs Directorate (<i>Dirección de Impuestos y Aduanas Nacionales</i>, or "DIAN"). • Agencies authorized to obtain biographical information.

⁸ This region encompasses our operations in Chile, Colombia, Ecuador and Peru.

ECUADOR	
Statutes relating to our cooperation obligations	<ul style="list-style-type: none"> • Constitution of the Republic of Ecuador (<i>Constitución de la República de Ecuador</i>). • Organic Law on Telecommunications (<i>Ley Orgánica de Telecomunicaciones</i>). • Regulations Under the Organic Law on Telecommunications (<i>Reglamento General a la Ley Orgánica de Telecomunicaciones</i>). • Law on Public Security and the Security of the State (<i>Ley de Seguridad Pública y del Estado</i>). • Integrated Organic Criminal Code (<i>Código Orgánico Integral Penal</i>). • Concession agreements.
Scope of our obligations	<ul style="list-style-type: none"> • Delivery of data records to Competent Authorities. • Real-time geolocation of mobile devices. • Interception of private communications. • Discontinuance of telecommunications services upon a court order. • Blocking the communication lines that are used in connection with the commission of criminal acts.
Competent Authorities	<ul style="list-style-type: none"> • Competent judges. • Attorney General. • Intelligence agencies (upon a court order).

PERU	
Statutes relating to our cooperation obligations	<ul style="list-style-type: none"> • Political Constitution of Peru (<i>Constitución Política del Perú</i>). • Consolidated Text of the Law on Telecommunications (<i>Texto Único Ordenado de la Ley de Telecomunicaciones</i>), or Supreme Decree No. 013-93-TCC. • Consolidated Text of the General Regulations Under the Law on Telecommunications (<i>Texto Único Ordenado del Reglamento General de la Ley de Telecomunicaciones</i>), or Supreme Decree No. 020-2007-MTC.
Scope of our obligations	<ul style="list-style-type: none"> • Delivery of data records to Competent Authorities. • Real-time geolocation of mobile devices. • Interception of private communications. • Discontinuance of telecommunications services upon a court order. • Blocking the communication lines that are used in connection with the commission of criminal acts.
Competent Authorities	<ul style="list-style-type: none"> • Attorney General or the public officials designated thereby. • In the case of service discontinuance and blocking orders: • National Security and Defense System (<i>Sistema de Seguridad y Defensa Nacional</i>) and National Civil Defense System (<i>Sistema Nacional de Defensa Civil</i>). <ul style="list-style-type: none"> » Ministry of Transportation and Communications (<i>Ministerio de Transportes y Comunicaciones</i>).

SOUTHERN CONE⁹:

ARGENTINA	
Statutes relating to our cooperation obligations	<ul style="list-style-type: none"> • Constitution of the Argentine Nation (<i>Constitución de la Nación Argentina</i>). • National Telecommunications Law (<i>Ley Nacional de Telecomunicaciones</i>), or Law 19798. • Law on the Digitalization of Argentina (<i>Ley Argentina Digital</i>), or Law 27078. • Law on National Intelligence (<i>Ley de Inteligencia Nacional</i>), or Law 25520; Decree 256/2015; and Supreme Court decisions 2/2016 and 30/2016. • Consolidated Text of the Federal Code of Criminal Procedure (<i>Texto Ordenado del Código Penal Federal</i>), or Decree T.O. 118-2019). • National and provincial codes of legal procedure.
Scope of our obligations	<ul style="list-style-type: none"> • Delivery of data records to Competent Authorities. • Real-time geolocation of mobile devices. • Interception of private communications. • Discontinuance of telecommunications services upon a court order. • Blocking the communication lines that are used in connection with the commission of criminal acts.
Competent Authorities	<ul style="list-style-type: none"> • For purposes of interception Requests and the maintenance of communication with carriers in connection therewith: Directorate for Legal Assistance in Connection with Complex Crimes and Organized Crime (<i>Dirección de Asistencia Judicial en Delitos Complejos y Crimen Organizado</i>, or "JUDECO"). • For purposes of the issuance of Requests: <ul style="list-style-type: none"> » Judges, if relating to the interception of private communications. » Public prosecutors, if relating to kidnappings for ransom.

PARAGUAY	
Statutes relating to our cooperation obligations	<ul style="list-style-type: none"> • National Constitution of Paraguay (<i>Constitución Nacional del Paraguay</i>). • Regulations issued by the National Telecommunications Commission (<i>Comisión Nacional de Telecomunicaciones</i>, or "CONATEL") under the Law on Telecommunications (<i>Ley de Telecomunicaciones</i>): <ul style="list-style-type: none"> » Directorate Resolution No. 583/2020. » Directorate Resolution No. 1350/2002. » Directorate Resolution No. 2377/2021. • Law No. 4739 that Creates the 911 Emergency Response, Dispatch, and Communications Management System (<i>Ley 4739/2013 que crea el Sistema 911 de atención, despacho y seguimiento de comunicaciones de emergencias</i>). • Code of Criminal Procedure (<i>Código Procesal Penal</i>).
Scope of our obligations	<ul style="list-style-type: none"> • Delivery of data records to Competent Authorities. • Real-time geolocation of mobile devices. • Interception of private communications. • Blocking of telephone lines.
Competent Authorities	<ul style="list-style-type: none"> • Judges. • Public prosecutors

⁹ This region encompasses our operations in Argentina, Paraguay and Uruguay.

URUGUAY	
Statutes relating to our cooperation obligations	<ul style="list-style-type: none"> • Constitution of the Oriental Republic of Uruguay (<i>Constitución de la República Oriental de Uruguay</i>). • Criminal Code (<i>Código Penal</i>).
Scope of our obligations	<ul style="list-style-type: none"> • Delivery of data records to Competent Authorities. • Real-time geolocation of mobile devices. • Interception of private communications.
Competent Authorities	<ul style="list-style-type: none"> • Criminal court judges, upon request of a prosecutor, if the Request relates to the provision of information, the geolocation of devices or the interception of communications. • Attorney General and the Unit for the Regulation of Communication Services (Unidad Reguladora de Servicios de Comunicaciones), if the Request relates to the provision of information to a labor or civil court or agency.

CARIBBEAN¹⁰:

PUERTO RICO	
Statutes relating to our cooperation obligations	<ul style="list-style-type: none"> a. Enacted by the government of the United States: <ul style="list-style-type: none"> • Constitution of the United States of America. • Telecommunications Act of 1996. • Stored Wire Electronic Communications Act, 18 U.S.C. • Foreign Intelligence Surveillance Act of 1978 (FISA). • Communications Assistance for Law Enforcement Act (CALEA). • Electronic Communications Privacy Act (as amended by the Patriot Act), 18 U.S.C. a. Enacted by government of the Free Associated State of Puerto Rico: <ul style="list-style-type: none"> • Constitution of the Free Associated State of Puerto Rico (<i>Constitución del Estado Libre Asociado de Puerto Rico</i>). • Puerto Rico Telecommunications Act (<i>Ley de Telecomunicaciones de Puerto Rico</i>), 27 L.P.R.A. § 267f (2). • Rules of Civil Procedure (Reglas de Procedimiento Civil), 32 L.P.R.A.
Scope of our obligations	<ul style="list-style-type: none"> • Delivery of data records to Competent Authorities. • Real-time geolocation of mobile devices. • Interception of private communications. • Discontinuance of telecommunications services upon a court order. • Blocking the communication lines that are used in connection with the commission of criminal acts.
Competent Authorities	Public officials of the judicial and tax authorities and other government agencies of the United States and Puerto Rico (depending on their respective statutory powers).

DOMINICAN REPUBLIC	
Statutes relating to our cooperation obligations	<ul style="list-style-type: none"> • Constitution of the Dominican Republic (<i>Constitución de la República Dominicana</i>). • General Law on Telecommunications (<i>Ley General de las Telecomunicaciones</i>), or Law No. 153-98. • Code of Criminal Procedure of the Dominican Republic (<i>Código Procesal Penal de la República Dominicana</i>), or Law No. 76-02. • Law on Cybercrimes and Misdemeanors (<i>Ley Sobre Crímenes y Delitos de Alta Tecnología</i>), or Law No. 53-07. • Decision No. 2043-2003 of the Supreme Court of Justice. • Decision No. 0200-13 of the Constitutional Tribunal (<i>Tribunal Constitucional</i>).
Scope of our obligations	<ul style="list-style-type: none"> • Delivery of data records to Competent Authorities. • Real-time geolocation of mobile devices. • Interception of private communications. • Real-time interception of telecommunications. • Discontinuance of service upon court order.
Competent Authorities	<ul style="list-style-type: none"> • Public prosecutors and ancillary agencies.

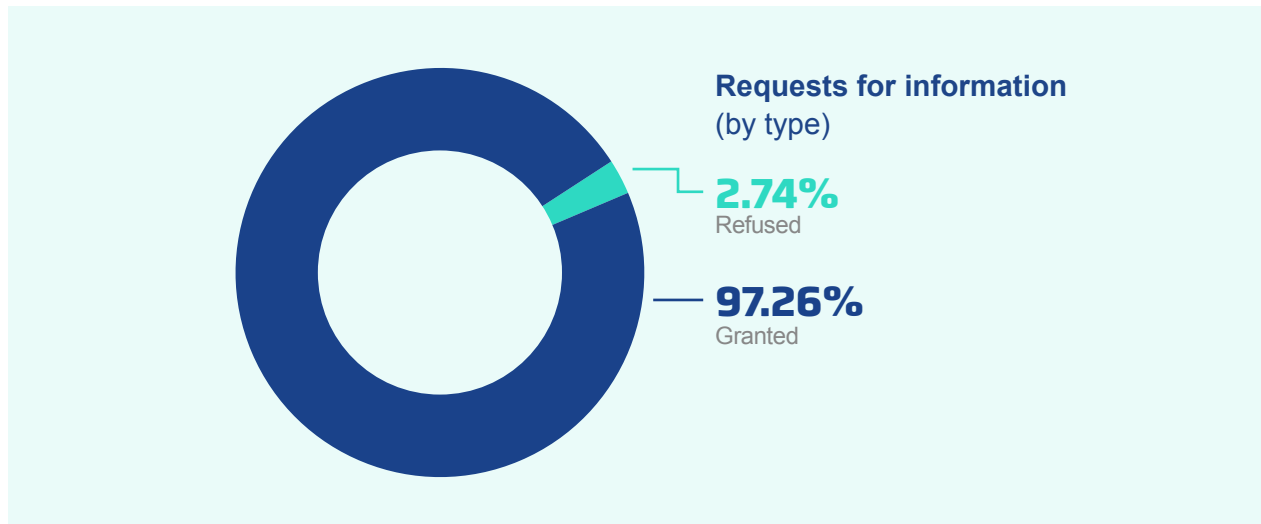
¹⁰This region encompasses our operations in Puerto Rico and the Dominican Republic.

BRAZIL	
Statutes relating to our cooperation obligations	<ul style="list-style-type: none"> • Constitution of the Federated Republic of Brazil (<i>Constituição da República Federativa do Brasil</i>). • Federal Law on Telecommunications (<i>Lei Geral das Telecomunicações</i>). • Brazilian Telecommunications Code (<i>Código Brasileiro de Telecomunicações</i>), or Law No. 4117/1962. • Code of Criminal Procedure (<i>Código de Processo Penal</i>).
Scope of our obligations	<ul style="list-style-type: none"> • Delivery of data records to Competent Authorities. • Real-time geolocation of mobile devices. • Interception of private communications. • Discontinuance of telecommunications services upon a court order.
Competent Authorities	<ul style="list-style-type: none"> • President of the Republic (Executive Branch). • Judicial Branch • Public prosecutors, upon request of the Attorney General. • Police authority or Police Commissioner. • Regulatory agencies.

INFORMATION REQUESTS AND STATISTICS

In 2023, we received a total of 810,956 Requests. This represented an increase in the total number of Requests received of 113% or 430,631 over 2022¹¹.

We granted 97.26% or 788,745 of the total number of Requests we received, and refused for various reasons 2.74% or 22,211 of such Requests.



It should be noted that, in order to preserve the confidentiality and ensure the protection of our customers' personal data and communications, we do not engage in any type of analysis or assessment of the information associated with the accounts or individual lines in respect of which we receive Requests for such information.

The following table contains a breakdown of such Requests by country:

¹¹ Includes our operations in Latin America, only. The European laws on the transparency and publication of information prevent our subsidiaries from disclosing this type of data. Accordingly, the statistical information contained in this Report does not include the Requests received by our European subsidiaries.

MEXICO	
Total	92,418
Granted	92,418
Refused	0

CENTRAL AMERICA:

	COSTA RICA	EL SALVADOR	GUATEMALA	HONDURAS ¹²	NICARAGUA
Total	21,299	10,960	29,390	1,593	357
Granted	21,131	10,960	26,906	1,592	342
Refused	168	0	2,484	1	15

ANDEAN REGION:

	CHILE	COLOMBIA	ECUADOR	PERU
Total	43,950	41,513	7,684	19,627
Granted	41,503	32,889	3,540	16,980
Refused	2,447	8,624	4,144	2,647

SOUTHERN CONE:

	ARGENTINA	PARAGUAY	URUGUAY
Total	106,938	4,794	11,225
Granted	106,497	4,794	11,224
Refused	441	0	1

CARIBBEAN:

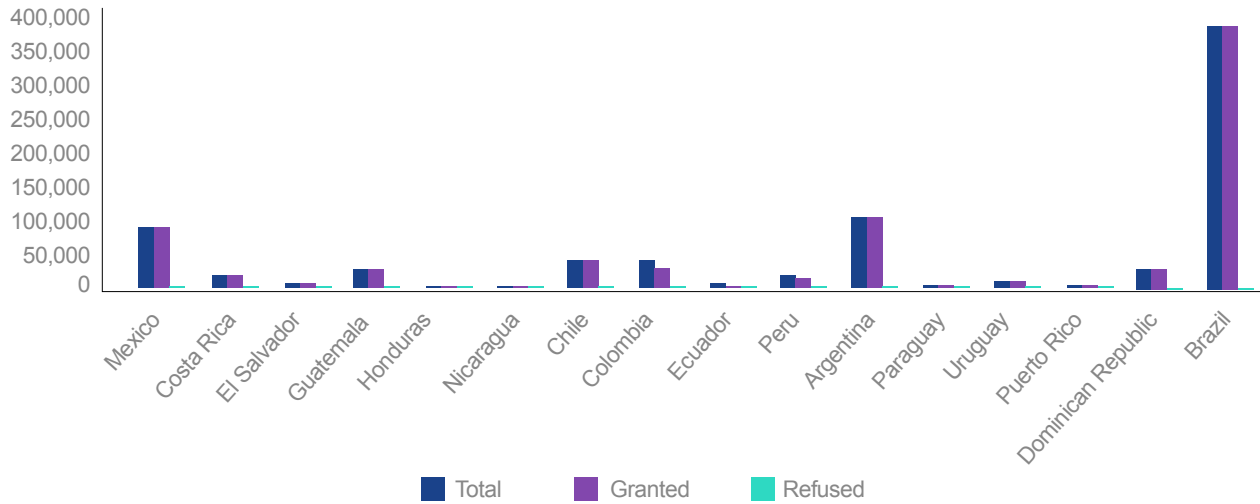
	PUERTO RICO	DOMINICAN REPUBLIC
Total	2,751	27,224
Granted	2,751	26,071
Refused	0	1,153

BRAZIL:

Total	389,233
Granted	389,147
Refused	86

¹² In Honduras, the Competent Authorities did not pick up at our offices the information we had prepared in response to 484 or 30.4% of their Requests.

DISTRIBUTION OF THE REQUESTS FOR INFORMATION



Of the total number of Requests for information that we granted, (i) 83.38% pertained to personal data of our customers (“Stored Data”) and (ii) 16.62% pertained to the gaining of access to communications (e.g., interception of telephone calls, discontinuance of service, real-time geolocation and blocking). The following table contains a breakdown of such Requests by country:

MEXICO	
Stored data	74,400
Access to communications	18,018

CENTRAL AMERICA:

	COSTA RICA	EL SALVADOR	GUATEMALA	HONDURAS	NICARAGUA
Stored data	14,694	10,960	13,036	1,592	342
Access to communications	6,437	0	13,870	0	0

ANDEAN REGION:

	CHILE	COLOMBIA	ECUADOR	PERU
Stored data	30,876	23,893	3,540	16,069
Access to communications	10,627	8,996	0	911

¹³ Upon determining that such Requests were valid.

¹⁴ Defined as the files and records relating to the accounts or which contain personal data of our customers.

SOUTHERN CONE:

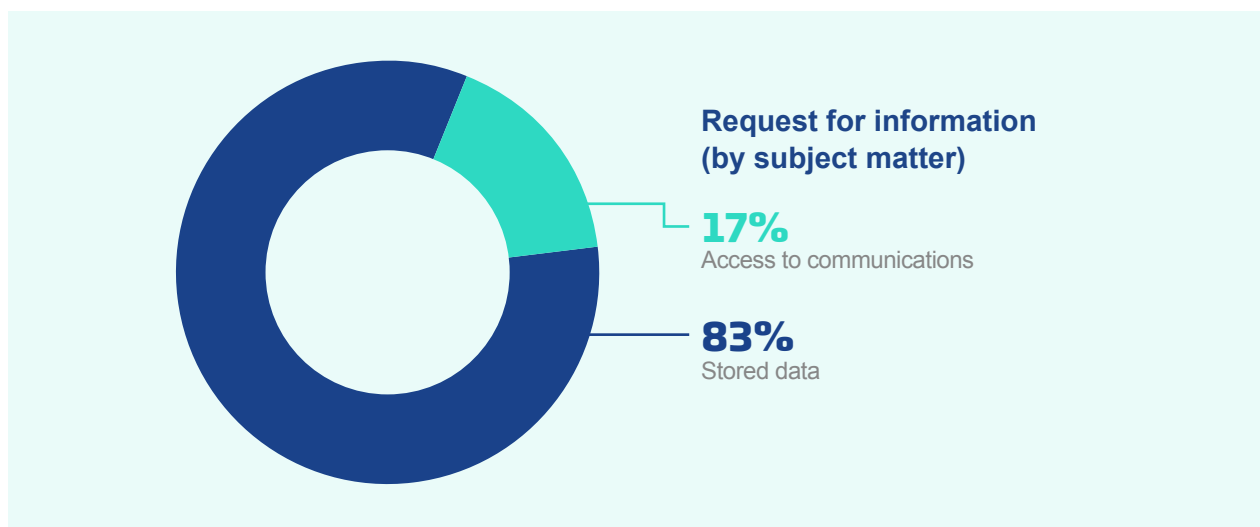
	ARGENTINA	PARAGUAY	URUGUAY
Stored data	94,098	4,623	8,437
Access to communications	12,399	171	2,787

CARIBBEAN:

	PUERTO RICO	DOMINICAN REPUBLIC
Stored data	2,702	13,631
Access to communications	49	12,440

BRAZIL:

	BRAZIL
Stored data	344,744
Access to communications	44,403



Of the total number of Requests for information we received from Competent Authorities¹⁵, (i) 44.2% were issued by security agencies (primarily, police authorities), (ii) 24.6% were issued by members of the judiciary and (iii) 13.7% were issued by the offices of Attorneys General.

The category “Other” refers to independent agencies of the government of the relevant country. In 2023, we granted 100% of the Requests for information we received from these agencies, compared with 99.8%

¹⁵ For ease of reference, we have classified the Competent Authorities according to the branch of government to which they belong. However, our data bases contain detailed information about the identity of the issuer of each Request (e.g., name, etc.), as well as the number of the official document containing such Request.

of the Requests from security agencies, 98.6% of the Requests from judicial authorities and 95.6% of the Requests from entities belonging to the Executive Branch of government. We refused 7.76% of the Requests for information we received from the offices of various Attorneys General after determining that such Requests were not valid.

The following table contains a breakdown of the total number of Requests we received in each of the countries in which we operate and that we granted or refused, by type of Competent Authority.

MEXICO		
TOTAL REQUESTS BY TYPE OF AUTHORITY	Judicial Branch	4,086
	Executive Branch	11,092
	Security agencies	0
	Attorneys General	77,102
	Other	138
	Total	92,418
GRANTED	Judicial Branch	4,086
	Executive Branch	11,092
	Security agencies	0
	Attorneys General	77,102
	Other	138
	Total	92,418
REFUSED	Judicial Branch	0
	Executive Branch	0
	Security agencies	0
	Attorneys General	0
	Total	0

¹⁶ Defined as the government agencies that are vested with law enforcement or oversight powers, such as federal and local police authorities, civil guard forces, etc.

¹⁷ Includes the Requests for information received from public prosecutors in each of the countries in which we operate.

CENTRAL AMERICA:

		COSTA RICA	EL SALVADOR	GUATEMALA	HONDURAS	NICARAGUA
TOTAL REQUESTS BY TYPE OF AUTHORITY	Judicial Branch	21,299	430	0	1,476	356
	Executive Branch	0	0	0	46	0
	Security agencies	0	0	0	0	0
	Attorneys General	0	10,528	29,390	71	0
	Other	0	2	0	0	1
	Total	21,299	10,960	29,390	1,593	357
GRANTED	Judicial Branch	21,131	430	0	1,476	341
	Executive Branch	0	0	0	46	0
	Security agencies	0	0	0	0	0
	Attorneys General	0	10,528	26,906	70	0
	Other	0	2	0	0	1
	Total	21,131	10,960	26,906	1,592	342
REFUSED	Judicial Branch	168	0	0	0	15
	Executive Branch	0	0	0	1	0
	Security agencies	0	0	0	0	0
	Attorneys General	0	0	2,484	0	0
	Other	0	0	0	0	0
	Total	168	0	2,484	1	15

ANDEAN REGION:

		CHILE	COLOMBIA	ECUADOR	PERU
TOTAL REQUESTS BY TYPE OF AUTHORITY	Judicial Branch	507	0	4,433	4,004
	Executive Branch	0	0	0	7,328
	Security agencies	0	0	0	0
	Attorneys General	43,443	41,513	3,251	7,930
	Other	0	0	0	365
	Total	43,950	41,513	7,684	19,627
GRANTED	Judicial Branch	489	0	2,480	3,808
	Executive Branch	0	0	0	5,993
	Security agencies	0	0	0	0
	Attorneys General	41,014	32,889	1,060	6,814
	Other	0	0	0	365
	Total	41,503	32,889	3,540	16,980
REFUSED	Judicial Branch	18	0	1,953	196
	Executive Branch	0	0	0	1,335
	Security agencies	0	0	0	0
	Public prosecutors	2,429	8,624	2,191	1,116
	Other	0	0	0	0
	Total	2,447	8,624	4,144	2,647

SOUTHERN CONE:

		ARGENTINA	PARAGUAY	URUGUAY
TOTAL REQUESTS BY TYPE OF AUTHORITY	Judicial Branch	106,938	300	11,051
	Executive Branch	0	0	0
	Security agencies	0	0	0
	Attorneys General	0	4,494	3
	Other	0	0	171
	Total	106,938	4,794	11,225
GRANTED	Judicial Branch	106,497	300	11,050
	Executive Branch	0	0	0
	Security agencies	0	0	0
	Attorneys General	0	4,494	3
	Other	0	0	171
	Total	106,497	4,794	11,224
REFUSED	Judicial Branch	441	0	1
	Executive Branch	0	0	0
	Security agencies	0	0	0
	Attorneys General	0	0	0
	Other	0	0	0
	Total	441	0	1

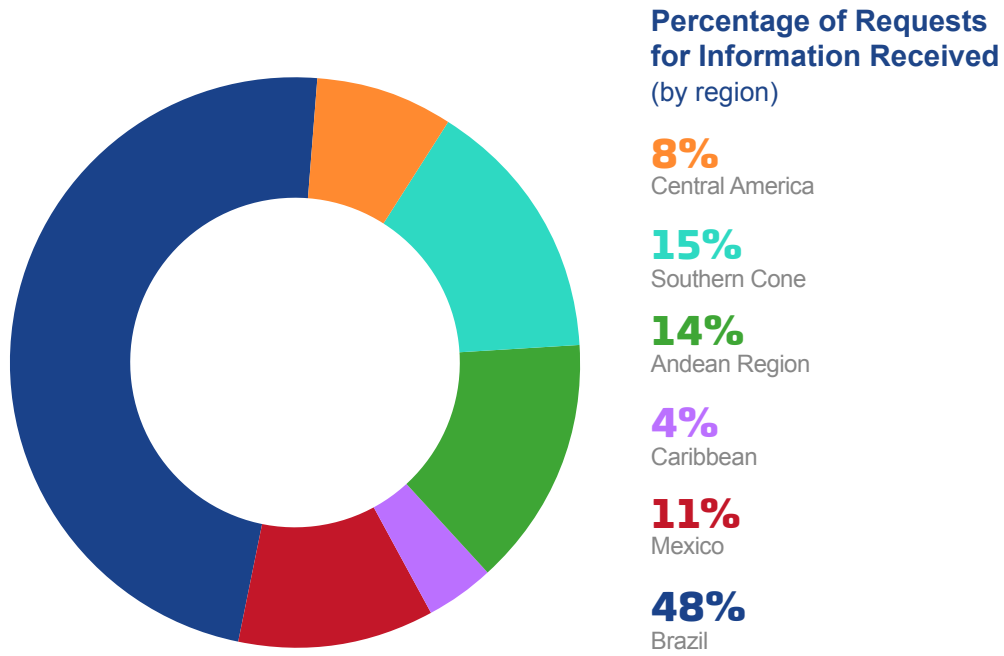
CARIBBEAN:

		PUERTO RICO	DOMINICAN REPUBLIC
TOTAL REQUESTS BY TYPE OF AUTHORITY	Judicial Branch	157	131
	Executive Branch	0	12,620
	Security agencies	2,085	11,423
	Attorneys General	0	0
	Public prosecutors	509	3,033
	Other	0	17
	Total	2,751	27,224
GRANTED	Judicial Branch	157	130
	Executive Branch	0	12,549
	Security agencies	2,085	10,667
	Public prosecutors	509	2,708
	Other	0	17
	Total	2,751	26,071
REFUSED	Judicial Branch	0	1
	Executive Branch	0	71
	Security agencies	0	756
	Public prosecutors	0	325
	Other	0	0
	Total	0	1,153

BRAZIL:

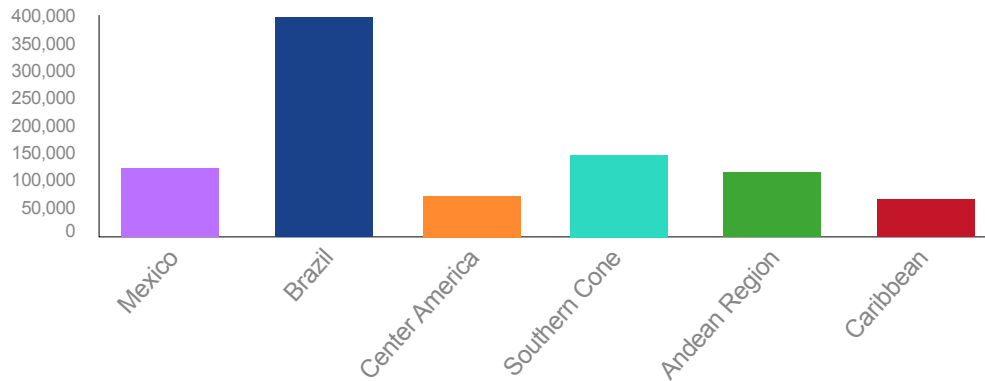
REQUERIMIENTOS TOTALES POR AUTORIDAD		
TOTAL REQUESTS BY TYPE OF AUTHORITY	Judicial Branch	44,489
	Executive Branch	0
	Security agencies	344,744
	Attorneys General	0
	Other	0
	Total	389,233
GRANTED	Judicial Branch	44,403
	Executive Branch	0
	Security agencies	344,744
	Attorneys General	0
	Other	0
	Total	389,147
REFUSED	Judicial Branch	86
	Executive Branch	0
	Security agencies	0
	Attorneys General	0
	Other	0
	Total	86

On a regional basis, in 2023 our subsidiaries in Brazil received the largest number of Requests for information, or 389,233, which accounted for 48.00% of the total number of Requests we received in all of the countries in which we operate, followed by the Southern Cone with 15.16%, the Andean Region with 13.91% and Mexico with 11.40%.



Our operations in Mexico accounted for the largest percentage of Requests for information that were granted, with 100% of the total number of Requests received by such operations, followed by 99.98% in Brazil, 99.64% in the Southern Cone and 84.16% in the Andean Region.

REQUESTS GRANTED



PROVISIONS GENERALLY APPLICABLE TO OUR OPERATIONS IN ALL COUNTRIES

Service Restriction Orders

As a telecommunications carrier, we may be directed by the Competent Authorities to impose access restrictions regarding our network services.

These directives, otherwise known as “service restriction orders” or “SROs,” constitute lawful demands of the Competent Authorities requiring us to take action to prevent or restrict the access to our networks, or to services provided by third parties over such networks, or to block certain specified services, content, URLs or domains.

The telecommunications carriers, directly and through industry organizations such as the GSMA, have been encouraging government authorities to become more transparent about their role in the discontinuance or restriction of access to telecommunications networks and services, and about their legal arguments in support of the adoption of such measures, in an effort to ensure that any limitation on the right to freedom of expression imposed by the laws of their home countries is based solely and exclusively on security concerns, and that any intervention by such authorities is limited in scope and is carried out in compliance with the international laws and principles on the respect of human rights.

We decry the issuance of orders for the imposition of service restrictions in violation of the human rights recognized by the International Bill of Human Rights, the International Covenant on Civil and Political Rights, the International Covenant on Economic, Social and Cultural Rights, and the Ten Principles of the United Nations Global Compact. However, as a telecommunications carrier, we are required to comply with the orders of the Competent Authorities, including those relating to the imposition of service restrictions.

Requisition of Our Operations by Government Authorities¹⁸

The laws of the countries in which we operate authorize the federal government to carry out the requisition of general means of communication, and of the assets, rights and other elements required for their operation, in the event of (1) natural disasters, (2) war, (3) significant disruption of the public order or (4) imminent danger to the national security, the internal peace of the country or the domestic economy, or to ensure the continuity of service.

Under the aforementioned laws, upon any requisition the personnel assigned to the operation of the relevant network must be made available for the duration of the contingency to an administrator appointed by the government, who is responsible for ensuring that the objectives stipulated in the order are met.

¹⁸ Se trata de un acto administrativo por medio del cual, el Estado toma temporalmente el control de las operaciones en una o la totalidad de la red pública de telecomunicaciones de un particular; constituyendo una limitación de la propiedad privada.

Repossession of Frequencies¹⁹ and Public Telecommunication Networks

Under the laws of the countries in which we operate, the federal government may require the radio frequencies that we use under our spectrum concessions or licenses (i) for public interest reasons, (ii) for national security reasons upon request from the President, (iii) for purposes of the deployment of new technologies, (iv) to address interference issues, (v) to comply with the international treaties to which the relevant country is a party, (vi) to reconfigure the radioelectric spectrum or (vii) to ensure the continuity of a public service.

In the event of cancellation of a concession or license due to a requisition, the federal government will determine necessary action to ensure service continuity.

Network Restrictions Within the Prison System.

Under the laws of the countries in which we operate, telecommunications carriers are required to block or restrict access to their networks and services from within penitentiary facilities in order to prevent the inmates' from engaging in wireless communications in furtherance of criminal activities.

In addition, under the laws of the countries in which we operate, telecommunications carriers are deemed to have agreed to cooperate with the Competent Authorities in matters of national security. To such effect, all telecommunications carriers are required to adopt and implement any and all such procedures and technical solutions as may be necessary to preclude the provision, from within penitentiary facilities, of wireless communication services otherwise available to the public.

The following table outlines the types of actions we are required to take in each of the countries in which we operate in the event of a requisition, the repossession of frequencies or in response to SROs from the Competent Authorities:

¹⁹ The repossession of frequencies is the power and authority of the federal government to reclaim all or part of the radio frequencies used by a carrier under spectrum concessions in the events set forth in the applicable laws.

	ARGENTINA	BRAZIL	COLOMBIA	COSTA RICA	CHILE	ECUADOR	EL SALVADOR	GUATEMALA	HONDURAS	MEXICO	NICARAGUA	PERU	PUERTO RICO	PARAGUAY	DOMINICAN REPUBLIC	URUGUAY
Confidentiality	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Imposition of service restrictions	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	NO	YES	YES	YES	NO	YES
Requisition	YES	NO	NO	NO	NO	YES	NO	NO	YES	YES	YES	YES	NO	YES	NO	
Repossession of frequencies	YES	YES	YES	NO	NO	YES	YES	NO	YES	YES	YES	YES	NO	YES	NO	YES
Network restrictions within the prison system	NO	NO	YES	YES	NO	NO	YES	NO	YES	YES	NO	NO	NO	NO	NO	YES
Discontinuance of services as a result of network disruptions	NO	NO	NO	YES	NO	NO	YES	NO	NO	YES	NO	NO	YES	NO	YES	NO
Reassignment of frequencies and public telecommunication networks	NO	NO	YES	YES	NO	YES	NO	NO	NO	YES	NO	NO	YES	NO	YES	NO
Limitation of unrestricted-use rights	NO	NO	YES	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	YES
Domain blocking	NO	NO	NO	NO	NO	YES	NO	NO	NO	NO	NO	NO	NO	NO	NO	YES
State intervention in the information and communications technology industry	NO	NO	YES	NO	NO	NO	NO	NO	YES	NO	NO	NO	NO	NO	NO	YES
Emergencies, commotions or calamities	NO	NO	YES	NO	NO	YES	NO	NO	NO	NO	NO	NO	NO	YES	YES	YES
Content blocking	NO	NO	NO	NO	YES	YES	NO	NO	NO	NO	NO	NO	NO	NO	NO	YES
Cancellation of concessions	NO	NO	NO	NO	NO	NO	NO	NO	YES	YES	NO	YES	NO	NO	NO	YES