



Report Scope

(102-46, 102-48, 102-49, 102-50, 102-51, 102-52, 102-53, 102-54, 102-56)

América Móvil has published a Sustainability Report annually since 2010; it describes our accomplishments regarding our employees, social development, and the environment in a clear and transparent manner in order to enhance our communication with our main stakeholders. This report includes América Móvil's results for the period between January 1st and December 31st 2017.

The report was drafted based on the Global Reporting Initiative (GRI) Standards methodology, using the "in accordance" core option. Unless we state otherwise, we report information corresponding to the 25 countries where we operate, which we have grouped by region.

The content of this report is based on our materiality assessments, our commitment to the UN's 10 Principles of the Global Compact and Sustainable Development Goals, and the methodology suggested by the Sustainability Index of the Mexican Stock Exchange.

Adhering to our commitment to share true and transparent information, Valora Consultores verified several of the indicators included in this report. The scope of the indicators that were subject to verification and the letter issued by Valora Consultores are referenced in the sections entitled GRI Content Index and External Verification Letter.

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MESSAGE FROM THE CEO

(102-14)

IN THE 21ST CENTURY, ACCESS TO TELECOMMUNICATIONS SERVICES AND TO THE INTERNET HAS OPENED UP A WORLD OF DEVELOPMENT OPPORTUNITIES. CONNECTIVITY TRANSLATES INTO EMPOWERMENT: THE MORE CONNECTED A SOCIETY, THE STRONGER IT BECOMES.



**Daniel
Hajj Aboumrads**
CEO
América Móvil

In 2017, at América Móvil we continued to be an agent of change, transforming how we relate to each other, how we do business, and how we interconnect the world with innovating products and services. We contributed to closing the digital divide by investing in a convergent platform and modernizing mobile and fixed networks with state-of-the-art technologies.

Smart phones are currently our best allies in addressing many of our daily needs; they have become our mobile office, bank, store, and source of entertainment. This is why in Mexico and all over the world, connectivity and data traffic have increased significantly over the past few years.

The evolution of our industry compelled us to go beyond telecommunications, paving the way for us to offer integrated digital services. The new digital world ecosystem has allowed us to develop comprehensive solutions based on the interaction between the Internet of Things (IoT), cloud-based services, Big Data services, information analysis, e-commerce, and Over the Top (OTT) services.

Hyper-connectivity and IoT are among the most relevant evolutions ever experienced by telecommunications. Our solid platforms will allow us to meet the growing demands in data traffic and the increase in the volume of transactions we foresee across our networks over the next few years. We will continue to offer the best user experience and connect hundreds of thousands of IoT devices, fostering innovation, growth, and efficiency in our homes, cities, and industries. We will continue to improve the quality of life in our society by offering solutions such as smart homes and cars, health services, education, and on-line entertainment.

At América Móvil we are convinced that connectivity generates empowerment and that the telecommunications sector is a catalyst for development and inclusion in our society. To this end, we are constantly promoting and developing strategies that will enable us to maintain our leadership position in this sector, confirming our commitment to our employees, commercial partners, shareholders, and to the communities where we operate.



Based on our ethical and moral commitment to reducing poverty in the areas where we operate, we worked hand in hand with the Carlos Slim Foundation to eliminate access to information barriers. Through the Aprende.org platform, for example, every person with an internet connection in a rural or urban area can obtain free access to health, educational, cultural, and job-training contents, including programs developed by MIT, Harvard, Berkeley, and the Sorbonne in Paris. This platform currently has more than 11.5 million users in 194 countries.

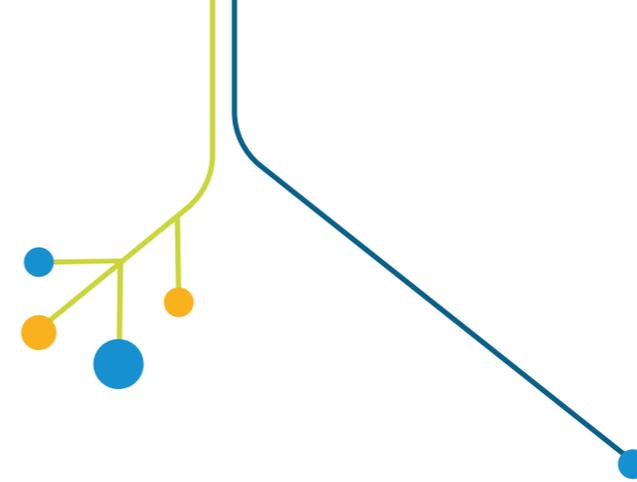
We have also developed a sustainability strategy that includes a risk and materiality assessment, the creation of a Sustainability Executive Committee, and the alignment of our environmental and social programs to the Sustainable Development Goals (SDGs) of the United Nations.

Resulting from these achievements, and many others included in this report, we see a future full of hope and we are convinced that we will continue to contribute to the development of society in those places where we are present.

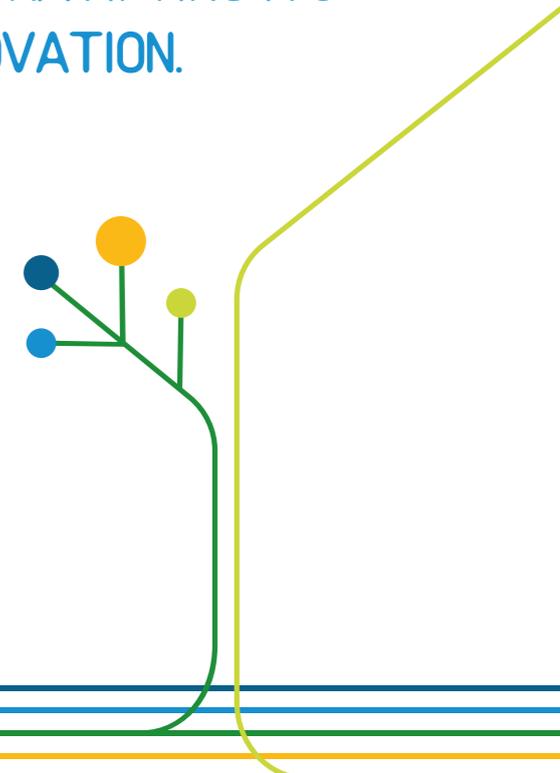
It is with great pleasure that I present the 2017 América Móvil Sustainability Report, where you will find detailed information on our achievements for this year.

We wish to express our appreciation for the trust our investors have placed on us; for the hard work and commitment of our employees, suppliers, and distributors in our effort to continue offering the best telecommunications solutions and services. In particular, we would like to thank our customers for their preference and the opportunity they give us to connect them with the world and with their worlds.

We reiterate our commitment to continue to be an agent of change and transformation for the 21st century by leveraging our strategic telecommunications technologies in order to provide greater well-being for the people.



AMÉRICA MÓVIL INTRODUCED THE INTERNET OF THINGS SOLUTIONS TO LATIN AMERICA, RATIFYING ITS LEADERSHIP IN INNOVATION.

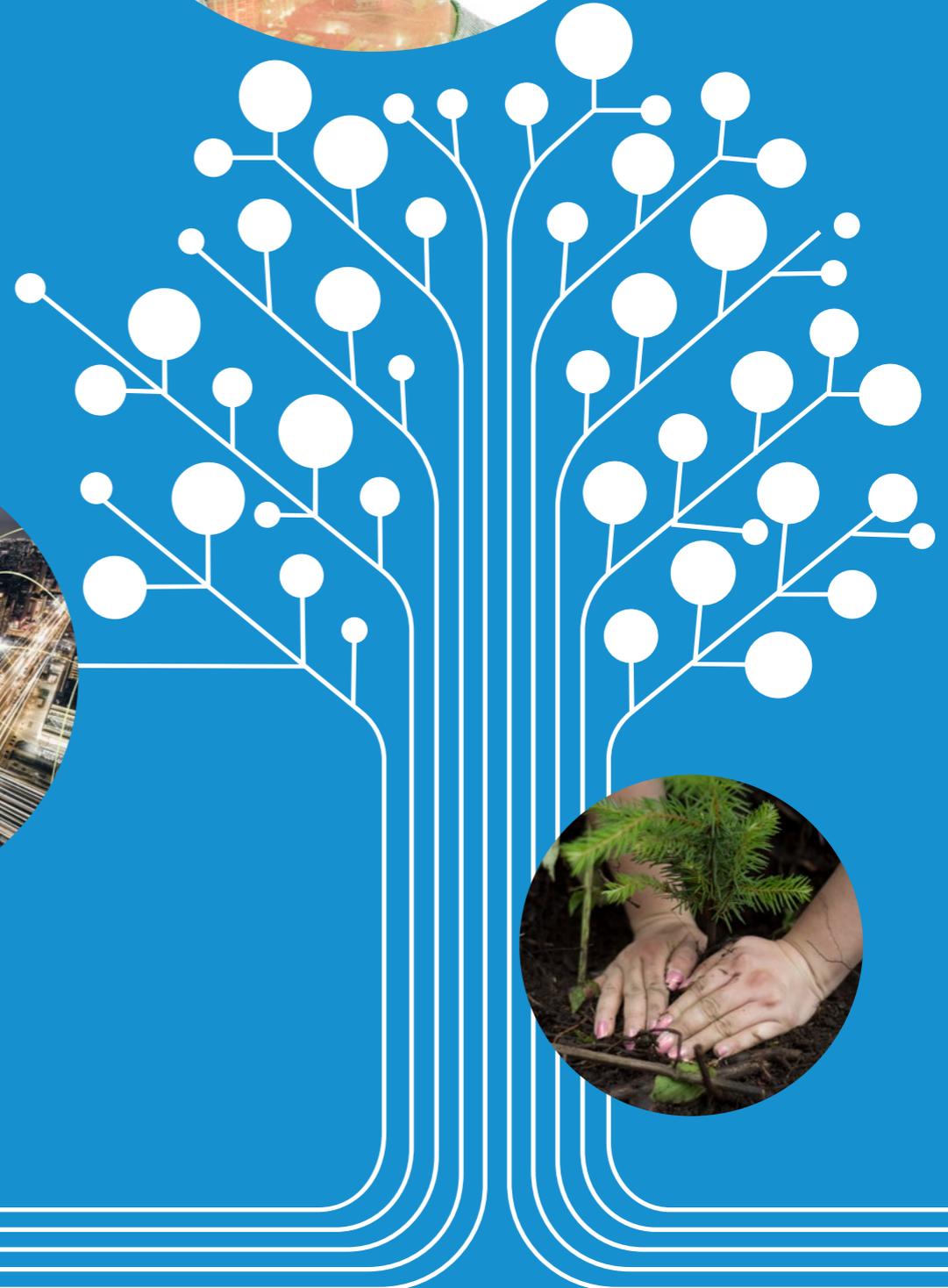


COMPANY PROFILE

AMÉRICA MÓVIL IS THE WORLD'S FOURTH LARGEST TELECOMMUNICATIONS COMPANY—EXCLUDING CHINA—IN TERMS OF WIRELESS SUBSCRIBERS.

Our world-class communications platform allows us to offer our clients a portfolio of value-added services and innovative communications solutions.

We are present in 25 countries in the Americas, Europe, and the Caribbean: Mexico, United States, Brazil, Peru, Colombia, Ecuador, Argentina, Paraguay, Uruguay, Chile, Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua, Panama, Puerto Rico, Dominican Republic, Austria, Belarus, Bulgaria, Croatia, Slovenia, Macedonia and Serbia.



COMPANY PRESENCE

(102-1, 102-3, 102-4)

In Latin America, América Móvil operates under its brands Telcel, Telmex, and Claro. In Europe it operates under the A1 brand, through Telekom Austria.



● Corporate offices

AS OF DECEMBER 31ST 2017, AMÉRICA MÓVIL HAD 362 MILLION ACCESSES: 279 MILLION WIRELESS SUBSCRIBERS, 83 MILLION REVENUE GENERATING UNITS (RGUS) INCLUDING FIXED LINES, BROADBAND, AND PAY TV.

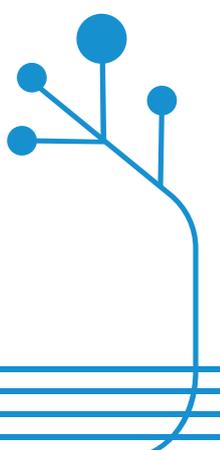
(102-2, 102-6)

MAIN BRANDS AND BUSINESSES IN COUNTRIES WHERE WE OPERATE					
Country or Region	Main Brands	Main Businesses	Equity Stake	Number of Accesses (thousands) ³	Percentage of the operation (millions of accesses)
Mexico	Telcel	● ● ●	100.00%	95,706	26%
	Telmex Infinitem	● ● ●	98.80%		
	Sección Amarilla ²	●	98.40%		
	Telvista	●	90.00%		
Brazil	Claro	● ● ● ●	97.70%	94,926	26%
Colombia	Claro	● ● ● ●	99.40%	36,106	10%
	Telmex	● ● ● ●	99.30%		
Southern Cone					
Argentina	Claro	● ● ●	100.00%	33,099	9%
	Telmex	● ● ●	99.70%		
Chile	Claro	● ● ● ●	100.00%	33,099	9%
	Telmex ²	● ● ● ●	100.00%		
Paraguay	Claro	● ● ● ●	100.00%	33,099	9%
Uruguay	Claro	● ● ● ●	100.00%		
Andean Region					
Ecuador	Claro	● ● ● ●	100.00%	22,117	6%
Peru	Claro	● ● ● ●	100.00%		
Central America					
Costa Rica	Claro	● ● ● ●	100.00%	21,738	6%
El Salvador	Claro	● ● ● ●	95.80%		
Guatemala	Claro	● ● ● ●	99.30%		
Honduras	Claro	● ● ● ●	100.00%		
Nicaragua	Claro	● ● ● ●	99.60%		
Panama	Claro	● ● ● ●	100.00%		

Country or Region	Main Brands	Main Businesses	Equity Stake	Number of Accesses (thousands) ³	Percentage of the operation (millions of accesses)
The Caribbean					
Dominican Republic	Claro	● ● ● ●	100.00%	8,337	2%
Puerto Rico	Claro	● ● ● ●	100.00%		
United States	TracFone	●	100.00%	23,132	6%
	Straight Talk	●	100.00%		
Austria and Eastern Europe					
Austria	A1 ⁴	● ● ● ●	51.00%	26,694	7%
Belarus	A1	● ● ●			
Bulgaria	A1	● ● ● ●			
Croatia	A1	● ● ● ●			
Macedonia	A1	● ● ●			
Serbia	A1	●			
Slovenia	A1	● ● ●			
TOTAL				361,856	100%

- Mobile services
- Fixed-line services
- Pay TV
- Content sales¹
- Others

¹ Includes Claro video and Claro música services and, for Mexico, includes services offered by subsidiaries that are not concessionaires of telecoms services.
² Equity held by Telmex Internacional, in which América Móvil holds a 97.90% stake.
³ Includes our mobile, fixed-line, broadband, and TV subscribers, including DTH.
⁴ In 2017 Telekom Austria AG ("Telekom Austria") announced it would change the name of all its commercial brands in the region to A1.



WE HAVE THE MOST EXTENSIVE SATELLITE SYSTEM IN LATIN AMERICA COVERING MEXICO, THE US, AND CENTRAL AND SOUTH AMERICA.

Infrastructure

(203-1)

At América Móvil, we firmly believe that we need to perform a continuous effort to increase, improve, and incorporate state-of-the-art technology into our infrastructure so that we can continue to offer our customers the best connectivity solutions.

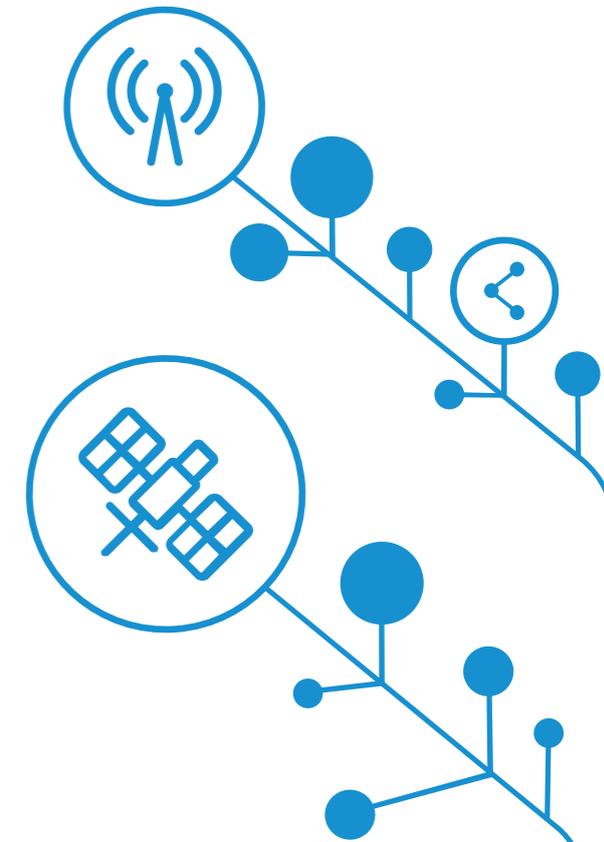
Throughout the year we worked on virtualizing our servers in order to improve our general performance and expand our availability, flexibility and scalability, and to reduce costs. With this, we now have a redundant and resilient network with enough capacity to meet any unexpected increases in demand.

We also continued servicing our Submarine Cable, which has been connecting subsidiaries in the US⁵ and Central and South America since 2014.

The Submarine Cables is more than 168,000 km long and includes a 17,500-km AMX-1 System and 12 landing points.

The transmission capacity of this submarine cable is 90 Tbit/second. When operating at full capacity, the cable is able to process 846 million calls simultaneously, transfer 53 million images per second, and download 2.2 million songs per second. In order to support our complex infrastructure, we have a satellite fleet operated by Star One.

We currently have nine satellites in operation, which makes us the largest satellite system in Latin America, covering Mexico, the US, and Central and South América.



The latest research carried out by the World Health Organization research shows that the probability of exposure to electromagnetic fields from telecommunications base stations having a direct effect on the population's health is low. Nonetheless, at América Móvil we strictly abide by international practices and standards that specify the minimum distance at which base stations should be installed and the power they should radiate, as well as by the laws of every country where we operate.

⁵ América Móvil does not own any mobile telecommunications facilities nor does it hold any mobile spectrum concessions in the US. Instead, we purchase airtime through agreements with mobile service providers and resell airtime to our customers.



IN 2017 WE INVESTED 137 BILLION PESOS TO EXPAND, IMPROVE, AND UPGRADE OUR INFRASTRUCTURE.

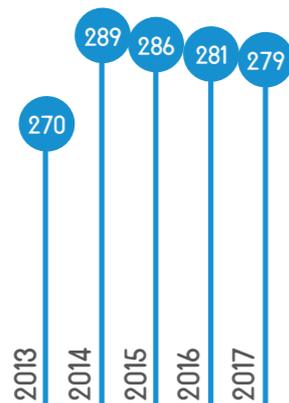
(203-1)

At year-end 2017, we had 815,000 km of fiber-optic cable and 207,243 base stations⁶ with 2G, 3G, and 4G technologies (approximately 65% use 3G and/or 4G technologies).

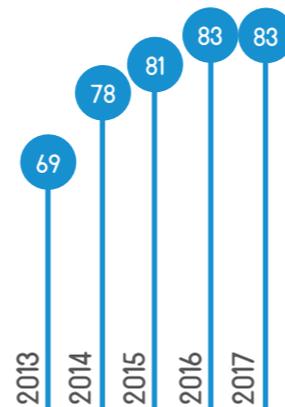
We have 21 Data Centers in nine countries—18 in Latin America and 3 in Austria—to manage the cloud-based solutions we offer.

MILLIONS OF ACCESS LINES

Mobile*



Fixed-lines, Broadband, and Pay TV



* In 2015, we launched a prepaid disconnection policy to automatically cancel lines with no activity within a certain period (established by each operation), which is why since that year we registered a decrease in the number of mobile users.

⁶ In Latin America we have 163,033 base stations.

Data Centers by Country

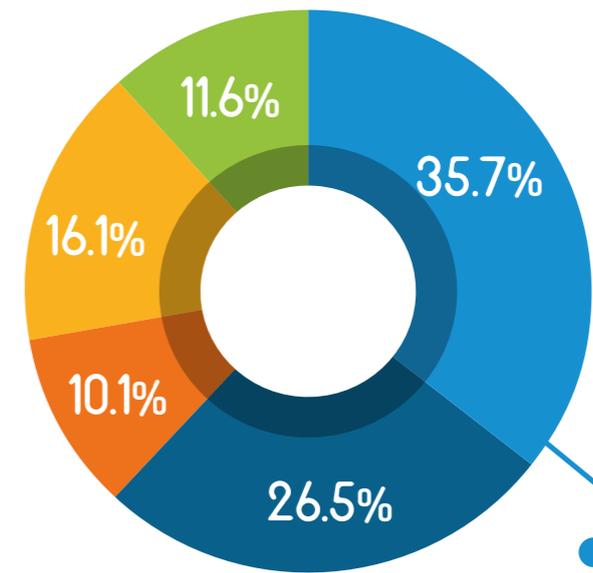


Economic Performance

[201-1]

	2016	2017	
	Million Pesos (MXN)	Million Pesos (MXN)	Million Dollars (USD)
Direct Economic Value Generated	975,412	1,021,634	51,632
Economic Value Distributed	963,333	989,479	50,005
Economic Value Retained ⁷	12,079	32,155	1,627

⁷ Considering that the economic value retained is equal to the annual net profit.



Percentage of service revenues (2017)

- Mobile data
- Mobile voice
- Fixed voice
- Fixed data
- Pay TV

(102-7,102-45)
 Note: For more information on our financial performance, please click here:

Our Mission

Our mission is to ensure that people in every one of the countries where we operate have access to high quality products and services with the latest technologically advanced telecommunications, at affordable prices, in order to bring as many people as we can closer together.

Our Vision

To be the fastest-growing telecommunications company and preserve our leadership in the telecommunications industry.

Our Strategy

To achieve our Mission we implement new strategies to maintain our leadership position in each of the markets in which we operate. We offer our customers innovative products and services of the highest quality and most advanced technology and invest in our networks to optimize their capacity and coverage. We also implement new technologies that allow us to be more efficient, care for the environment, and improve the daily experience of our users.



Our Values and Principles

(102-16)

Our values and corporate ethics principles are the qualities that differentiate and guide us. We always keep them in mind and put them into practice on a daily basis as an essential foundation of our culture of excellence, productivity and leadership.



Honesty

We are committed to maintaining the highest ethical standards. We must act honestly and with integrity at all times. By conducting ourselves with integrity we foster confidence and trust among ourselves and in our relationships with our customers, suppliers, and other business partners. Such conduct also promotes respect towards our organization, which ultimately contributes to the success of our business.



Business Creativity

We foster corporate creativity as a means to provide society with sufficient elements to address the social problems affecting the countries in which we operate, and we put this creativity in practice in our daily activities.



Productivity

We remain committed to improving quality and optimizing our productive processes and controlling costs and expenses by adhering to the highest standards for our industry worldwide.



Optimism and a Positive Attitude

We believe that when faced with adversity, a positive attitude and an optimistic perspective are essential for solving problems.



Compliance with the Law

Our activities are also governed by the applicable laws and regulations in every country where we operate. We strictly abide by and comply with all of these laws, regulations, and rules in effect in each of our markets. We aim to be regarded as a Company that operates in strict adherence to the law. We also abide by our internal policies.



Cost Management

We take care of our company's assets as if they were our own. They are the product of our work, and they are intended for the benefit of our customers and our society.



Social Responsibility

We take on a leadership role to always work in favor of sustainable development in the communities we serve, in diverse issues including education, the environment, health, sports the arts and culture. We are committed to ensuring that our activities foster well-being in these communities.



Sustainability

We use resources rationally in order to strike a balance between productivity, efficiency, and respect for the environment. In this effort, we comply with local and international laws, standards, and best practices.



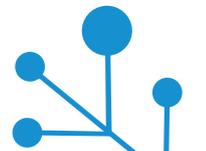
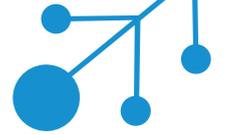
Personal Development

We believe in the unlimited potential for the personal and professional growth of all people. This is why we respect and promote human rights in all of our activities.



Respect

We value all our employees, customers, suppliers and commercial partners. We respect human rights and we treat everyone in the same way. We do not tolerate any form of discrimination, and we are open to the different cultures, customs, and beliefs, all of which add value to our business community.



Our Objectives



Customer satisfaction

- **Increase our NPS.** We monitor our customer satisfaction levels using the Net Promoter Score (NPS)⁸, because satisfied customers are likely to recommend our services.
- **Maintain current CHURN⁹ rate.** We aim to retain our customers' loyalty; by continuously monitoring our CHURN rate where we are able to determine the percentage of customers who drop our service.
- **Improve the quality of our services.** We make investments in network infrastructure to improve our customers' mobile communications and browsing experience.



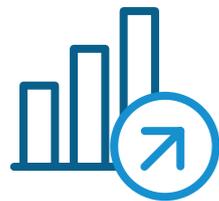
Leadership

- **Retain market share.** Teamwork across all divisions is key to retain our long-standing market leadership.



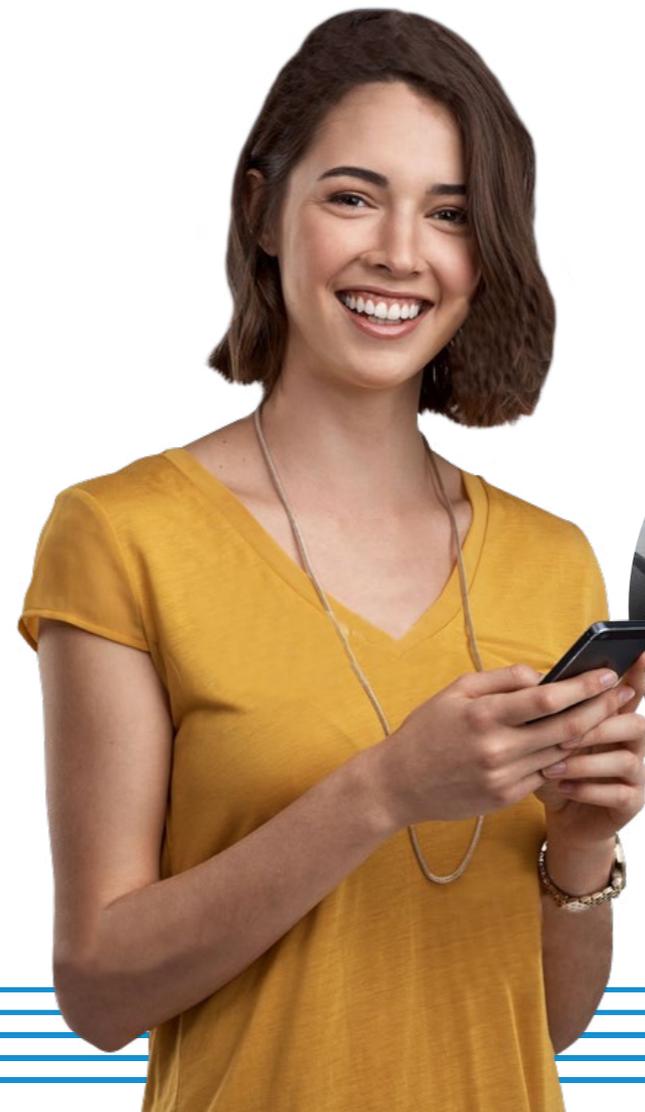
Profitability

- **Keep operations within budget.** We manage our resources efficiently in order to be able to reach our projected results every year.



Growth

- **Increase the number of subscribers.** We believe that the products and services we offer will allow us to attract a growing number of subscribers.
- **Meet our revenue budget.** We continue to innovate and work to identify new opportunities and improve customer service.



⁸ Index that measures the difference between the number of subscribers who recommend our services, and those who don't.

⁹ CHURN rate: the number of mobile subscribers who drop our service during a specific period compared to the number of subscribers at the beginning of the period.

SUSTAINABILITY MANAGEMENT

SUSTAINABILITY MANAGEMENT IS KEY TO MAINTAINING OUR LEADERSHIP IN THE MARKET. ACCORDINGLY, ONE OF OUR MAIN GOALS IS TO PROMOTE ECONOMIC, SOCIAL, AND CULTURAL DEVELOPMENT THROUGH THE BENEFITS AND APPLICATIONS OF THE NEW DIGITAL ERA, AS WELL AS REDUCING THE DIGITAL DIVIDE TO INCLUDE AND EMPOWER THOSE PEOPLE WHO ARE STILL NOT A PART OF THIS ENVIRONMENT.



We applied
28,567 SURVEYS
to assess our materiality
in practically every country
in Latin America where we
operate.



We maintain a constant and
open two-way communication
with our nine stakeholders.



We contribute with our
efforts to
TEN OF THE 17
Sustainable Development
Goals.

AS THE LEADING COMPANY IN THE TELECOMMUNICATIONS INDUSTRY, WE WORK HARD IN ORDER FOR OUR BRAND TO CONTINUE TO BE A SYNONYM OF EXCELLENCE IN THE SECTOR AND IN COMMITMENT TO OUR EMPLOYEES, COMMERCIAL PARTNERS, SHAREHOLDERS AND, IN GENERAL, TO OUR NEIGHBORING COMMUNITIES.

(102-42)

In order to develop the company's sustainability strategy, we followed several methodologies including ISO 26000, SA8000, GRI, and the ten principles of the UN Global Compact, among others.

Based on these methodologies, we began by determining the company's stakeholders and then identified América Movil's materiality. Finally, we called for a meeting of the Sustainability Committee in order to analyze our impact and suggest a series of long-term sustainability goals for the company.

STAKEHOLDERS

- Nine stakeholders identified.
- More than 50 different ways in which to maintain a continuous dialogue.
- Multiple initiatives generated as a result of the feedback we've received.

MATERIALITY

- More than 28 thousand survey questionnaires answered in every country where we operate.
- Meetings with experts in order to identify impacts.
- Alignment of our strategy with the SDGs.

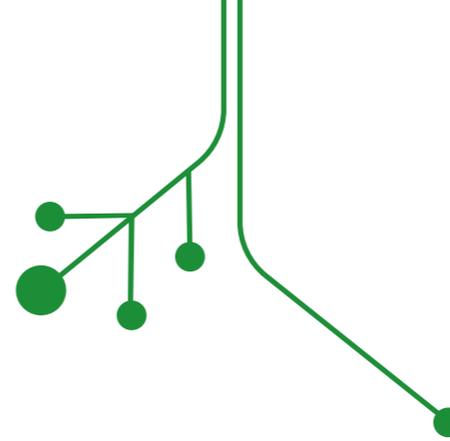
SHORT-TERM GOALS

- Create a Sustainability Executive Committee.
- Top management participation in the Committee and direct report to the CEO.

Stakeholders

(102-40, 102-43, 102-44)

We have identified nine main stakeholders with whom we maintain a constant two-way communication, given their importance for América Móvil. Since our dialogue with these stakeholders is a priority for our company, we have put in place several open communication channels to better understand their expectations and opinions concerning the path our company is on.



STAKEHOLDERS	COMMUNICATION CHANNELS	FREQUENCY	MAIN EXPECTATIONS
Customers	<ul style="list-style-type: none"> • Social networks • Market research • Telephone • Website • Chat • Mobile phone apps • Self-help modules • Suggestion box • Written letters • Blogs 	Continuous	<ul style="list-style-type: none"> • Quality of the service • Follow up on complaints and suggestions • Coverage and connectivity • Competitive costs
Communications media	<ul style="list-style-type: none"> • Corporate communications • E-mail • Press information on website • Telephone • Events • Live meetings 	Continuous	<ul style="list-style-type: none"> • Transparency and accountability • Timely information
Investors	<ul style="list-style-type: none"> • Events and presentations • Quarterly conference calls • Operating and financial reports • Website • E-mail • Telephone • Live meetings 	Continuous / Quarterly / Annual	<ul style="list-style-type: none"> • Transparency and accountability • Timely information • Profitability
Suppliers	<ul style="list-style-type: none"> • Telephone calls • Complaints portal • Live events and meetings 	Continuous / Annual	<ul style="list-style-type: none"> • Transparency and accountability • Health and safety • Supplier development

STAKEHOLDERS	COMMUNICATION CHANNELS	FREQUENCY	MAIN EXPECTATIONS
Employees	<ul style="list-style-type: none"> • E-mail • Telephone • Trade magazines • Manuals • Advertising • Satisfaction surveys 	Continuous / Daily / Monthly	<ul style="list-style-type: none"> • Training and development • Salaries and benefits • Respect for human rights • Code of Ethics • Health and safety
Distributors	<ul style="list-style-type: none"> • E-mail • Telephone • Trade magazines • Manuals • Advertising • Satisfaction surveys 	Continuous / Daily / Monthly	<ul style="list-style-type: none"> • Transparency and accountability • Health and safety
Associations and industry participation	<ul style="list-style-type: none"> • Live meetings • Special events • Information shared by the sector 	Monthly/ Annual	<ul style="list-style-type: none"> • Research and development • Transparency and accountability • Timely information • Promoting best practices
Authorities	<ul style="list-style-type: none"> • Partnerships • Agreements • Live meetings • Information requests • Audits 	Monthly/ Annual	<ul style="list-style-type: none"> • Compliance with the law, regulations, and norms • Managing taxes and contributions • Investment and job creation
Community	<ul style="list-style-type: none"> • Social programs and events • Live meetings 	Continuous	<ul style="list-style-type: none"> • Investment in development projects • Good neighbor • Environmental stewardship

Materiality

(102-21, 102-29, 102-31, 102-47)

In 2017 América Móvil carried out an extensive materiality assessment involving our main stakeholders in every country in Latin America where we operate. We carried out the assessment following the methodology suggested by the GRI Reporting Standards, based on two criteria: the relevance of sustainability issues for all the stakeholders, and their potential impact on economic, social, and environmental issues.

The assessment was carried out in four stages:

1. Developing the surveys

The surveys were carefully developed to include relevant issues concerning social, environmental, economic, and operational issues selected based on their impact and on América Móvil's maturity in terms of the indicators established by the GRI, RobecoSAM, and the UN Sustainable Development Goals.

2. Applying the surveys

We surveyed 28,567 people in practically every Latin American country where we operate, primarily online, with internal stakeholders: Board members, top management, and employees; and with external stakeholders: academia, NGOs, associations, chambers, authorities, corporate customers, mass customers, communities, distributors, investors, press, and suppliers. Additionally, in-person

surveys were also conducted with employees at several of the Telcel Customer Service Centers in Mexico.

3. Analyzing the impact

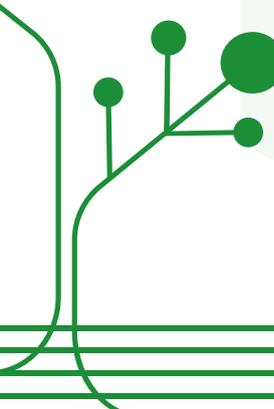
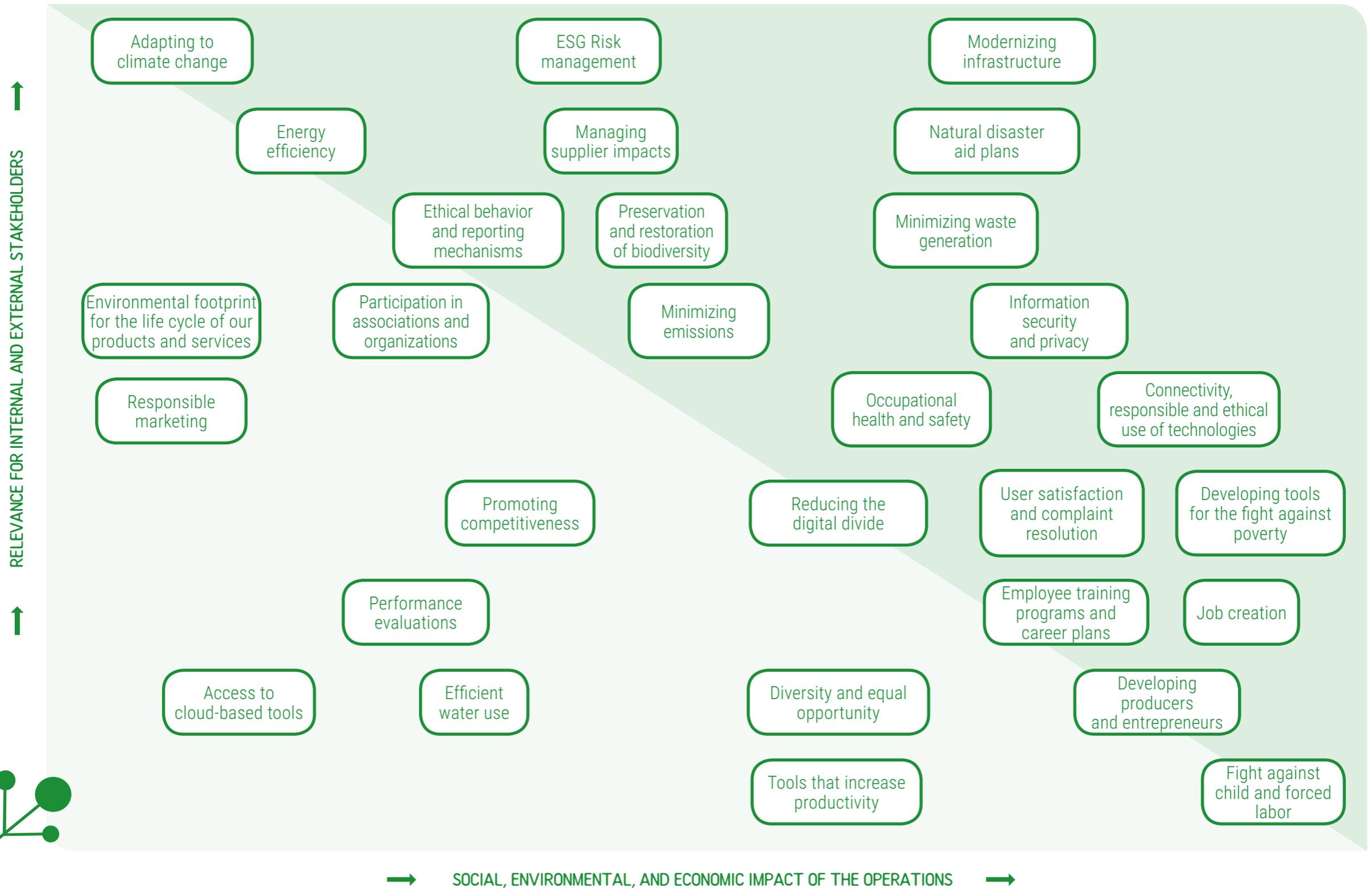
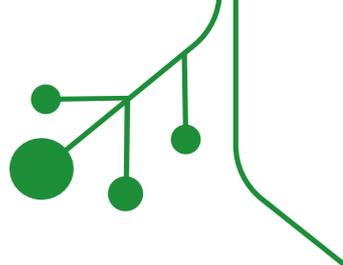
We carried out an exercise with América Móvil experts and members of the Sustainability Committee during which we analyzed the most relevant indicators for our operations. In this way we were able to assess the potential social, environmental, and economic impacts of the issues included in the survey.

4. Determining the material issues for América Móvil

The following page shows a graph of the results of the materiality assessment:

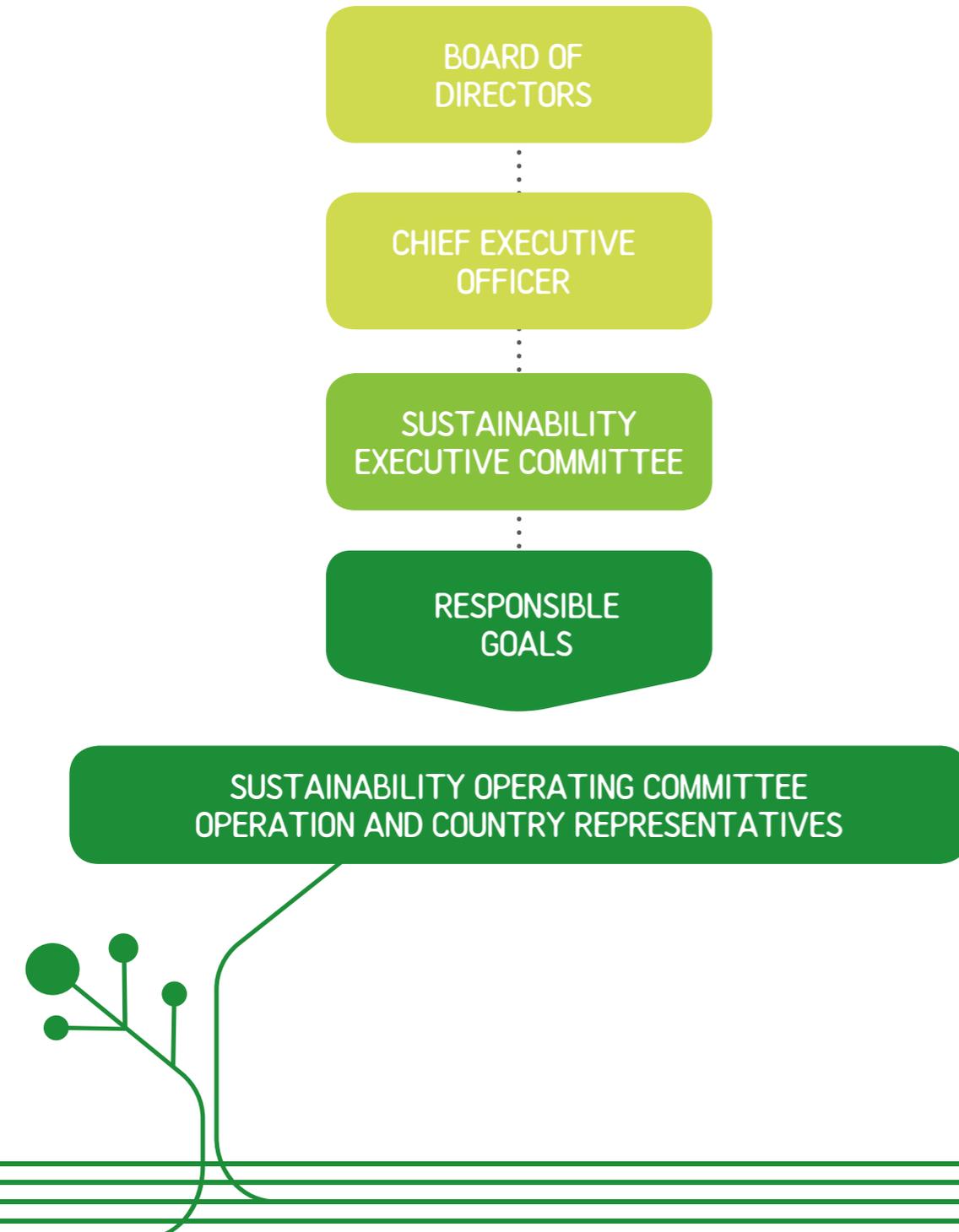


Besides participating in the assessment described herein, Austria and Peru made an additional effort to obtain more detailed information on their own operations. In Austria they interviewed 6 external experts and conducted 700 online surveys with their main stakeholders: customers, suppliers, communications media, NGOs, universities, people in the industry, as well as with company employees and executives. In Peru they carried out 16 one-on-one interviews and two focus groups with 24 commercial advisors in addition to a Customer satisfaction survey.



The Sustainability Executive Committee issues recommendations to the CEO, who in turn reports to the Board of Directors.

To establish and achieve our goals, we have a Sustainability Operating Committee, constituted as follows:



Sustainability Executive Committee

(102-18, 102-19, 102-20, 102-26)

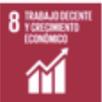
The main goal of the recently created Sustainability Executive Committee is to define the strategy needed to strengthen our company's performance in sustainability by establishing long-term goals. To achieve this, the Committee must:

- Design mechanisms to adjust the strategy and its goals or objectives to the operating level.
- Assign responsible parties to achieve the goals or objectives and oversee compliance.
- Facilitate compliance with the goals or objectives.

United Nations Global Compact

Since 2016 América Móvil and its subsidiaries have adhered to the UN Global Compact which strives to implement 10 universally accepted principles to promote sustainable development within companies.

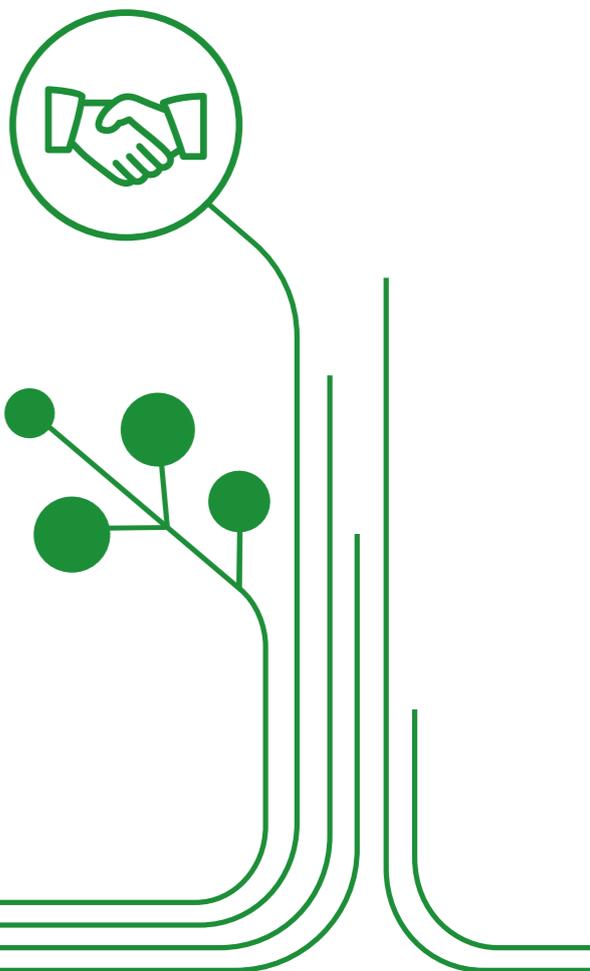
Since then, every member of the sustainability committees in our subsidiaries and some of our main suppliers have participated in several online training sessions offered by this initiative whose ultimate goal is to offer us the tools we need to observe and preserve the 10 Principles in our operations.

SUSTAINABLE DEVELOPMENT GOAL	AMÉRICA MÓVIL PROJECTS AND ACTIONS WITH A HIGH IMPACT ON THESE GOALS
	<ul style="list-style-type: none"> • Aprende.org, page 61 • Train for the job, page 63 • Internet for all project, page 71
	<ul style="list-style-type: none"> • Our employees, page 35 • Aprende.org, page 61
	<ul style="list-style-type: none"> • Work benefits, page 38
	<ul style="list-style-type: none"> • Continuous improvement, page 43 • Digital customer service channels, page 51 • Research and development, page 57 • Infrastructure, page 8 • Single RAN project, page 83
	<ul style="list-style-type: none"> • Accessibility, page 58 • Internet for all project, page 71 • Aprende.org, page 61
	<ul style="list-style-type: none"> • Volunteering, page 65 • Social development projects, page 67 • Aid in natural disasters, page 72
	<ul style="list-style-type: none"> • Value chain, page 54 • Disposal of handsets and accessories, page 85
	<ul style="list-style-type: none"> • Renewable energies, page 79 • Initiatives to reduce emissions, energy consumption, and fuel consumption, page 81 • Inverse logistics project, page 85 • Disposal of handsets and accessories, page 85
	<ul style="list-style-type: none"> • Conservation of biodiversity with the WWF-Telmex Telcel Foundation Alliance, page 87
	<ul style="list-style-type: none"> • Conservation of biodiversity with the WWF-Telmex Telcel Foundation Alliance, page 87

UN Sustainable Development Goals

The 2030 Agenda on Sustainable Development, established by the UN in 2015, includes 17 Sustainable Development Goals aimed at aligning the actions of countries, societies, and companies with several common goals: end poverty, protect the planet, and ensure prosperity for all.

The América Móvil joint efforts contribute to ten of the 17 Sustainable Development Goals. We carried out specific actions to have an impact on those goals to which we can contribute the most given the characteristics of our company.



CORPORATE GOVERNANCE

(102-5, 102-19, 102-22, 102-23, 102-24, 102-25, 102-35, 102-36)

AT AMÉRICA MÓVIL WE ARE CONVINCED THAT OUR STRONG CORPORATE GOVERNANCE PRACTICES SET THE FOUNDATION FOR THE COMPANY'S SUSTAINABLE DEVELOPMENT, AND WE CONTINUALLY IMPROVE OUR POLICIES AND EMPLOY NEW TOOLS THAT HELP US MANAGE IT SUCCESSFULLY.



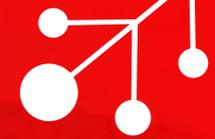
IN 2017 OUR OPERATIONS IN AUSTRIA RECEIVED THE AUSTRIAN AWARD FOR EXCELLENCE IN THE CULTURE OF COMPLIANCE GRANTED BY BUSINESS CIRCLE, KPMG, AND BAKER & MCKENZIE.

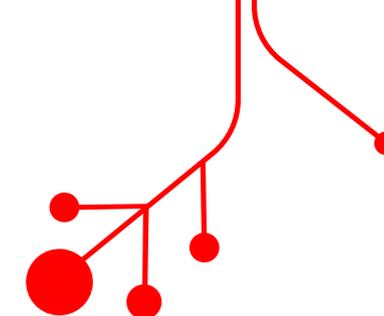


IN COLOMBIA WE HAVE A PERMANENT ETHICS AND COMPLIANCE PROGRAM IN PLACE TO IMPLEMENT DIFFERENT MEASURES THAT ENABLE US TO ENSURE COMPLIANCE WITH THE CODE OF ETHICS AT ALL OUR OPERATIONS.



IN THE U. S. WE CARRIED OUT THE FIRST SURVEY ON ETHICS AND COMPLIANCE, WHICH HELPED US IDENTIFY OUR WEAKNESSES, AND WE WILL IMPLEMENT SEVERAL ACTIONS IN ORDER TO IMPROVE ON THEM.





WE ADHERE TO THE BEST INTERNATIONAL CORPORATE GOVERNANCE STANDARDS, WHICH SERVE AS A BENCHMARK FOR OUR INVESTORS AND BOARD OF DIRECTORS IN THEIR DECISION-MAKING PROCESS.

América Móvil S.A.B. de C.V. is a public variable stock corporation (*sociedad anónima bursátil de capital variable*) organized under the laws of Mexico and of all the countries where we trade or operate. Our shares are currently listed for trading in Mexico, on the Mexican Stock Exchange (BMV:AMX), and in the United States, on the New York Stock Exchange (NYSE: AMX/AMOV).

According to equity ownership reports filed with the U.S. Securities and Exchange Commission (SEC), as of December 31st 2017, our ownership structure stood as follows:

AMERICA MÓVIL OWNERSHIP STRUCTURE

Shareholder	Number of shares (millions)	Percentage of Series ¹
AA shares		
Family Trust ²	10,894	52.9%
Inversora Carso ³	4,381	21.3%
Carlos Slim Helú	1,879	9.1%
L Shares		
Inversora Carso ³	6,020	13.4%
Family Trust ²	5,998	13.4%
Carlos Slim Helú	3,072	6.8%
BlackRock, Inc. ⁴	2,291	5.1%

¹Percentage figures are based on the number of shares outstanding as of March 31, 2018.

²The Family Trust is a Mexican trust that holds AA Shares and L Shares for the benefit of members of the Slim Family. In addition to shares held by the Family Trust, members of the Slim Family, including Carlos Slim Helú, directly own an aggregate of 3,558 million AA Shares and 9,570 million L Shares representing 17.3% and 21.3%, respectively, of each series. According to beneficial reports filed with the SEC, none of these members of the Slim Family, other than Carlos Slim Helú, individually directly own more than 5.0% of any class of our shares.

³Includes shares owned by subsidiaries of Inversora Carso. Based on beneficial ownership reports filed with the SEC, Inversora Carso is a Mexican sociedad anónima de capital variable and may be deemed to be controlled by the Slim Family.

⁴Based on beneficial ownership reports filed with the SEC.

For detailed information on América Móvil's stake in its main subsidiaries and more information on the Corporate Governance structure and how it operates, please view our 2017 Annual Report on Form 20-F at: http://www.americamovil.com/sites/default/files/2018-04/2017-annual-report-on-form-20-f_0.pdf

Our operations and decision-making process are based on our mission, vision, values, and philosophy. Our policies on Corporate Governance ensure that the business is managed under ethics and transparency principles.

We adhere to all governance principles included in the following documents:

- The América Móvil, S.A.B. de C.V. Bylaws⁵
- Our Code of Ethics⁶
- Our Corporate Governance Policies
- Our Control Policies Applicable to Transactions Involving América Móvil Shares and other Securities issued by AMX⁷
- Mexican securities laws and regulations in all the international markets where our shares are traded, including the Mexican Securities Law (*Ley de Mercado de Valores*), the Sole Document for Issuers (*Circular Única de Emisoras*), the internal bylaws of the Mexican Stock Exchange (*Reglamento Interior de la Bolsa Mexicana de Valores*), and the Best Corporate Practices Code (*Código de Mejores Prácticas Corporativas*) published by the *Consejo Coordinador Empresarial*.
- Applicable laws and regulations in every country where we operate.

⁵Our Bylaws are available at <http://www.americamovil.com/sites/default/files/2016-08/bylaws.pdf>

⁶Our Code of Ethics is available at <http://www.americamovil.com/sites/default/files/2018-03/Code-of-Ethics.pdf>

⁷Our Control Policies are available at <http://www.americamovil.com/sites/default/files/2018-03/guidelines-intrading-in-amx-securities.pdf>

At América Móvil, the Shareholders Meeting is our highest governance body. We hold ordinary and extraordinary Shareholders Meetings. Extraordinary Meetings are held to address specific issues such as reforms to the company bylaws, company mergers or divestitures, transforming the legal structure of the company, and cancelling trading of the company's shares on the Mexican Stock Exchange or on any other foreign stock exchange. All other matters need to be addressed during Ordinary Shareholders Meetings.

The Ordinary Meeting must be held at least once a year to discuss (i) approval of the financial statements for the previous year; (ii) name directors, determine their remuneration⁸, and analyze their independence; (iii) determine which members of the Board of Directors will participate in the Audit and Corporate Practices Committee; (iv) approve the sum the company will assign to the share buyback program; and (v) determine the way in which income will be allocated. In addition, any operation that involves 20.0% of the company's consolidated assets or more in a single year, must be approved by the Shareholders Meeting.

The Shareholders Meeting monitors progress on decisions made by the Board of Directors, which includes 14 directors selected by the holders of Series AA and Series A shares, voting together, and by two Board members, who are in turn selected by holders of Series L shares. Carlos Slim Domit is the Chairman of the Board of Directors and Patrick Slim Domit is the Vice-Chairman; neither holds a management position within the company. For more detailed information on the members of the Board of Directors, please view our 2017 Annual Report in Form 20F available at http://www.americamovil.com/sites/default/files/2018-04/2017-annual-report-on-form-20-f_0.pdf

Diversity Policy for our Top Management and Board of Directors

Objective and Scope

In accordance to best corporate practices, the company promotes diversity and recognizes the value of having people of diverse backgrounds occupy positions at different divisions and levels within the company and administrative bodies.

General Principles

Our organizational chart and administrative bodies include professionals in different fields and of varying academic track records, age, and gender who share a strong social commitment and reflect plurality in the views of our stakeholders in relation to the services the company offers.

The selection process for our top management and Board members is based on the merits of each candidate, taking into account the experience, independence, and knowledge base that will contribute to managing the company in an optimal and efficient manner.



⁸ The members of the Board of Directors and the Audit Committee and Corporate Practices Committee received approximately 5.1 million pesos, while the relevant executives received close to 66.7 million pesos during the reporting period.



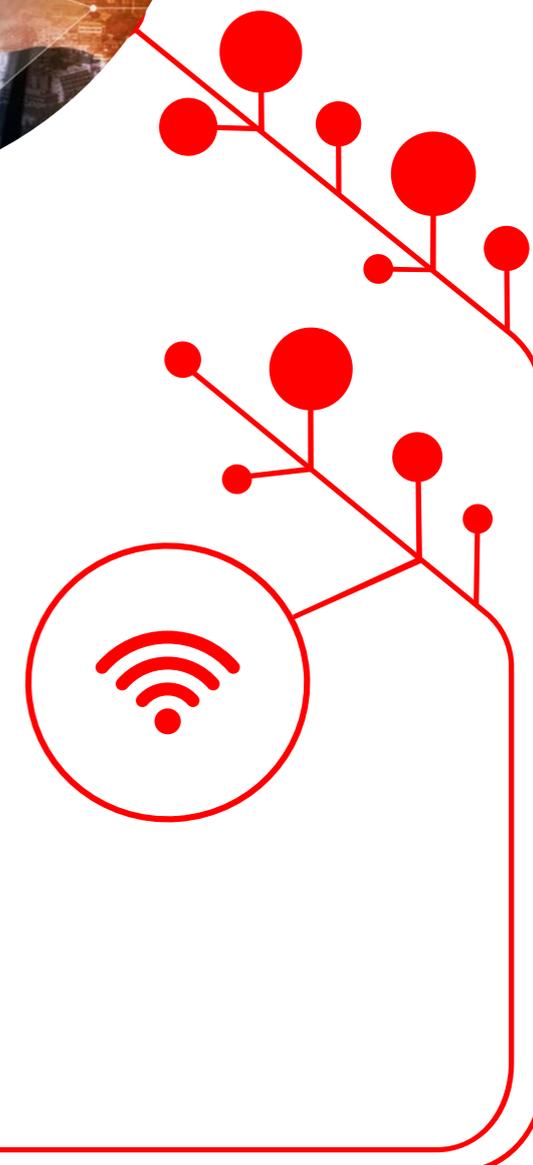
In order to operate optimally, the Board of Directors is supported by two auxiliary committees:

EXECUTIVE COMMITTEE	AUDIT AND CORPORATE PRACTICES COMMITTEE
<p>This committee reports to the Board of Directors. It has the faculty to approve and offer opinions and alternatives to the Board of Directors on certain issues specified in the company bylaws.</p>	<p>Its responsibilities include overseeing the management, guidance, and execution of the company's businesses, for which it reports on the internal control and internal audit mechanisms applicable to the company and its subsidiaries. Likewise, the Committee analyzes operations with related parties in order to identify potential conflicts of interest.</p>
<p>The current members are Messrs. Carlos Slim Domit, Patrick Slim Domit and Daniel Hajj Aboumrad.</p>	<p>Consists of Messrs. Ernesto Vega Velasco (Chairman), Rafael Moisés Kalach Mizrahi, Pablo Roberto González Guajardo and Carlos Bremer Gutiérrez; all being independent members.</p>

The functions carried out by the Board of Directors and its Committees are subject to an ongoing review by our shareholders. The securities regulations currently in force and applicable to our company in Mexico establish the basis upon which the Board of Directors is obligated to report to the shareholders in order for them to be able to review and evaluate decisions made during the fiscal year. América Móvil is also obligated to present annual reports on the main activities of the Board of Directors and the Audit and Corporate Practices Committee to the Mexican Banking and Securities Commission (Comisión

Nacional Bancaria y de Valores), which publishes the reports on its website.

Our Internal Audit division is responsible for performing three main audits: a Risk Management Audit that reviews several operating processes, as well as the integrity of our operations and how they are performing; a SOX Audit, which ensures that we are meeting with the requirements of the Sarbanes-Oxley Act and that our public financial information is accurate; and Special Audits, whose goal is to offer support to different divisions within the company to review a specific process or activity.





Ethics and Human Rights Management

(102-17, 205-2, 412-2)

At América Móvil all our actions are based on our values. We view this to be essential to ensuring the continuity of our operations and constitutes our culture of integrity. Aware of the importance of respecting and adopting the values and principles of our company, in 2017 we upgraded our Code of Ethics, whose goal is to serve as an ethical guide for the decision-making process. It also establishes the obligations of every América Móvil employee: to read and understand the Code of Ethics, comply with its principles, behave in an ethical manner, and report any deviations from the Code.

The respect for human rights is at the core of our behavior, since we are convinced that it has become increasingly more important for companies that operate worldwide to be attentive to the effect their actions can have on the protection of these rights. All our operations are obliged to know and apply our Human Rights Policy⁹, which is based on the UN's Universal Declaration of Human Rights, the Declaration Related to the Fundamental Labor Rights adopted by the International Labour Organisation

(ILO), and the Guiding Principles on Business and Human Rights adopted by the UN. This policy is also aligned with the company's Code of Ethics and with the ten principles of the United Nations Global Compact.

In addition, we promote diversity and inclusion because we are convinced that differences make us all better, help us to understand the needs of the diversity of groups we serve in the markets in which we operate, allow us to widen our opinions and perspectives, and give us the opportunity to be more tolerant and respectful of different points of view and cultures in a globalized world. The goal of our Inclusion and Diversity Policy¹⁰ is to establish the principles, criteria, and guidelines that will ensure a culture of inclusion and diversity in the América Móvil's workplace, offering equal opportunities for all not only in terms of income but also for their permanence and growth within the company.

One of América Móvil's key principles and values is its strong commitment to fighting against corruption. Our Anti-Corruption Policy¹¹ is based on legislation that is applicable to our operations and best international practices. The goal of the policy is to

⁹ Our Human Rights Policy is available at <http://www.americamovil.com/sites/default/files/2018-03/Human-Rights-Policy.pdf>

¹⁰ Our Inclusion and Diversity Policy is available at <http://www.americamovil.com/sites/default/files/2018-03/Inclusion-and-Diversity-Policy.pdf>

¹¹ Our Anti-corruption Policy is available at <http://www.americamovil.com/sites/default/files/2018-03/Anticorruption-Policy.pdf>

ensure that all activities performed by our company or in its name are founded on the ethics and values we are known for, condemning corruption, bribery, fraud, or any other illegal act across our production chain.

América Móvil strictly prohibits giving or receiving bribes, be it directly or indirectly, in cash or in the form of gifts, entertainment, trips, loans, fees, vacation time, job offers, personal services, or any other valuable offering, as clearly described in our policy. We are also committed to adhering to any and all anti-corruption laws in the countries where we operate; comply with all applicable financial information laws and regulations; perform all negotiations, purchases, and financial transactions in adherence to our internal procedures; keep records that can be reviewed by an audit; ensure that all payments we make are exclusively for goods and services offered to our company; adopt internal controls and report any cases in which an employee commits an act of corruption; and promote practices to help in the fight against corruption across our value chain.

In order to improve our reporting channels, we are working on developing a Single Complaints Portal for the

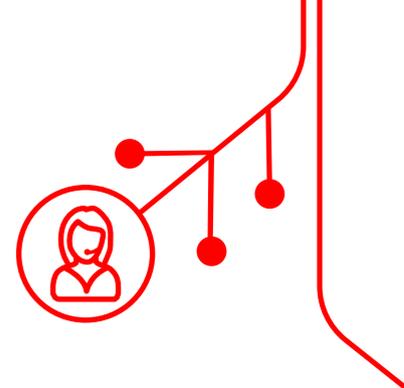
whole company. The website will be officially rolled out during the first quarter of 2018 at every subsidiary and the corporate headquarters.¹² With the launching of the portal we will also announce the integration of a Corporate Ethics Committee, as part of our effort to reinforce the monitoring and research process at the subsidiaries and to make whistleblowers more confident by strengthening confidentiality and anonymity.

Reports can be made on instances of fraud, false or inadequate information, use or disclosure of restricted or limited information, theft, use or inadequate disposal of resources, bribery, corruption, conflicts of interest, extortion, money laundering or illegal payments, as well as other kinds of reports such as damage to the integrity, health or safety of the people, injury to a person's dignity, biased or discriminatory treatment, attacks on freedom of speech, personal data or any other human rights, environmental damage, work-related harassment, or sexual harassment.



WE WORKED ON DEVELOPING A SINGLE COMPLAINTS PORTAL FOR THE WHOLE COMPANY, IN ORDER TO IMPROVE THE MONITORING AND RESEARCH PROCESS AND REINFORCE CONFIDENTIALITY AND ANONYMITY.

¹² The América Móvil Complaints Portal is available at <https://denuncias.americamovil.com>



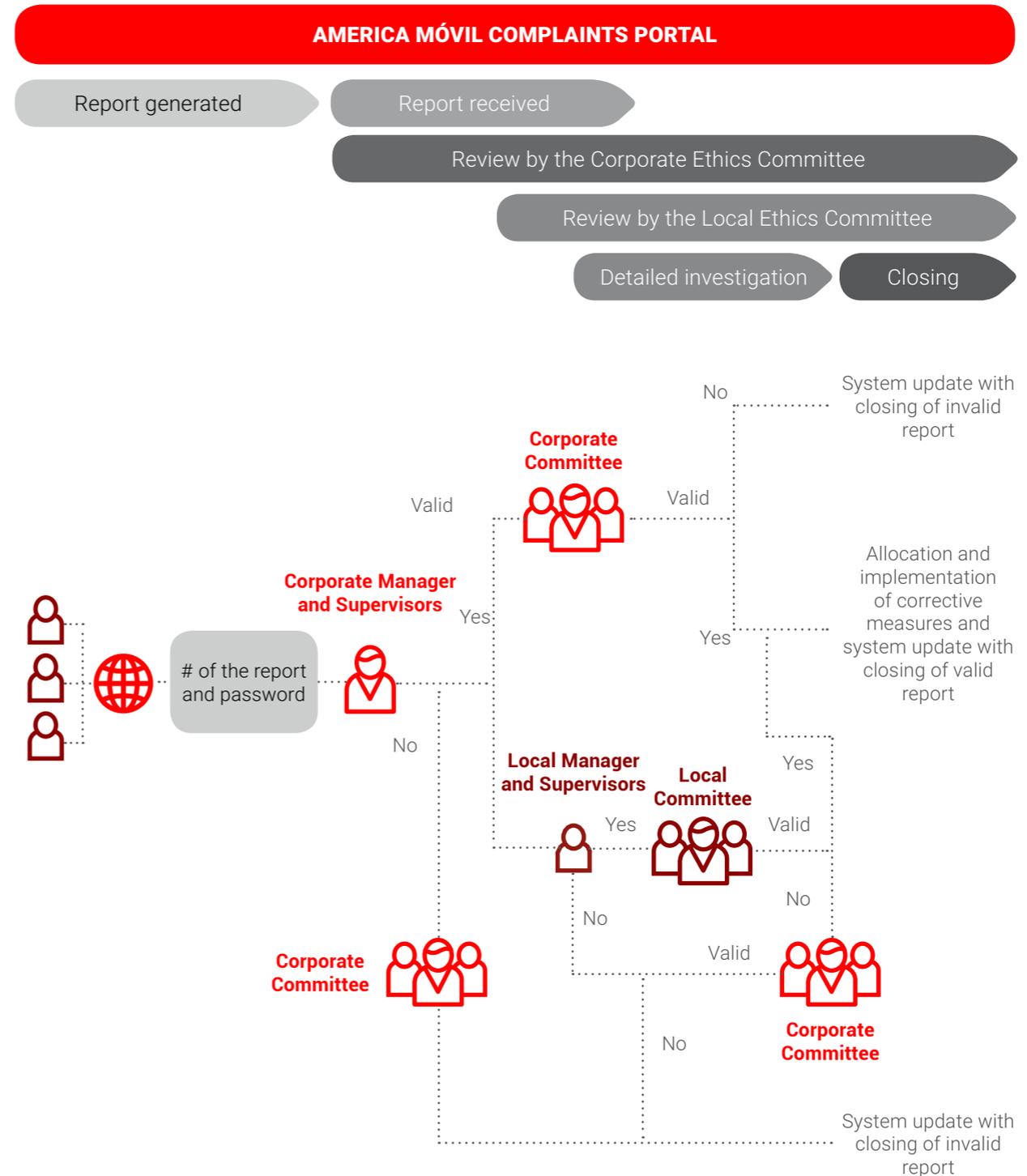
All reports need to be made through the América Móvil Complaints Portal, and whistleblowers can opt to remain anonymous. A report number and password will be generated for each report, and the whistleblower will be able to view the status of the report at any time. Once the report is received, the Corporate Manager standardizes the information and sends it to the country manager if he believes the information is subject to being assessed to determine its validity.

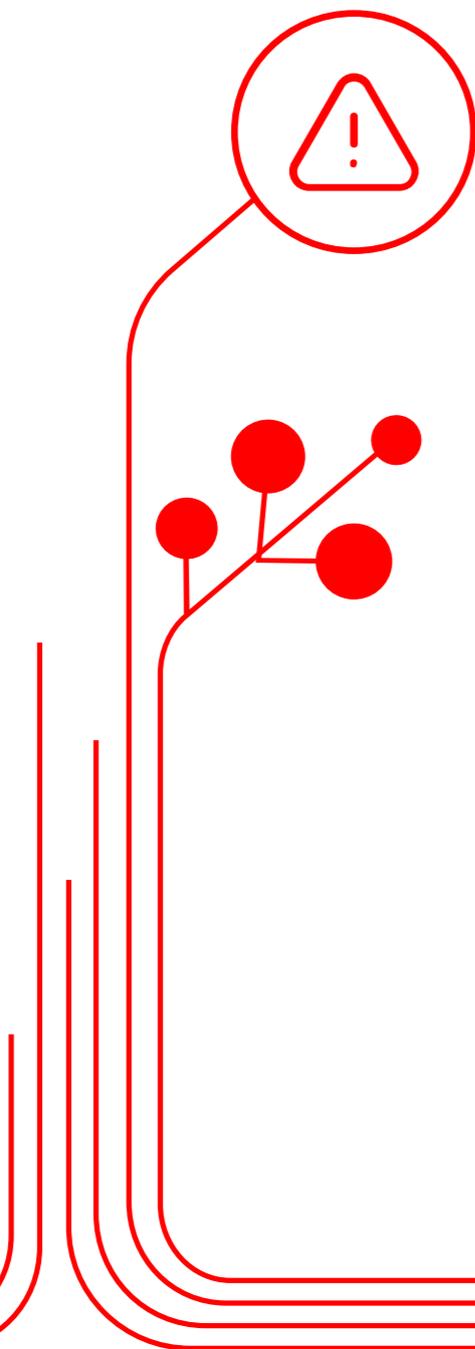
Reports on issues not covered by the Complaints Portal will be rejected. Upon receiving the report, the Country or Local Manager will share it with the Local Ethics Committee and will support the Committee in managing and monitoring the report until it is determined whether it is valid or not. Reports on a member of the Local Committee or any of our top executives, will be assigned to the América Móvil Corporate Committee who will be in charge of responding to it. Reports on the Corporate Committee or the Corporate Manager, will be redirected to the rest of the team, who will be in charge of responding to it. The Ethics Committee will decide the validity

of a report, assigning a deadline and person responsible for carrying out the investigation and, if the report is valid, determine any corrective measures.

Throughout 2018 we will carry out local campaigns to announce the new single reporting channel. However, during the transition period, the Local Manager will continue to process reports received by other means.

In 2017 hundreds of hours were allocated to investigating potential deviations from the Code of Ethics reported through our reporting channels. The corresponding administrative sanctions were applied in those cases deemed valid. For more information on the number of reports received, click here.





Risk Management

(102-15, 201-2)

At América Móvil we are convinced that a prompt detection and management of potential risks allows us to ensure sustainability at our operations. Accordingly we identify potential risks for our operations, including macroeconomic, market, regulatory, environmental, physical, social, and corruption risks. In order to manage and mitigate all identified risks, we carry out measures through internal and external mechanisms, such as a self-assessment of our management and of our Risk, Ethics, Sustainability, and Safety committees, as well as local and corporate internal audits and external audits.

The Internal Audit division assesses risks related to fraud and corruption and identifies processes in the company that are susceptible to them. We classify risks into three categories: corruption, improper use of our resources, and inaccurate or false information.

We have identified certain risks that could have a direct impact on the sustainability of our business, including the following:

- a) Delivery delays from our manufacturers and suppliers.
- b) Changes in regulation that imply increasing renewable sources of energy, with no transition period.
- c) Changes in regulation concerning the allowed limits for greenhouse gas emissions.
- d) Vulnerability of our infrastructure or power outages resulting from natural disasters or climate change.
- e) Pressure from authorities, NGOs, or consumers in the telecommunications industry to share information that could enable a faster response in case of emergency.
- f) Changes in consumer trends to purchase products and services that, in addition to their intrinsic benefits, create environmental and social value, depending on their personal preferences.

For more information on the risks faced by América Móvil, please review our 2017 Annual Report in Form 20-F¹³.

¹³ Form 20-F is available at http://www.americamovil.com/sites/default/files/2018-04/2017-annual-report-on-form-20-f_0.pdf

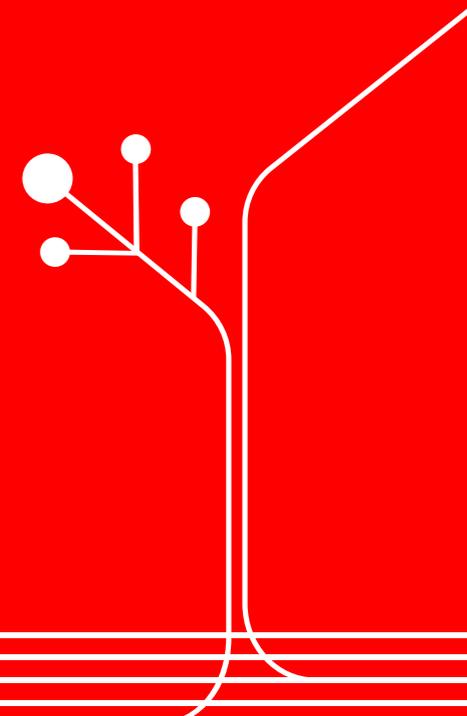
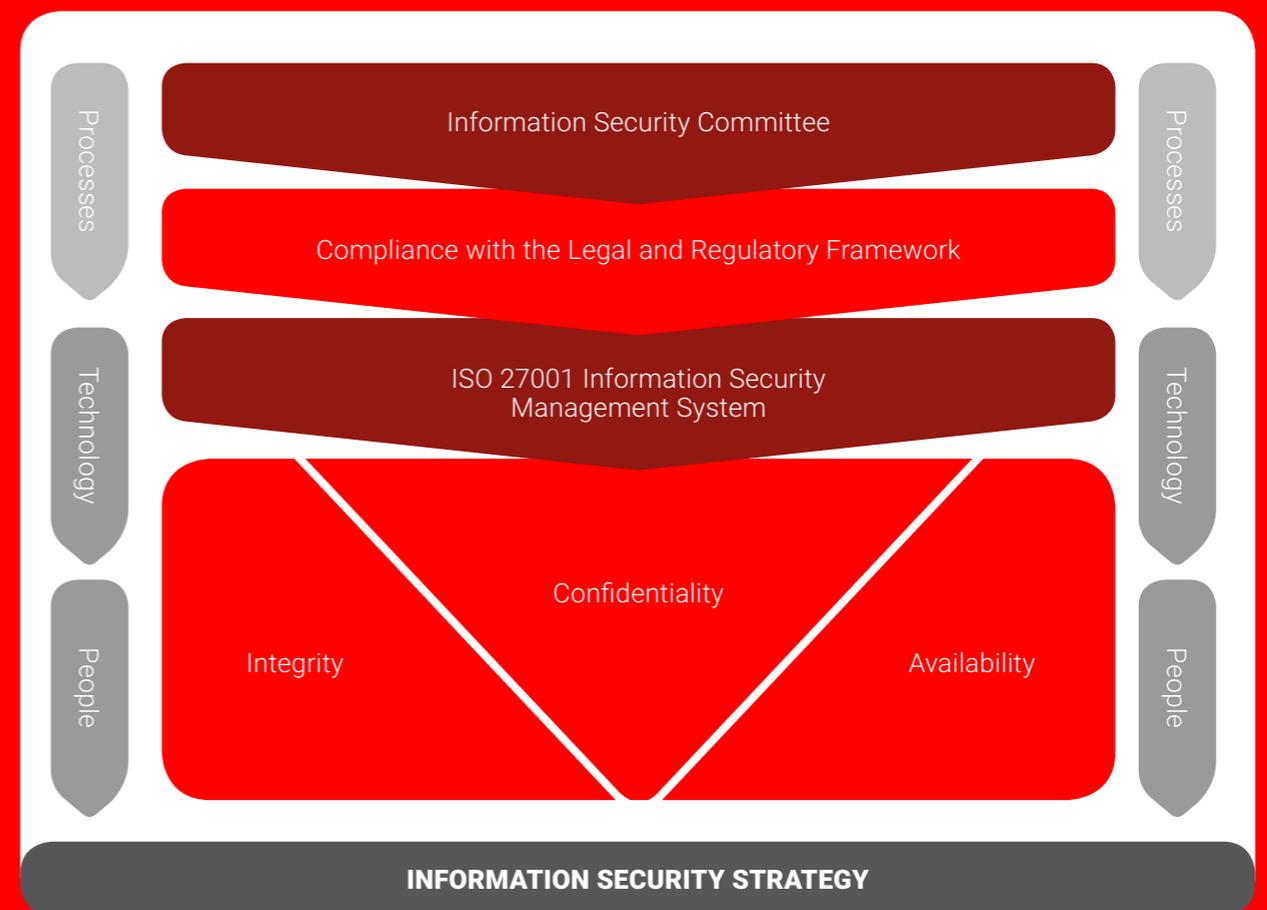
Information Security

Given that América Móvil is committed to preserving information security at all our operations, every year we review and improve our Information Security Strategy. The goal of this strategy is to protect América Móvil's infrastructure and the confidentiality, integrity, and availability of its information from the standpoint of prevention, continuous improvement, and sharing best practices among all the companies in the group. We have two Corporate Information Security Committees in place, one at the executive level and the other at the manager level, and each subsidiary has a Local Information Security Committee. These interdisciplinary committees include employees from different divisions (computer systems, engineering, finances, operations, and maintenance services, among others), and are chaired by the local heads of information security.

Each operation determines the frequency with which these committees meet, except for the América Móvil Managing Committee, which is continually in session.

The functions of the Information Security Committees include the following:

- Adopt information security policies and procedures at the corporate level.
- Establish strategies to comply with the guidelines that contribute to increase confidentiality, integrity, and availability of information assets.
- Implement mechanisms that contribute to complying with best practices to protect information assets.
- Coordinate the assessment and implementation of projects supporting information-security-related activities.
- Oversee plans for communicating security guidelines.
- Analyze security-related incidents to determine solutions and preventive actions.
- Evaluate new and existing infrastructure that supports critical business processes.
- Coordinate the committees of each of the companies in the group.
- Supervise improvement measures in incidents reported by the companies.
- Support other divisions in the process of complying with information security guidelines.

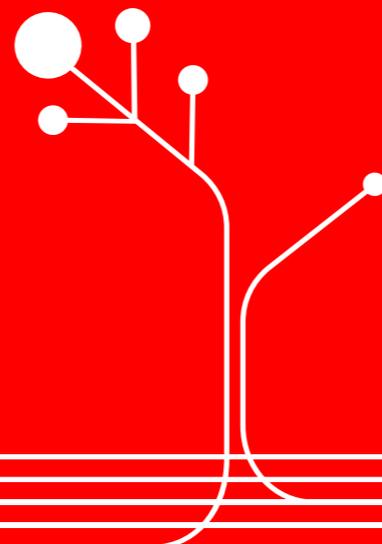


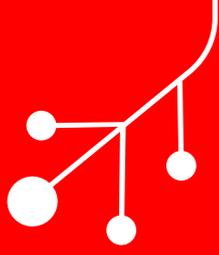
- Coordinate and ensure that all efforts and resources invested in tools, controls, and monitoring are consistent with ensuring availability, integrity, and confidentiality.
- Report to the CEO any incidents that could compromise critical information, as well as the potential impact and remediation plan.

We have a mechanism in place that allows us to communicate alerts in a timely manner to every country. Currently our operations that have an ISO 27001 Safety Management System in place are: in México, the Centro de Operaciones de Redes (NOC) for Scitum and Telmex and the redundant storage service offered by Datacenter Triara; in Colombia, the service of the Centro de Operaciones de Seguridad (SOC), the safety management, installation, and email safety for corporate customers at Datacenter Triara and Telmex Colombia; and in Chile, the placement service offered by Claro Chile. Our goal is to increase the number of ISO 27001 certified companies every year.

América Móvil's General Information Security Policy describes the general guidelines for each country to establish their local regulations and to communicate the policies appropriately so that all employees can have access to them.

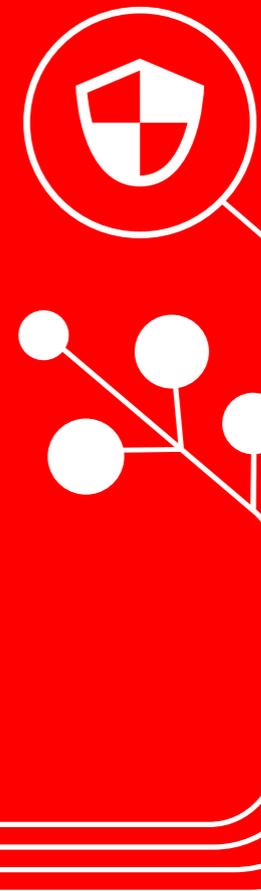
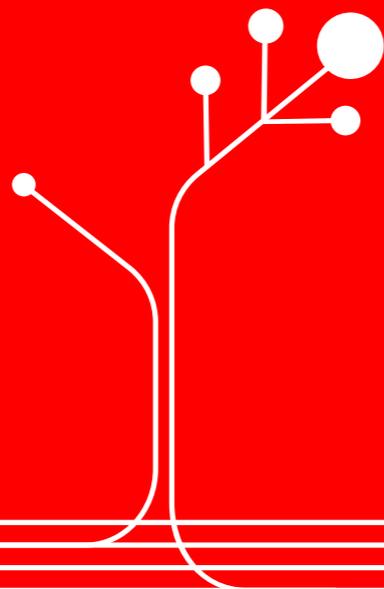
In addition, every country has an annual awareness plan and strategies to ensure that information is made available to all employees. In 2017 we raised awareness among our employees through online and live courses, graphics, e-mail communications, the intranet, and corporate screen savers.





ISSUES ADDRESSED IN THESE EFFORTS INCLUDE THE FOLLOWING:

	MEXICO	BRAZIL	COLOMBIA	ARGENTINA PARAGUAY URUGUAY	CHILE	ECUADOR	PERU	CENTRAL AMERICA	DOMINICAN REPUBLIC	PUERTO RICO
Information Security	X	X	X	X	X	X	X	X	X	X
Identifying and Managing Security-Related Incidents	X	X	X	X	X	X	X	X	X	X
Privacy of Personal Data	X	X	X	X	X	X	X	X	X	X
Identifying and Managing Sensitive Information	X	X	X	X	X	X	X	X	X	X
Secure Storing of Information								X	X	
Networks and Computer Systems	X					X				
Passwords	X	X	X	X	X	X	X	X	X	X
Ransomware, Malicious Code, Identity Theft, Anti-Fraud	X	X		X					X	X
Social Networks - Parent Talks		X		X						
Computer and Safe Desk	X	X				X		X		



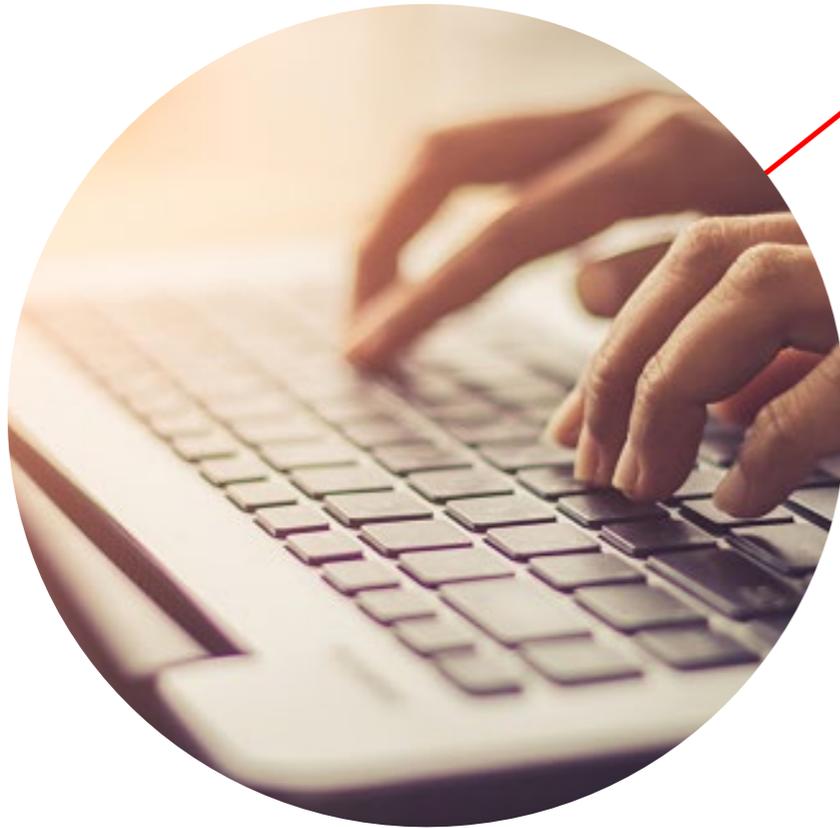
THANKS TO THE PREVENTIVE WORK AND OUR EFFICIENT COMMUNICATION ON POTENTIAL SECURITY ALERTS, WE HAVE BEEN ABLE TO STOP POSSIBLE DAMAGES AND BREACHES IN OUR SYSTEMS. ONE OF THE MOST HOSTILE CYBERATTACKS IN HISTORY OCCURED IN 2017, CAUSING MILLIONS IN DAMAGES TO INNUMERABLE COMPANIES, HOSPITALS, AND SCHOOLS WORLDWIDE. BECAUSE OF THE PREVENTIVE WORK WE HAVE DONE OVER THE PAST FEW YEARS, NONE OF OUR EQUIPMENT OR COMPANIES IN THE GROUP WERE AFFECTED AND WE WERE ABLE TO CONTINUE OPERATING REGULARLY.

Resulting from the outstanding work we have done over the past few years, in March 2017 América Móvil's Manager for Fraud-Prevention and Information Security was named Director of the Governance Group at GSMA.

In order to continue carrying out this work, and to share best practices with the whole group, on July 2017 América Móvil organized the 3rd Information Security Symposium in Santiago de Chile, with the participation of the heads of Information Security from 12 countries in Latin America and the Caribbean where we are present.

OUR OPERATIONS IN PUERTO RICO RECEIVED THE US GOVERNMENT'S USG PARTIES, FEDERAL BUREAU OF INVESTIGATION (FBI), DEPARTMENT OF HOMELAND SECURITY (DHS), AND DEPARTMENT OF JUSTICE (DOJ) RECOGNITIONS FOR CONTINUOUS IMPROVEMENTS IN INFORMATION SECURITY PROCESSES.





Privacy Management

In addition to information security, protecting personal data and privacy in communications are also crucial to preserve the trust and prestige that have characterized our company since it first began to operate. The goal of our Personal Data Privacy Policy¹⁴ is to establish the necessary guidelines for the adequate use of personal information and the physical, technical, and administrative security measures that all our operations, employees, suppliers, and authorized third parties need to comply with.

This is why we have established three main guidelines that will help us achieve those objectives:

- Integrity: Personal information must remain complete and exact, for which we will establish the corresponding measures.
- Availability: Information must be available to its owners or authorized users at the exact moment they need it.

- Confidentiality: Personal data will be used exclusively by authorized personnel who have the necessary justification to use it.

Besides making our Personal Data Privacy Policy publicly known, in order for our employees and stakeholders to know and comply with it, we implement frequent communication, training, and awareness campaigns in order to ensure that everyone is informed and updated on its content.



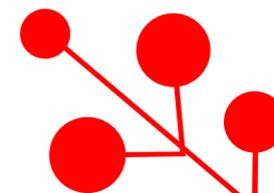
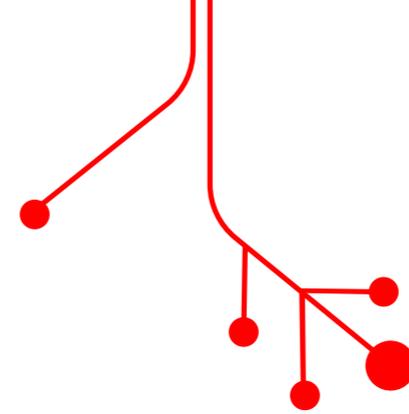
¹⁴Our Personal Data Privacy Policy is available at <http://www.americamovil.com/sites/default/files/2018-03/Privacy-Policy.pdf>

All our subsidiaries comply with the established corporate policies and guidelines related to data protection and privacy of information. The following are among our success stories:

- In 2017 **Telcel México** updated a series of personal data protection and information security policies to ensure that Telcel treats all information in its possession adequately throughout its life cycle. Additionally, Telcel's Personal Data Department carried out periodical training sessions with its internal personnel on issues related to privacy, personal data protection, and information security.
- In **Austria**, all Privacy and Information Security Policies were updated, a Group Data Officer was named, and a Data Protection Division was created in order to ensure information security and privacy for our customers.
- In **Central America** we established an identity-management protocol which automatically manages users from beginning to end of

their relationship with the company, creating a single identity for each of the applications they will gain access to. The company also employs Data Loss Prevention (DLP) technology to monitor five critical operation processes, as we do in other countries.

- In **Colombia** we carried out two training sessions concerning privacy issues: one aimed at all employees and the other for those employees who have access to personal data or are in charge of collecting it. We also created a personal data risk matrix for internal use, whose goal is to implement controls that allow the company to safeguard and monitor its customers' personal data, and we named a Personal Data Protection Compliance Officer.



EMPLOYEES

PROMOTING THE COMPREHENSIVE DEVELOPMENT AND WELL-BEING OF OUR EMPLOYEES CONSTITUTES ONE OF OUR COMPANY'S STRATEGIC PILLARS. IT IS THANKS TO THEIR TALENT, KNOW-HOW, PROFESSIONALISM, AND COMMITMENT THAT WE HAVE BECOME THE GREAT ORGANIZATION WE NOW ARE.



In 2017, América Móvil had
191,851 EMPLOYEES.



80%
of our employees received a
performance evaluation¹.



We offered
41.48
training hours on average per
employee².

¹ Percentage calculation does not include Brazil and Peru.

² Excludes Dominican Republic and Austria and Eastern Europe.

(102-7, 102-8, 102-41, 401-1, 405-1)

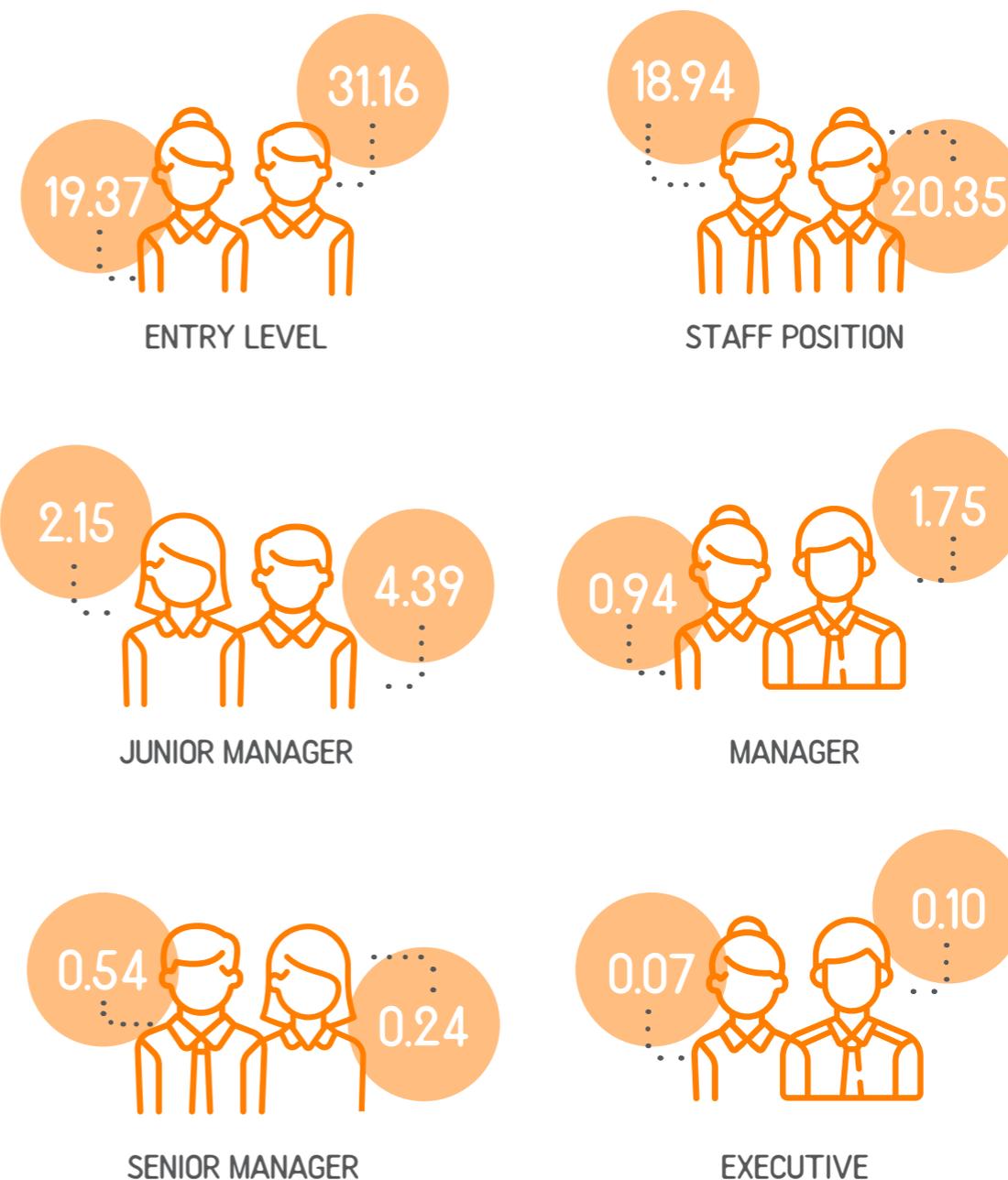
AT YEAR-END 2017, AMÉRICA MÓVIL HAD 173,406 EMPLOYEES 78,910 IN MOBILE SERVICES AND 94,496 IN FIXED SERVICES OF WHICH 43% ARE WOMEN AND 57% ARE MEN. OF THE TOTAL, 98% ARE FULL-TIME EMPLOYEES AND 2% WORK FOR US ON A PART-TIME BASIS.

In addition, we have 18,445 employees in our other businesses. Our employees are at liberty to belong to a Union or engage in collective bargaining agreements in accordance with the applicable labor laws in every country where we operate. 68% of our employees are unionized.

Employees by country or region and gender (percentage)

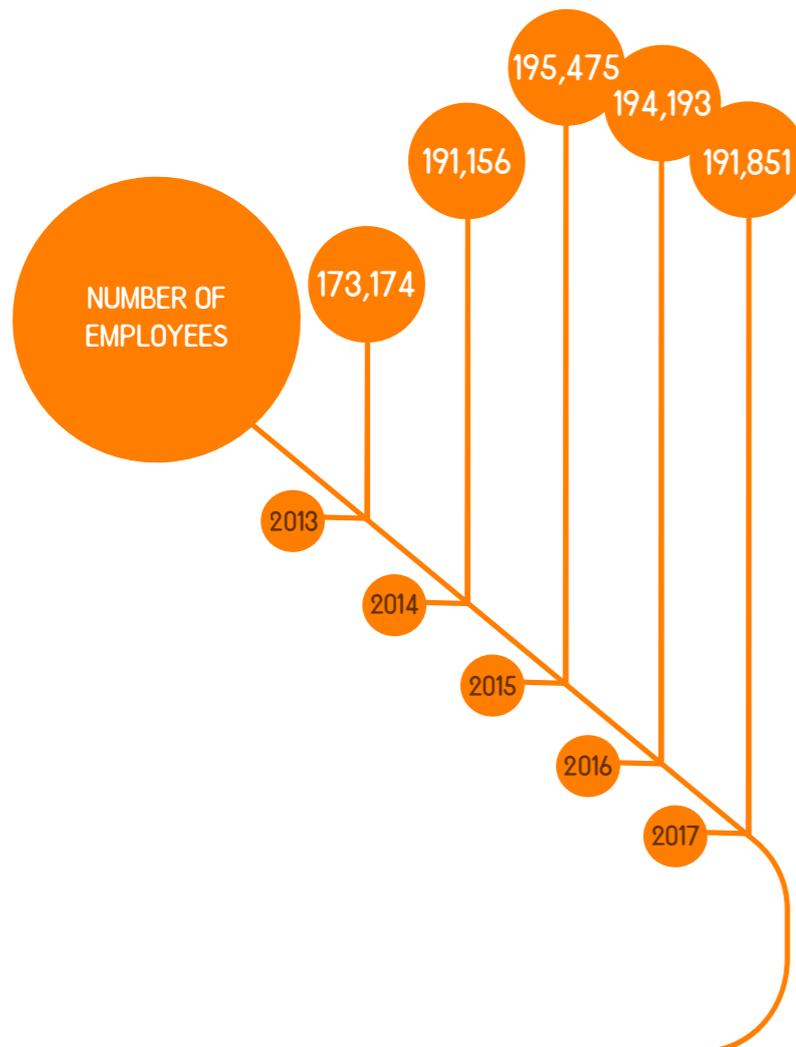
COUNTRY OR REGION	FULL-TIME CONTRACT		PART-TIME CONTRACT	
	Women	Men	Women	Men
Mexico	35.61	62.94	0.56	0.89
Brazil	63.96	36.04	0.00	0.00
Colombia	39.08	52.09	5.23	3.61
Southern Cone	42.35	56.54	0.66	0.45
Andean Region	43.34	55.78	0.44	0.45
Central America	31.90	67.88	0.07	0.15
Caribbean	37.96	59.37	1.16	1.51
United States	44.01	55.99	0.00	0.00
Austria and Eastern Europe	36.10	59.09	2.08	2.73
TOTAL	41.73	56.34	0.89	1.04

Employees by category and gender (percentage)



Percentage of employees by region.

We work year round on efforts to decrease employee turnover. This year we created close to 9,000 new positions across the organization, of which 20% were filled with internal candidates, and our turnover rate was 1.9%.



Hires

COUNTRY OR REGION	NEW POSITIONS FILLED BY INTERNAL CANDIDATES	
	Number	Percentage
Mexico ³	235	7%
Colombia	-	-
Southern Cone	634	81%
Andean Region	103	41%
Central America	589	36%
Caribbean	546	16%
United States	4	15%
Austria and Eastern Europe	-	-

³Only includes Telmex



IN 2017, THE AMÉRICA MÓVIL SUBSIDIARY IN BRAZIL INCREASED ITS MATERNITY LEAVE BENEFIT FROM THE 60 DAYS ESTABLISHED BY LAW TO 180 DAYS, AND PATERNITY LEAVE WAS INCREASED FROM FIVE TO 15 DAYS. IN ADDITION, WE INSTALLED BREASTFEEDING LOUNGES AT TWO OF OUR MAIN UNITS, OFFERING MOTHERS A PRIVATE AREA WHERE THEY CAN EITHER BREASTFEED THEIR CHILDREN OR STORE BREAST MILK UNDER ADEQUATE CONDITIONS, THUS HELPING THEM PROLONG THE LACTATION PERIOD.

We are very proud of everyone who through their commitment and dedication has become part América Móvil's great family; every year we recognize those employees on their successive five-year anniversaries. In 2017 we awarded this recognition to close to 10,000 employees in different divisions and locations.

Work benefits

(401-2)

All our employees receive a fair salary and the benefits stipulated by labor laws in the countries where they work, as well as additional benefits including the following: life insurance, private health insurance, temporary or permanent disability insurance, dental insurance, parental leave, financial aid for purchasing school supplies, preferential prices for purchasing our devices, shuttle service to and from our work centers, financial aid to cover funeral expenses, and paid bereavement leave in the event of a family member death.

When an employee leaves our company, whether it's due to termination, retirement or because they resign voluntarily, in making severance payments we adhere to what is stipulated by law in the corresponding country. In addition, in some countries we offer special transition programs, such as the Career Transition Workshop

from Right Management in the **United States**, in which 8 of our employees participated in 2017.

At Claro **Colombia** we are implementing the process to obtain the Equal Opportunity Seal, issued by the Colombian Ministry of Labor. With the participation of 90% of the employees, this year as part of the process we concluded the assessment and action plan phases. In addition, we started implementing the Success Factors tools, which will help us align, optimize, and accelerate the talent management processes.

In **Chile**, this year we updated all job descriptions and mapped all managing positions.

In **Brazil** we unified the talent management systems in terms of remuneration, compensation, structure, and the approval process for employee movements.

Performance evaluations

(404-3)

In order to promote growth and development for our employees, this year we carried out performance evaluation processes to measure skill development progress and objectives accomplishment, detecting areas for improvement, and promote continuous development.

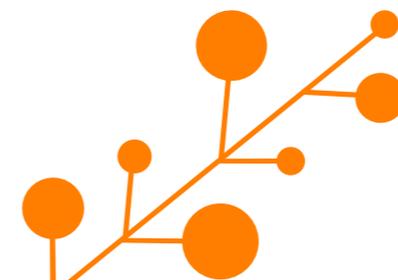
This year in **Chile** we implemented and executed the new Performance Management Model, which includes phases for establishing goals, mid-year follow-up, evaluation of the first semester, and establishing goals for the second semester. We also implemented this model in **Ecuador** and we will continue to apply it throughout 2018.

In **Chile** we also developed and implemented the Performance Management cycle in the Claro People (Claro Personas) digital platform, with 86% of the employees participating in phase 1 and 96% in phase 2.

In **Colombia** evaluations are divided in two segments: performance evaluation, which measures quality and compliance with the functions assigned to each job in all our direct employees, and a development evaluation that measures progress in employee competencies. In 2017, we evaluated 97% of our full-time employees and strengthened the feedback company leaders offer their teams, which helped us identify gaps and carry out action plans aimed at professional and personal growth. By implementing the Objectives and Performance module of the Success Factors platform, we ensured the clear definition of personal goals aligned with the company's general strategy.

Employees who received performance evaluations by region and gender 2017

COUNTRY OR REGION	WOMEN	MEN	Percentage of total workforce evaluated
	Female employees evaluated	Male employees evaluated	
Mexico	20,059	27,328	68%
Colombia	3,499	4,668	86%
Southern Cone	3,302	4,845	100%
Andean Region	1,161	1,497	93%
Central America	3,328	6,809	100%
Caribbean	3,656	5,709	100%
United States	380	477	100%
Austria and Eastern Europe	7,011	11,477	98%



IN 2017 WE CARRIED OUT CLOSE TO 100 THOUSAND 3600⁴ PERFORMANCE EVALUATIONS AND WORK ENVIRONMENT SURVEYS, COVERING 80%⁴ OF OUR EMPLOYEES.

⁴The percentage calculation does not include Brazil or Peru.

Training

(404-1, 404-2)

A key component of the comprehensive development we offer our employees is constant training through different in-person and online tools.

The transformation of América Móvil into a company that responds to today's new digital world ecosystem—such as the growth and connectivity with the Internet of Things (IoT)—makes it necessary for the company to be in a position to offer enough networks to serve the growing volume of transactions and traffic and ensure users have a better experience. Therefore, it is crucial for us to continue to train our employees in the solutions we offer.

In 2017 we offered 6 million training hours on topics such as customer service and satisfaction, leadership, communication, coaching, negotiations, conflict resolution, project management, effective conversations, time management, sales, personal and professional growth, ethics, languages, telecommunications, teamwork, emotional intelligence, adapting to change, flexibility, and cultural transformation, among others.

Hours of training by region and gender 2017

Country or Region	Indefinite Contract		Temporal Contract		AVERAGE HOURS OF TRAINING PER EMPLOYEE		
	FULL-TIME Women	FULL-TIME Men	PART-TIME Women	PART-TIME Men	WOMEN	MEN	
Mexico	689,414	1,715,223	612	840	1,800	1,608	34.44
Brazil	810,633	1,465,772	-	-	-	-	56.60
Colombia	176,666	155,262	-	-	41,442	28,829	42.48
Southern Cone	131,502	163,289	1,734	764	-	67	37.21
Andean Region	116,604	152,734	22,764	16,126	11,356	14,537	48.15
Central America	75,467	248,743	6,877	6,747	-	-	34.85
Caribbean ⁵	25,811	54,192	-	-	9,891	7,970	29.54
United States	895	1,075	-	-	-	-	2.31
General Total	2,026,991	3,956,290	37,307	27,974	64,489	53,011	41.48



⁵ Does not include the Dominican Republic



IN CHILE THE CREE PROGRAM, WHOSE GOAL IS TO OFFER EXCELLENT CUSTOMER SERVICE AT OUR BRANCHES, IS PARTICULARLY NOTEWORTHY. MORE THAN ONE-THOUSAND EMPLOYEES PARTICIPATED IN THIS 174-HOUR PROGRAM THAT COMBINES LIFE AND E-LEARNING TRAINING SESSIONS.

Since it is extremely important for us for our employee training courses and development programs to address the specific needs of every operation, country or division, in addition to training employees on corporate topics, each of our subsidiaries performs a process to detect training needs (DNC for its acronym in Spanish) based on which it can draft plans and programs that address specific needs.

In the Telcel operation in **Mexico**, we developed the programs known as “World adventure of service experiences” to develop service-oriented competencies, in which 4,600 employees participated; the program “The power of knowing how to serve internal customers”, in which close to 2,300 employees participated; and technical courses aimed at personnel in the Information Technologies and Telecommunications divisions, in which more than 2,700 employees participated.

In **Argentina** we implement a permanent and constant program to develop leaders as the main drivers behind the company’s desired culture and objectives, with courses and workshops such as the Comprehensive Leadership Program for Supervisors, Initial Training for Leaders, Communications Skills, and Co-Creating Leadership. We also offer a Digital Immersion Program to develop digital abilities in our employees in the framework of the digital transformation.

In **Chile** we designed a series of training courses that respond to gaps in employee know-how and abilities, which are part of the program known as PRO Culture (for Professionalism, Responsibility, and Orientation to Customers). The programs we offered in 2017 included training in ISO 31000, ISO 20000, ISO 9000, and ITIL Foundation, as well as sign language, consumer rights, fraud prevention, safety and hygiene, and for working at high altitudes.

Throughout the year we offered three outstanding training courses: the 174-hour in-person and online Cree Program, whose goal is to offer excellent customer service at our branches, in which more than one-thousand employees participated; the Accountability program, whose goal is to strengthen the integration of strategic leadership teams to consolidate the PRO Culture as the basis for continuous improvement, with 50 executives participating in the 28-hour long course; and, finally, the program of Regulatory Courses on SGI incidents, requirements, problems, and suppliers, among others, which is 60 hours long and in which 507 employees participated.

In **Colombia** we offered several training programs with very good results. The comprehensive development program known as ELIC strives to reinforce leadership capabilities and increase the contribution made by leaders and their teams, as well as addressing the challenges they face; 689 employees participated in this course. The School of Experiences is a program aimed at creating awareness among employees about the company's service strategy; 100% of full-time employees participated in the program. The Sales Specialist program seeks to improve growth and profitability indicators through innovative sales strategies.

The program known as MUA, which is the Spanish acronym for the Single Service Model aims at standardizing customer service; more than 1,300 employees took part in it. Lastly, the Millennials in Claro (MIC) program is geared at supporting the digital transformation process by analyzing, from an external viewpoint, how we work; 1,621 students from different Colombian universities participated in the program, with 12 being selected to participate in strategic company projects.

In **Ecuador** we offered the leadership and management updated course to 100% of our top executives and managers. We registered a 117% increase in the number of training hours we offered this year to executives and managers. Likewise, we offered a 519-hour program to update aptitudes in our support staff and mid-management, in which 56 employees participated. We trained more than 1,600 employees in the new CRM (Customer Relationship Management) software, for more than 25,500 hours of training. We also offered courses on Commercial Management and Sales, Product Portfolio, Total Management System, and Network Function Virtualization, among others.



1,621 STUDENTS FROM DIFFERENT COLOMBIAN UNIVERSITIES PARTICIPATED IN THE MILLENNIALS IN CLARO (MIC) PROGRAM, WITH 12 BEING SELECTED TO PARTICIPATE IN STRATEGIC COMPANY PROJECTS.

Train Yourself Carso

IN RESPONSE TO THE NEED TO TRAIN OUR EMPLOYEES, IN COLLABORATION WITH GRUPO CARSO AND THE CARLOS SLIM FOUNDATION WE DEVELOPED THE TRAIN YOURSELF CARSO (CAPACÍTATE CARSO) PLATFORM.

The platform allows employees to view the courses that have been assigned to them based on their job profile, the allotted timeframe to complete them, as well as the courses they have already taken, including those they've done off their own accord. In addition, the platform will include a list of suggested courses based on each employee's profile as well as a whole list of courses that are available upon request.

On the other hand, the platform will enable the team in charge of the training programs to obtain statistical information, including everything from the particular information on a given employee to general statistics on a specific subsidiary or group. The team will also be able to share courses offered in one operation to the rest of the Group, thus encouraging the exchange of best practices across América Móvil.

In the **United States** we offered training on Information Security and Integration, Development Plans, and workshops on Coaching, Accessibility, Consulting Negotiations, Focus on Excellence, Transition to Leadership, e-commerce, and Interactive Voice Recognition (IVR), among others.

In **Peru** we held leadership talks on "Know-how, my Claro competencies and expertise levels" and "Build a solid personal brand and stand out in your company", as well as the "Customer Experience" Master Class and a workshop on creativity.

In **Puerto Rico** we launched the online training platform Claro Talent (Claro Talento), which includes an extensive catalogue of courses that address the needs of every division and employee. Among them, the Social Well-being and the ASUME values program are worth mentioning. ASUME connects employees in an informative and dynamic way by offering a series of evaluations and tests on different topics so that employees can assess their opportunities for improvement. We also inaugurated our Sales and Customer Service Lab, a replica of a Claro store whose goal is to offer a

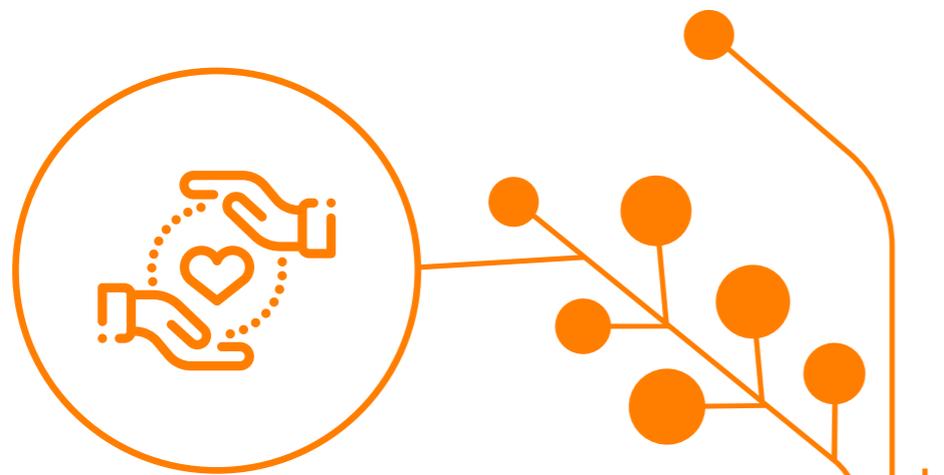
new learning tool where employees can learn and practice in a space that simulates a point-of-sale.

In the **Dominican Republic** we offered a Postgraduate Course on Leadership aimed at our mid-management, and a course on Managing Leadership. In addition, we offered training courses on Movie Forums and talks on corporate skills, as well as executive coaching and workshops on Conflict Management, Communications, Assertiveness, Sales, Emotional Intelligence, and Customer Service, among others.

At América Móvil we are convinced that implementing continuous improvement processes and mechanisms is a key pillar to our success, and offer employees receive regular training on this. In 2017, 10,483 employees globally received formal training on different continuous-improvement-related issues.

Work related injuries and illnesses in 2017⁶

COUNTRY OR REGION	NUMBER OF INJURIES		CASES OF WORK-RELATED ILLNESSES	
	Women	Men	Women	Men
Mexico	283	1,066	15	14
Brazil	82	245	17	13
Colombia	95	75	4	4
Southern Cone	99	72	2	6
Andean Region	24	18	0	0
Central America	20	64	28	13
Caribbean	41	81	32	39
TOTAL	644	1,621	98	89



URUGUAY STANDS OUT FOR HAVING NO ACCIDENTS AND NO WORK-RELATED ILLNESSES THROUGHOUT THE YEAR.

Health and Safety

(403-2)

Caring for the health and safety of our employees and contractors who work in our facilities, as well as that of our customers who visit our Customer Service Centers is among the main strategic goals of América Móvil. We address these very relevant issues from the standpoint of prevention, which is why we constantly ensure that the physical conditions of our facilities are safe and that employees, contractors, and visitors are never in any danger. We strictly adhere to all health and safety regulations in every country where we are present.

As part of our culture of prevention, we offer annual training to our employees on several topics related to health and safety. In 2017 we offered courses on how to have a healthy workplace, handle stress, and on health and nutrition.

In 2017 our Occupational Illness Frequency Rate (OIFR) was 0.59%⁷.

In order to comply with América Móvil's global health and safety prevention goals each of our subsidiaries has specific programs in place and takes the necessary measures to reach our goals.

⁶ Does not include Puerto Rico, Europe, and the U.S.

⁷ The rate does not include our operations in the U.S., Mexico (Telmex), Puerto Rico or Europe. The number of hours was calculated using a standardized formula for all countries based on the number of employees.

Measures promoting employee health

In 2017 we carried out several efforts aimed at promoting the health of our employees, including vaccination campaigns and encouraging a healthy lifestyle.

In **Mexico** we did medical exams at five of our work centers, with 230 employees. More centers will be added to this practice in the future. In collaboration with the Mexican Social Welfare Institute (Instituto Mexicano del Seguro Social, IMSS), and other health institutions, we held a Health Week at three corporate offices and Customer Service Centers in Mexico, with the participation of 930 employees. The Health Week included eyesight and dental examinations, flu vaccinations, glucose and cholesterol exams, and a general medical exam.

In **Brazil** we handed out 790 first aid kits and applied the flu vaccine to 5,500 employees and 2,300 of their family members.

In **Colombia** we implemented the “More Physical Activity, More Health” program that offers tools to prevent priority health risks (respiratory, skeletal-muscular, and infectious), with 90% participation of our Customer Service Centers and Sales employees.

In **Ecuador** we were able to reduce absenteeism due to illness by 8.5% with respect to the previous year by implementing health programs focused on disease prevention. We also developed medical files, including occupational risks, for 90% of our employees, which will help us monitor our absenteeism rates and take measures to prevent certain illnesses.

In **Peru**, 98% of our employees received training on Occupational Health and Safety, and 1,600 employees had occupational medical testing done.



IN ECUADOR WE REDUCED ABSENTEEISM FROM ILLNESS BY 8.5% WITH RESPECT TO THE PREVIOUS YEAR.



IN MEXICO WE REDUCED OCCUPATIONAL RISKS BY MORE THAN 50% WITH RESPECT TO THE PREVIOUS YEAR.



Measures promoting employee safety

In terms of safety, we work uninterruptedly so that our employees can perform their jobs under adequate conditions with management systems based on the specific needs of our operations in every country.

Our Safety and Hygiene Commission in **Mexico** carries out inspections every two months to identify potential risks and mitigate them. With this we were able to reduce the number of work risks identified from 54 in 2016 to 26 in 2017. We currently have 74 Commissions, one for each Work Center, whose main goal is prevention. We are in constant communication with our employees on issues such as risk prevention—like what to do in case of an earthquake or other kinds of natural disasters—and scheduled drills. It was thanks to these efforts that during the September earthquakes in Mexico, none of our employees were affected.

We also offer theoretical and practical training to all our personnel who do work at high altitudes, with a 24-hour course with one-year validity, which all employees retake annually. In 2017, 267 employees took part in this course.

This year, in **Colombia**, we launched the Claro Takes Care of You (Claro te Cuida) app that helps manage occupational risks by reporting in real time a location where any danger is identified, offering help and guidance. It also enables us to carry out safety inspections (on locations, traffic, and in case of emergency) in real time and with geolocation, and to request and deliver personal protection gear. In addition, we offered the “Leadership in Supervision of Health and Safety in the Workplace and the Environment” program to which 67 leaders in seven of the main cities where we operate are assigned.

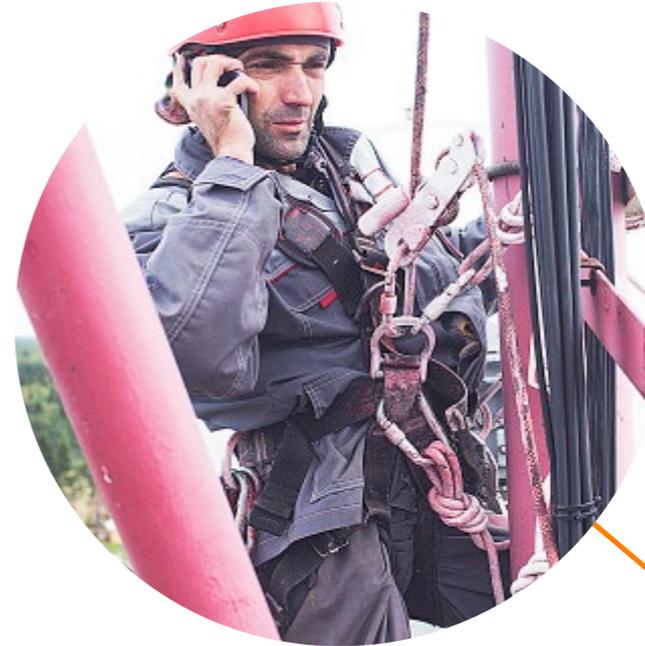


We work with contractors in order to align them to our Occupational Health and Safety Policies. In **Ecuador** we offered training to 90% of the contractors who carry out the highest risk activities.

In **Puerto Rico** we developed the Building-Evacuation Plan in Case of Emergency, assigning an Evacuation Committee to every area, which communicates to all employees the evacuation routes and carries out exercises. We will further develop this project in 2018.

In addition, this year we implemented the necessary measures to comply with the country's new accident-prevention legislation for employees who work with electricity or are exposed to radiation.

In the **Dominican Republic** we updated the Corporate Occupational Health and Safety Policy and obtained national and international certification for Work and Rescue at High Altitudes.



IN CHILE WE CARRIED OUT EFFORTS TO STRENGTHEN OUR ACHIEVEMENTS IN TERMS OF SAFETY, WITH AN ACCIDENT RATE OF 1.2% IN 2017-FOR THE REST OF THE INDUSTRY THE AVERAGE RATE IS 3.4).

SOCIETY



AT AMÉRICA MÓVIL WE ARE COMMITTED TO THE SOCIAL DEVELOPMENT OF THE COMMUNITIES AND COUNTRIES WHERE WE ARE PRESENT. WE CONSTANTLY CARRY OUT PROJECTS THAT PRODUCE IMPROVEMENTS IN THE SERVICE WE OFFER OUR CUSTOMERS. THESE ALSO CONTRIBUTE TO SOCIAL DEVELOPMENT AND TO THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS.



In 2017 we surveyed more than one million people to measure customer satisfaction in our operations in Latin America.



On average,
70%
of the América Móvil suppliers are local.



11.5 MILLION
users in the Aprende platform at year-end 2017.



Customers

At América Móvil the preference of our customers for our service is our top priority. We have open communication and continuous improvement processes in place in order to meet their communication and technology needs. We offer them products and services that are reliable, flexible, innovative, attractive, and with a greater scope, and put our customers at the center of our decision-making.

We adapt our internal processes to create an interconnected system at the operation level in order to offer a unique and efficient customer experience. We are constantly making technological adaptations that will enable us to face the exponential growth in data traffic, video downloads, smartphone use, and cloud-based services.

Since the experience and satisfaction of our customers is our main goal, we place particular attention on the work of the teams dedicated to customer experience and service.

We are everywhere our customers look for us and we offer them excellent customer service at the channel of their choice:

TRADITIONAL CHANNELS	SELF-SERVICE CHANNELS	
	OFFLINE	ONLINE
<ul style="list-style-type: none"> • Customer Service Centers (CSCs) • Authorized distributors • Call Centers with special dialing from mobile phones 	<ul style="list-style-type: none"> • Voice and digital IVR's¹ • USSD 	<ul style="list-style-type: none"> • Web and Mi Telcel/Mi Claro app • Chat and chatbot • Social networks

¹ Interactive Voice Response.

Percentage of service by channel.

COUNTRY OR REGION	TRADITIONAL CHANNELS	ONLINE SELF-SERVICE CHANNELS
Mexico ²	25	75
Brazil	53	47
Colombia	71	29
Southern Cone	81	19
Andean Region ³	98	2
Central America	77	23
Caribbean	96	4
United States	64	36
Austria and Eastern Europe	74	26

²Includes only DEUR, not region 9.

³Only includes Peru.

WE ASKED OUR CUSTOMERS HOW LIKELY THEY WOULD BE TO RECOMMEND OUR SERVICE, BASED ON THEIR OWN EXPERIENCE. THE FOLLOWING ARE A FEW EXAMPLES OF THE POSITIVE RESPONSES WE OBTAINED IN SOME OF OUR OPERATIONS:

Transactional NPS for the call center (post-payment mobile)



IN 2017 WE SURVEYED MORE THAN ONE MILLION PEOPLE IN OUR OPERATIONS IN LATIN AMERICA.

We constantly carry out satisfaction surveys and interviews with our customers concerning their experience with us, in order to detect those areas where we can enhance our performance. In 2017 we surveyed more than one million people in our operations in Latin America.

We employed the Net Promoter Score (NPS) to perform daily and monthly measurements related to our transactions, brands, and products in order to determine whether we are living up to our customers' expectations, addressing their needs, and generating value.

To complete the assessment of customer satisfaction levels we are creating a technological architecture that, among other things, integrates components from Big Data, Analytics and artificial intelligence, and enables us to understand the experience of our users in terms of the service we offer through different devices and applications, as well as their interaction with our customer service channels. We are pioneers in these kinds of integrations, which are totally customer-centric and allow us to identify the root cause of system failures and to prevent and address problems before they happen. We are currently implementing these analyses in 8 of the countries where we operate.



THROUGH OUR DIGITAL CHANNELS OUR USERS CURRENTLY CAN: VIEW OUR WHOLE CATALOGUE OF PRODUCTS AND SERVICES, COMPARE PLANS AND PRICES, MONITOR THEIR CONSUMPTION LEVELS, EXPRESS SATISFACTION BY MEANS OF THE NPS, PAY INVOICES, INCREASE CREDIT IN THEIR PRE-PAID PHONE LINES, GET ANSWERS TO THEIR QUESTIONS IN OUR FAQs SECTION, AND CHAT WITH OUR ADVISORS.

Digital Channels

Since 2009, América Móvil has been concerned with ensuring a complete experience for our customers in a digital environment. This division is constantly monitoring and creating solutions for managing commercial websites while at the same time implementing innovative digital customer service processes that help us improve and simplify the life of our customers. Their main goals include implementing functional web architectures, the digitalization and automation of processes centered on consumer needs, generating savings for the whole company, and innovation in digital solutions. Currently we have four specific digital channels for each country: Claro website, the Store, Mi Claro, and the Mi Claro app. Today 17 countries are offering at least three of these channels and we are working on offering every service at all our operations.

We also have a centralized Web Content Manager, handled locally by each operation. In total for all our countries we have 332 employees working remotely on this platform, thus standardizing the look&feel of all websites, as well as the way in which they are evolving. In 2017 we concluded the process of migrating 100% of América Móvil to the cloud, enabling us to have greater flexibility in our computer capacity, growth, and geographic redundancies.

With our digital channels, today our customers can: view our whole catalogue of products and services, compare plans and prices, monitor their consumption levels, express satisfaction by means of the NPS, pay invoices, increase credit in their pre-paid phone lines, get answers to their questions in our FAQs section, and chat with our advisors.

The number of transactions done through our digital channels has been increasing steadily over the past few years. These are some of our numbers:

- Currently more than 60 million management and support transactions are done via our digital channels, or 33% more than the number of transactions in our traditional channels.
- Digital sales of products and services grew twice as much in January-December 2017 than the same period of the previous year.
- At year-end 2017, more than 50 million customers had registered in the América Móvil self-help websites.
- We receive 161 monthly visits through all our channels.
- 70% of customers prefer to browse our sites using their mobile devices.
- Our continuous effort to improve customer experience has been well received. This year the average regional NPS improved 3.6 percentage points year over year.

In 2018 we will continue working on increasing the number of services we offer through our websites, improve customer experience, and implement new self-service tools.

This year we promoted the Paperless project in several countries, offering our customers the option of receiving their invoices electronically instead of the traditional print version. Besides reducing our consumption of paper and protecting the environment, this also allows us to offer our customers a timelier service.

All our operations are working incessantly to improve the service and assistance we offer our customers. The following are among the measures we implemented this year:

In **Chile** we updated our Customer Service Centers to a self-service store format focused on sales based on a catalogue of devices. We also implemented several measures in order to improve the self-service experience achieving an 18-percentage points increase, with 57% of our service being offered through self-service.

These measures include an assessment of ways in which to contact customers to invite them to use the self-service options,

implementing tools that encourage self-service at traditional channels, communications campaigns on our self-service offering through digital channels and social networks, and promoting Service Centers as a channel which should be used exclusively for generic customer requests, among others. In addition, in an assessment made by the National Consumer Service (*Servicio Nacional del Consumidor, Sernac*) and the Ministry of Telecommunications (Subtel) on the response rates to customer complaints for all telecommunications operators in Chile, Claro Chile obtained the lowest complaint rate.

In **Colombia** we created the Corporate Customer Service division in order to offer personalized services according to the nature of their business, and we assigned the management and operation of the call center to the Enterprise and Business division. We also reengineered the Enterprise and Business website in order to increase self-service levels and improve response times. In July 2017 we started offering differential service at the Service and Sales Centers with specially-trained personnel.



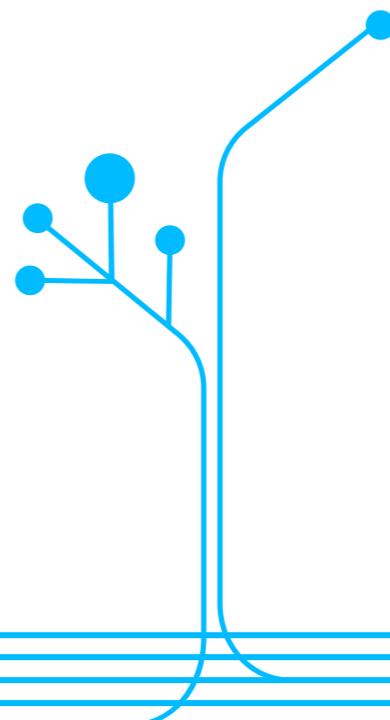
CLARO CHILE OBTAINED THE LOWEST COMPLAINT RATE IN MOBILE AND HOME TELEPHONE SERVICES OUT OF ALL THE TELECOMMUNICATIONS OPERATORS IN THE COUNTRY.

In **Ecuador** we began to use digital signatures at six stores in order to reduce by 65% the amount of paper used by our customers; we expect that this initiative will be operating at all our stores nationally during the first quarter of 2018. On our cloud-based Contact Center, we implemented the smart traffic tool to distribute calls better. We redesigned the back office, improving customer service response times. We also migrated the starting queues to the cloud and implemented a new credit card payment system at our Customer Service Centers, enabling us to comply with the regulating organism's requests.

In **Peru** we installed a new platform to manage the call center and IVRs, allowing us to control all call center campaigns from the operational standpoint and improve quality and efficiency. This year, 211 leaders participated in the Call Center's Immersion Program so that they could personally experience our customer service and become aware of the impact it has in how we manage the in-person channel and how they can contribute to offer a memorable experience to internal and external customers.

In **Puerto Rico** we launched the website for making payments and reconnecting fixed-line services for DSL subscribers, a self-service tool for residential fixed-line customers.

In the **Dominican Republic** we developed the first phase of the implementation of the Customer Service Website, making it the only option for managing requests and selling products and services. With this, we substituted more than 30 systems that were being used by the operation. In addition, we migrated our Call Centers to a new unified and stable IP platform which enables us to manage all control indicators for the centers in real time.

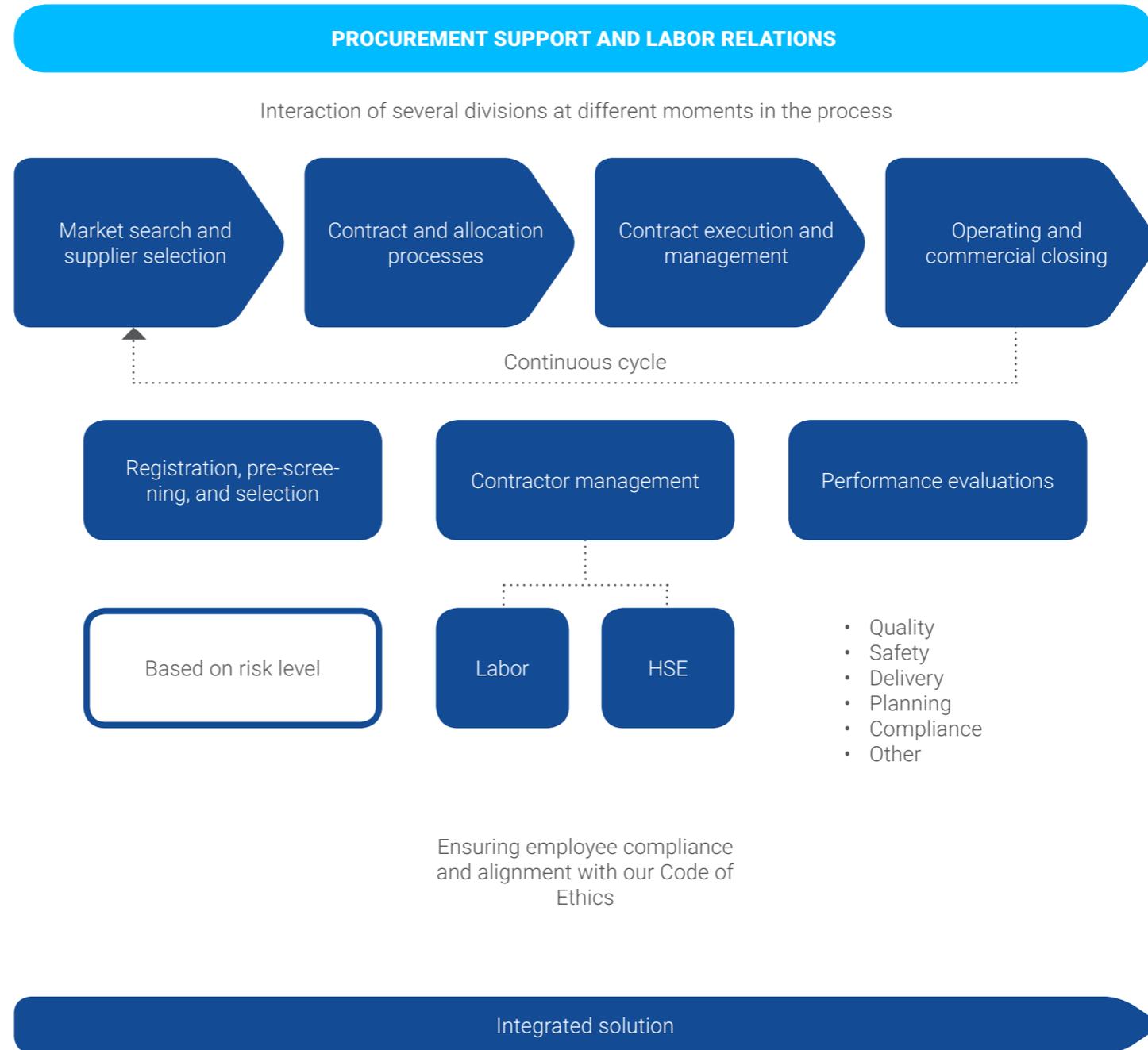


Value Chain

(102-9, 204-1, 308-1, 408-1, 409-1, 414-1, 414-2)

At América Móvil we recognize the importance of each of the links in our value chain and understand that they help us offer our customers the excellence in service we are known for. This is why we maintain commercial relationships with all leading industry and telecommunications suppliers to serve our mobile- and fixed-service units for residential and commercial markets. We have contracts with 21,000 suppliers globally.

Our supplier relationship is based on a strategic centralized model that allows us to achieve economies of scale and synergies for our subsidiaries. Likewise, we have strategic suppliers in every country to address local issues, particularly in terms of network maintenance works, customer service platforms, and call centers.



AS PART OF OUR COMMITMENT TO CONTRIBUTE TO THE ECONOMIES OF THE COUNTRIES WHERE WE OPERATE, ON AVERAGE MORE THAN 70% OF OUR SUPPLIERS ARE LOCAL⁴, AND IN SOME CASES THAT NUMBER CAN BE HIGHER THAN 90%.

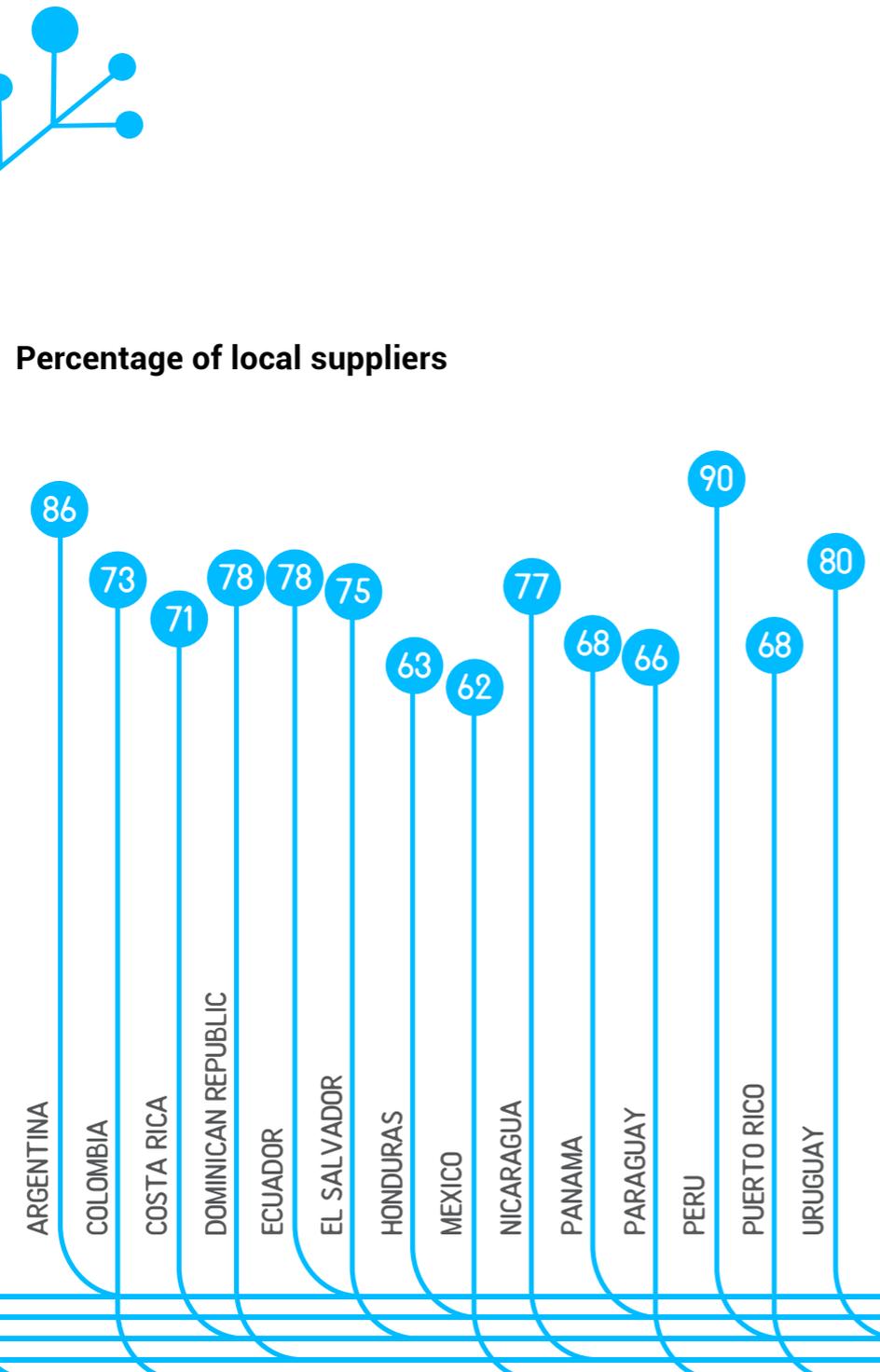
We are working on a global program to identify our key direct and indirect suppliers, in order to develop plans that will minimize risks in our value chain. Supplier assessments were based on the following criteria:

- Large-volume suppliers
- Suppliers of key components
- Suppliers for whom there are no substitutes
- Suppliers near areas of high biodiversity
- Suppliers based in areas with human rights risks

This year in **Colombia** we established the Online Supplier Registration service in order for them to manage their own information creation and modification process, and to be approved by our consultants in supplier assessment. We also included in the assessment metrics components for Human Resources management and Occupational Health and Safety, which account for 40% of the total supplier score.

Thanks to this program, we were able to identify 650 critical suppliers that we assessed in 2017. Resulting from our effective management of the procurement process and our suppliers, we only found issues that need to be addressed in 9 of our suppliers, all of whom were notified and corrected the situation immediately.

⁴ At América Móvil, a supplier is deemed local when it operates in the same country where its products and services are acquired by us.



Sustainability Clause in Supplier Contracts

As of this date and at the international level, more than 78% of our mobile phone suppliers have signed contracts that include our sustainability clause, which addresses topics such as environmental stewardship, protection of their employees' human and labor rights, as well as the legality of the inputs they use for making their products, ensuring that they are not sourced from conflict areas.

Comprehensive Supplier Assessment

We have a new Comprehensive Supplier Assessment program in place in order to evaluate different aspects in our local suppliers, such as how they manage their environmental impact and their performance in terms of social and labor responsibility, among others.

We started implementing this program in Colombia in 2016 and we are currently applying it in several Latin American countries. This comprehensive assessment of our suppliers provides results through a project-specific platform, enabling us to monitor and make pertinent decisions for managing and continually improving our value chain.

Areas and issues we evaluate include the following:

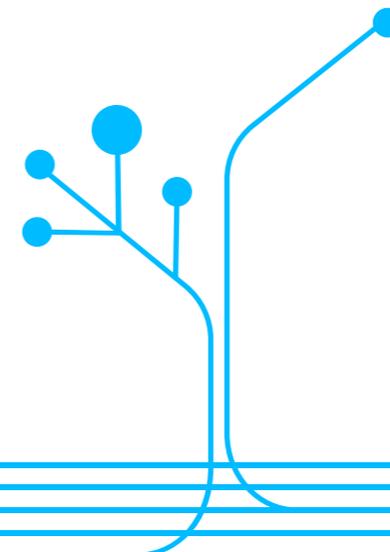
- **Environmental Impact.** Including, for example, environmental stewardship policies and procedures; environmental impact metrics; implementation of waste, water, and energy management programs.
- **Human Resources Management.** Including, for example, the defined and documented organizational structure; a manual of job descriptions and profiles; training and development programs; performance metrics.
- **Health and Safety at the Workplace.** Including, for example, occupational health and safety policies and manuals; the manner in which occupational risks and dangers are identified and prioritized; documented and upgraded emergency response plan; health and safety indicators, defined and periodically assessed.

Sustainability Clause in Supplier Contracts

Suppliers ensure that the materials and/or products that have been used directly or indirectly by any sub-contractors across the value chain are of legal and sustainable origin. Suppliers ensure that the materials used in making their products are not sourced in conflict areas, or areas adjacent to them, and that, correspondingly, buying them can't be used to finance armed conflicts or human rights violations. América Móvil can at any time demand proof of this and suppliers must be able to show that their products are "conflict-free".

Suppliers ensure that no human rights are being violated and that they have legitimate policies and mechanisms in place to ensure that human rights are being respected in their own business and in those of their suppliers. Suppliers commit to preventing and mitigating any negative impact on human rights resulting from their activities, products, or services.

Suppliers ensure that they adhere to all applicable environmental laws and regulations in their operations. Additionally, suppliers ensure that they have a plan to prevent and treat the waste they generate.



Research and Development

In order to remain on the forefront of the ever changing telecommunications industry, we continually allocate resources to research and development of new procedures, products, and services.

All our subsidiaries have shown great progress and achievements in R&D, such as the following:

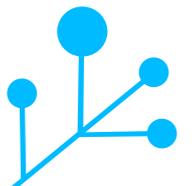
In **Austria** we are constantly working to find innovative ways in which to operate. To this end, we have two innovation programs: First, our Start-ups Campus program, in which we collaborate with emerging companies in order to include external innovations in our company; and, second, an idea-management system—known as UWE for the acronym in German for User Knows Best—which invites all employees to share valuable ideas that contribute to the company's success in the following categories: cost reductions, increase in sales, improving customer experience, or process optimization. Thanks to this system, in 2017 employees suggested 450 ideas, of which 40 were implemented.

In **Central America** we have a program in place to work with the top new companies in e-commerce, artificial intelligence, education, and entertainment. This year we received 48 applications from different companies, out of which 15 were selected to participate in a competition to collaborate with our company and obtain our support in launching their own products and services.

In **Chile** we carried out the IoT Challenge, whose goal is to support smart solutions presented by entrepreneurs and promote the new technological era. We selected the best projects and contestants who participated in person in workshops and activities in Santiago de Chile on topics such as innovation, entrepreneurship, and technology in order to help them improve their presentations to investors and customers. The selected entrepreneurs were also taught how to identify scalability and growth strategies, and gain access to marketing tools and techniques. The three winners will participate in a Commercial and Technological Mission to Mexico.

IN 2017 OUR OPERATIONS IN COLOMBIA OBTAINED THE ENTREPRENEURIAL INNOVATION MANAGEMENT SYSTEM CERTIFICATION FOR THE CLARO IXL CENTER, WHICH IS GRANTED BY THE CHAMBER OF COMMERCE IN BOGOTA AND COLCIENCIAS.

In **Colombia**, where we also apply this Program, we obtained the Level 1 Proficient Innovation Certificate granted by the Global Innovation Management Institute, and four members of the Innovation Factory (*Fábrica de Innovación*) were certified by the Institute. In addition, we offer the Claro Innovators (*Innovadores Claro*) Program in which we invite our employees to contribute with innovative ideas during Design Thinking sessions, that could later be transformed into projects to improve our company; 450 employees registered in the program this year.



FOR AMÉRICA MÓVIL IT IS EXTREMELY IMPORTANT TO GRANT AS MUCH ACCESS AS POSSIBLE TO ALL OUR STAKEHOLDERS AND WE RECOGNIZE THE IMPORTANCE OF HAVING AN INCLUSIVE WEBSITE THAT IS AVAILABLE TO ALL.



Accessibility

For América Móvil it is extremely important that everyone, including people with disabilities, can enjoy the benefits of technology and connectivity.

Since we are convinced that connectivity generates empowerment, we have worked on having websites that are accessible to all.

We are part of the Web Accessibility Initiative of the World Wide Web Consortium (W3C), an international community that develops open standards to ensure the long-term growth of the internet. The goal of the Web Accessibility Initiative is to develop strategies, guidelines, and resources that will help implement accessible websites for people with hearing, cognitive, neurological, physical, visual, or language disabilities, through assistance technologies. This will also benefit people who are browsing the internet with other devices (smartphones, tablets, etc.), seniors, people with temporarily-reduced capacities (like a broken arm, for example), or people with slow internet access or who live in remote areas.

Accordingly, our americamovil.com, telcel.com, and telmex.com websites comply with or exceed the requirements established by the Web Content Accessibility Guidelines 2.0 Level A, ensuring they include the following features:

- Keyboard access to links to the main content of each site.
- Option to change text size in every page.
- That every image used can be replaced by an explanatory text.
- Use of headings that represent the structure of the website.
- That all hyperlinks are explicit and self-explanatory.
- We have implemented an alternative mechanism in case a device is not able to run Java Script or any other script in our website.
- We have made sure that text color and the backdrop have the necessary contrast for easy reading.
- We have used the Cascading Style Sheet to control how the pages are shown.

We are working on obtaining the Level AA certification and we will strive to permeate our efforts to the websites of all our subsidiaries.

IN 2017 WE OFFERED TRAINING ON DIGITAL CONTENT TO 65 TELCEL AND CORPORATE AMÉRICA MÓVIL EMPLOYEES IN ORDER TO CREATE AWARENESS ON ISSUES DEALING WITH DISABILITIES AND TO EMPHASIZE THE IMPORTANCE OF DIGITAL ACCESSIBILITY.

Training Workshop

In 2017 we offered a workshop on digital content to 65 employees in Telcel and the Corporate offices of América Móvil, in order to create awareness on disability issues, highlight the importance of digital accessibility, and for them to understand what disability-assistance technologies are available and how to create accessible files.

Employees were selected based on the role they play in generating documents for our website; with this measure we ensure that all content is accessible from the moment it's created. Accordingly, at the end of the course we provided a series of guidelines to reinforce the lessons learned, which are available for consultation when the need to create accessible files in different formats arises.

Awareness Workshop

As firm believers that accessibility is a human right, we invited the top communications media in **Mexico** to participate in an awareness workshop during which they learned how people with disabilities use technology in their daily lives, and how the media can contribute to making access to information on the internet truly universal.

Development Programs

(413-1)

At América Móvil we carry out continuous efforts to contribute to the growth of society and the communities where we are present. We achieve this by means of our own internal initiatives or by joining efforts with several organizations, government institutions, and associations.

We are very careful in selecting those initiatives that we will handle or contribute to, taking into account their potential impact, the number of people who will participate, and the benefits they will bring.



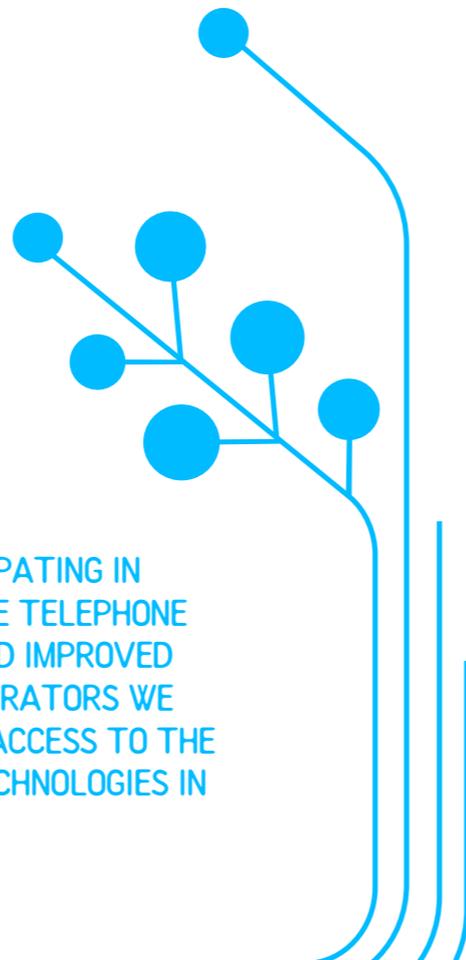
GSMA and the We Care Program

(102-12)

The Groupe Speciale Mobile Association (GSMA) represents the interests of mobile service operators all over the world, linking over 800 operators with the more than 300 companies in the extensive mobile ecosystem. With a presence in more than 220 countries, GSMA includes handset manufacturers, software companies, equipment suppliers, and internet companies, as well as financial services, health, media, transportation, and public utilities services. In 2017 América Móvil was part of the Managing Board of this important association.

Operators in the industry have joined forces and we have all committed to support the initiatives of the We Care Program. This program goes hand in hand with the Sustainable Development Goals of the United Nations, and has become an efficient way for the mobile industry in Latin America to make their local contributions a reality.

AMÉRICA MÓVIL HAS BEEN ACTIVELY PARTICIPATING IN GSMA'S WE CARE PROGRAM SINCE 2012. MOBILE TELEPHONE USERS ARE CONSTANTLY REQUIRING MORE AND IMPROVED SERVICES, AND AS TELECOMMUNICATIONS OPERATORS WE NEED TO MAKE SURE THAT EVERY USER HAS ACCESS TO THE TRANSFORMATIONAL BENEFITS OF MOBILE TECHNOLOGIES IN A SAFE AND RELIABLE ENVIRONMENT.



The five initiatives in this program and the América Móvil subsidiaries that participate in each of them are the following:

INITIATIVE	DESCRIPTION	PARTICIPATING SUBSIDIARIES
Digital inclusion	Helping connect people with no access to the internet or to mobile technology.	<ul style="list-style-type: none"> • Honduras • Mexico
Child protection	Finding ways in which to protect children from content found online and creating a safe environment for them to use mobile services.	<ul style="list-style-type: none"> • Argentina • Brazil • Costa Rica • El Salvador • Guatemala • Mexico • Nicaragua
Environmental care	Implementing campaigns to ecologically dispose of mobile devices and recycling them, as well as conducting reforestation and environmental stewardship activities.	<ul style="list-style-type: none"> • Colombia • Mexico
Disaster response	Enhance access to information and coordinate aid to people affected by natural disasters or humanitarian crises.	<ul style="list-style-type: none"> • Colombia • Guatemala • Mexico • Peru • Honduras
Combating handset theft	Develop initiatives that help decrease the number of mobile devices that get stolen. The GSMA Black List is an IMEIs centralized database of stolen terminals that is managed by GSMA, to which operators can connect in order to upload or download information that will later serve to deny access to their networks of stolen handsets.	<ul style="list-style-type: none"> • Argentina • Brazil • Colombia • Costa Rica • Dominican Republic • El Salvador • Guatemala • Honduras • Mexico • Nicaragua

WE HAVE PARTNERED WITH THE CARLOS SLIM FOUNDATION IN ORDER TO ELIMINATE ACCESS BARRIERS IN EDUCATION AND TRAINING, WHICH ARE TOOLS THAT PROMOTE COMMUNITY DEVELOPMENT.

Aprende Program

(203-2)

Aprende is a digital platform where teachers, students, parents, and the public in general can gain access to educational, cultural, health, and job-training content free-of-charge through the Aprende app and the website www.aprende.org.

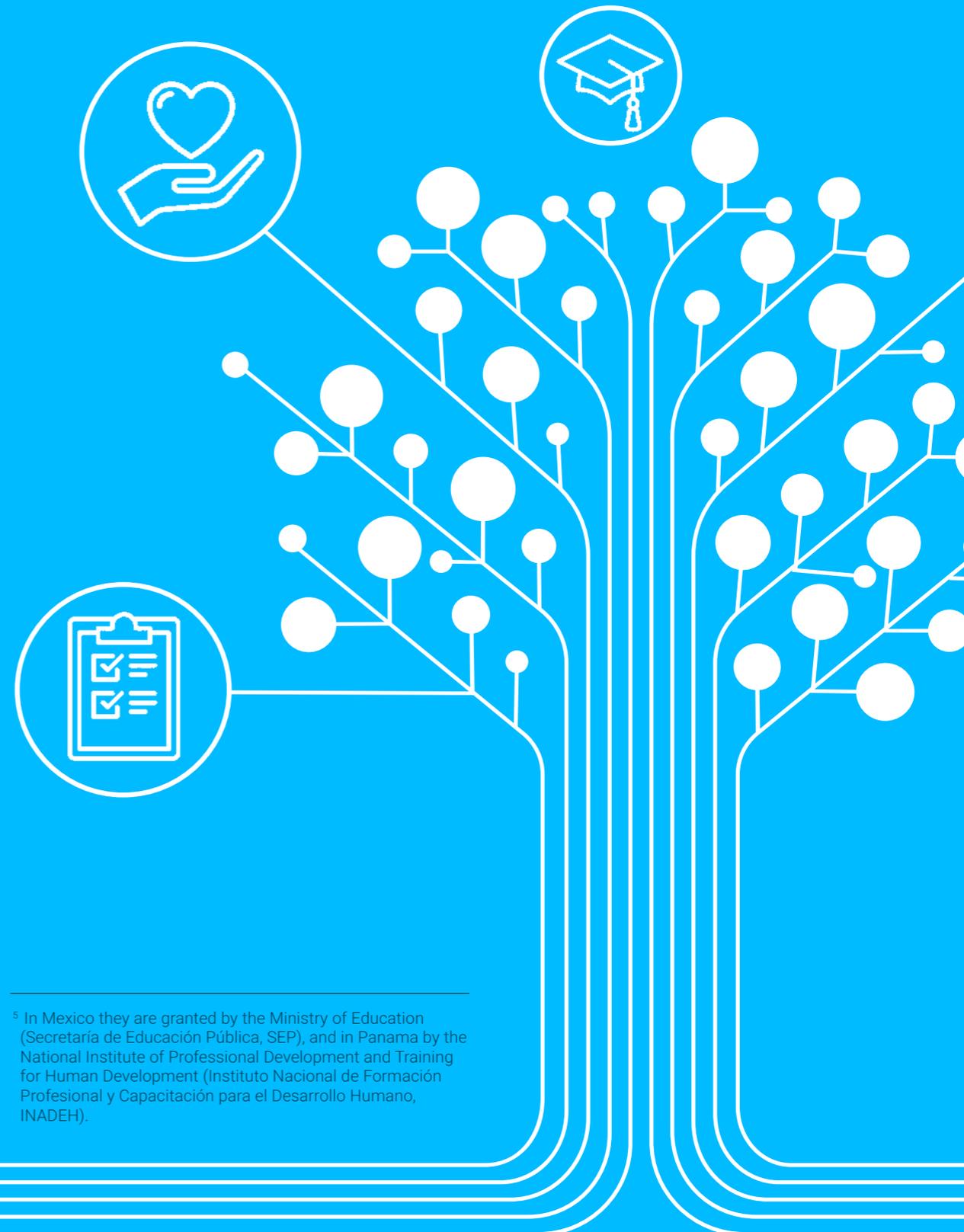
The goal of this program is for everyone with internet service to have access to a knowledge base in a fast, automatic, and simple way, regardless of where they are or if they have any prior education.

Since it is accessible to everyone, it can at the same time serve as a basic service offering a technological alternative for people outside the education system, as well as a tool to reinforce or acquire new knowledge. In both cases, Aprende represents new opportunities and the possibility for improving quality of life.

The program includes programs developed by the Carlos Slim Foundation and has established partnerships with Coursera, Udacity, and EDX; it also provides higher education programs developed by MIT, Harvard, Berkeley, and the Sorbonne in Paris, among others.

Of the 5,000 available courses, 182 offer the option of receiving a technical or vocational certification or an official diploma⁵; upon finishing a given course, users gain access to job opportunities listed in the platform itself.

194 COUNTRIES
MORE THAN 5,000 COURSES
11.5 MILLION USERS



⁵ In Mexico they are granted by the Ministry of Education (Secretaría de Educación Pública, SEP), and in Panama by the National Institute of Professional Development and Training for Human Development (Instituto Nacional de Formación Profesional y Capacitación para el Desarrollo Humano, INADEH).

In order to promote Aprende, in 2016 Telcel invited its users to take any smartphones they were no longer using and were in good condition to the Customer Service Centers. In exchange they received a data, calls, or mixed package, depending on the characteristics of the phone.

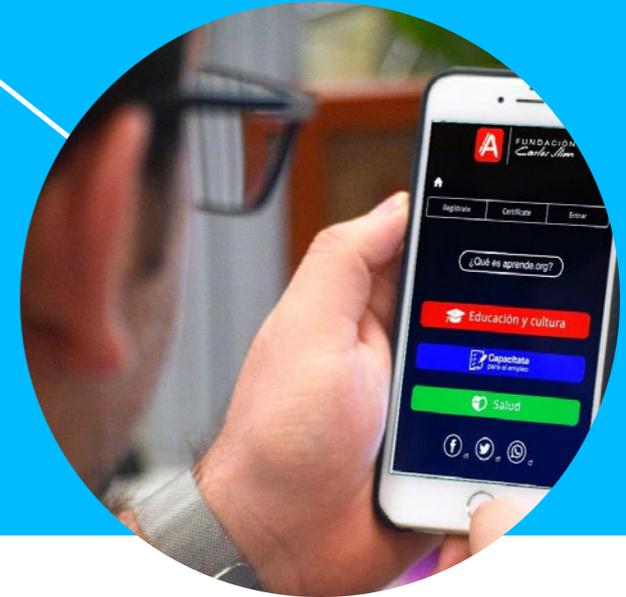
Afterwards, in 2017, more than 5,000 smartphones, with free of charge navigation at Aprende platform, were delivered to people in rural or urban populations in:

- Michoacán
- Nuevo León
- Chiapas
- Guanajuato
- Chihuahua
- Sonora
- Baja California
- Oaxaca

The beneficiaries received training on how to take advantage of their new device and the Aprende platform.



+ 5,000
BENEFICIARIES



At América Móvil we believe that finding a solution to poverty is not only our moral and ethical obligation but also a fundamental requisite of economic growth, progress, and social development.

Our duty in the countries where we operate is to continue being a catalyst of development and inclusion by inviting people to participate in a more active manner.

We are committed to leveraging our technologies and resources to narrow the digital divide and help transform quality of life for people; it is only through education that we will be able to evolve our world for the better.

APRENDE STATISTICS:

Following the launching of Aprende.org, **Mexico** has been the country with the highest number of subscriptions, with

290,230

downloads of the Android app:

153,362

downloads of the iOS app:

20,829

12,820,550 VISITS

"Aprende is easy to use and it contributes to changing someone's life because, unlike books which you need to buy, the platform offers extensive training materials that are free."

CÉSAR



STATISTICS IN THE TRAIN FOR A JOB (CAPACÍTATE PARA EL EMPLEO) SECTION:

PRESENCE
194 COUNTRIES



THE ORIGIN OF TRAFFIC IS DIVIDED IN:



22%

72%



6%



5,000,000
4,000,000
3,000,000
2,000,000
1,000,000
0

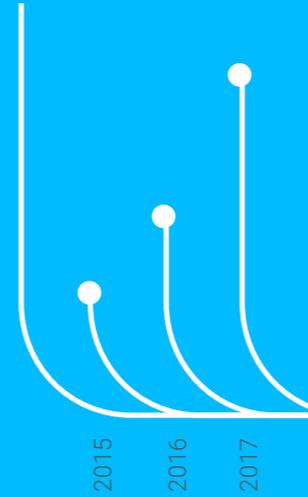


56% **44%**

2.51 COURSES PER USER

● Subscriptions
● Students

700,000
600,000
500,000
400,000
300,000
200,000
100,000
0



NUMBER OF CERTIFICATES

"I took a technical course in Organic Vegetable Growing, and by applying the technical knowledge I acquired my production of Habanero peppers grew 15%. Now we have more money at home with which to buy more food and new tools and equipment to continue improving our production."

ALEJANDRO REYES ROSA

This is just one of our many success stories, for more detailed information visit: <https://www.youtube.com/watch?v=KpSjyY0ipPM>



Driving Awareness Program

At América Móvil we are worried about the high rate of traffic incidents created by the use of distractors. Accordingly, we have implemented several initiatives to create awareness among the population.

- In **Mexico**, in collaboration with the Carlos Slim Foundation and other public and private institutions, we participate in the Drivers in Favor of Road Safety (*Pilotos por la Seguridad Vial*) initiative. In 2017, 60 Mexican professional car drivers offered 20 talks on road culture for drivers, passengers, and pedestrians, with 9,820 High School and University students across the country. Since the program's inception, more than 545 conferences have been given to more than 143,000 young people.
- In **Peru**, in collaboration with the Touring and Automobile Club we participated in the Driving and Chatting is a NO GO (*Manejar y Chatear NO VA*) and the Run, Trin, Pum campaigns, which seek to create awareness of the risk of using instant-messaging apps while driving. In 2017 the campaign impacted more than 18,000 young people.



WE HAVE SEVERAL VOLUNTEER PROGRAMS AT SOME OF OUR SUBSIDIARIES THROUGH WHICH, IN COLLABORATION WITH DIFFERENT ASSOCIATIONS AND FOUNDATIONS, WE SPONSOR PROJECTS THAT PROMOTE THE DEVELOPMENT OF THE COMMUNITIES WHERE WE ARE PRESENT.

Volunteering

In 2017 we had 10,100 volunteers who donated almost 120,000 hours⁶ to our efforts.



MEXICO

- In Mexico our Telmex Volunteers Network carry out several assistance, promotion, and information efforts during their free time. In 2017, 7,232 volunteers donated 101,568 work hours, benefiting more than 45,122 people.

COLOMBIA

- In Colombia our network of volunteers carried out different activities, including teaching senior citizens and construction workers some basic internet principles, supporting the Together Against Hunger (*Juntos Contra el Hambre*) campaign of the Food Bank in Bogota, giving more than 1,500 gifts included in the Donate a Gift Christmas campaign led by the Colombian Institute for Family Welfare (*Instituto Colombiano de Bienestar Familiar*), and participating in the Children's Day celebration at the Roosevelt Institute where they cheered up 100 children who were hospitalized at the time.

⁶ América Móvil contributed with more than 10,000 volunteer work day hours.

COSTA RICA

- In Costa Rica our volunteers collaborated with different initiatives, including the Torres river clean-up campaign, the Plant Life (*Sembrá Vida*) reforestation campaign in the municipality of Santa Anda, the Tarcoles beach clean-up effort, and improving the gardens in the town of Arthur Gough.



DOMINICAN REPUBLIC

- Among the volunteer efforts in the Dominican Republic the most relevant are the beach clean-up campaigns and the reforestation of more than 6,000 endemic species.

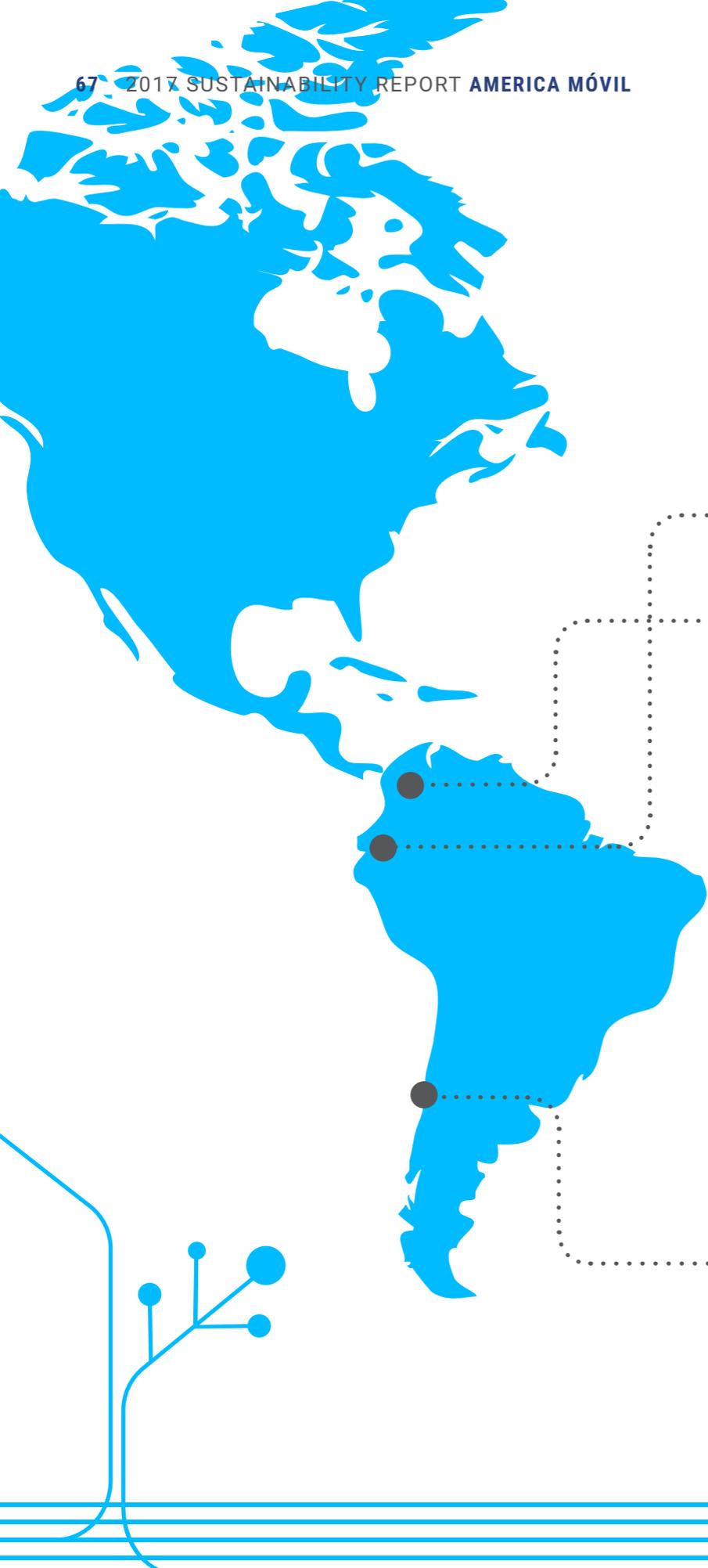
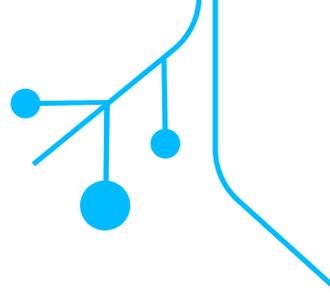
PUERTO RICO

- In Puerto Rico this year we carried out several volunteer efforts, including painting schools at the beginning of the school year, offering aid to several towns and victims in the aftermath of hurricane María, donating blood to the Red Cross Blood Bank, and participating in the Tinglar Project at the Natural Playa Grande Reserve, in Dorado, to create awareness on species that are in danger of extinction.

PARAGUAY

- In Paraguay 80 employees participated in the Ceiling (*Techo*) program by building homes for eight families in the country, helping them in their fight against poverty.





Social Development Projects

AS PART OF OUR GOAL TO CREATE A POSITIVE IMPACT IN THE COMMUNITIES WHERE WE OPERATE, WE IMPLEMENT SEVERAL SOCIAL DEVELOPMENT AND SPORTS AND HEALTHY LIFESTYLE PROGRAMS. WE ALSO SUPPORT ORGANIZATIONS AND INSTITUTIONS THAT CARRY OUT PROJECTS WHOSE GOALS ARE ALIGNED TO OURS. AMONG THE MANY PROJECTS AND PROGRAMS WE PARTICIPATED IN THIS YEAR, THE FOLLOWING ARE WORTH MENTIONING:

COLOMBIA

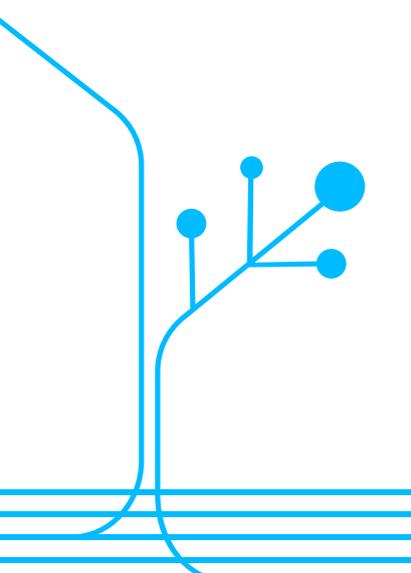
- Since 2009 we have organized the Claro Soccer Cup in Colombia to promote sports as an approach to integration, values promotion, communal living, good use of free time, and growth for Colombian youths. The goal is for them to adopt responsible behaviors and minimize psychosocial risks related to drug use and delinquency. In 2017, more than 46,000 children and teenagers from 405 municipalities in the 32 departments in the country participated in the Cup. Since the program's inception, more than 340,000 children have participated.

ECUADOR

- The A Goal for Education (*Gol para Educar*) scholarship program that we carry out in collaboration with the Faith and Happiness Movement (*Movimiento Fe y Alegría*) grants scholarships that cover the costs of buying uniforms, school supplies and educational materials from children between the ages of 5 and 14 so that they can continue their schooling. One scholarship is granted for each goal scored by the Ecuador National Soccer Team, which means that 261 children from low-income families were benefited in 2017.
- Technological equipment was donated to almost 500 High School students in the Galapagos Islands this year striving to promote online learning.

CHILE

- In 2017 we implemented the Donate your Pack (*Dona tu Pack*) program aimed at supporting Elementary and Middle School students in the community of Empedrado, in Southern Chile, which was severely affected by numerous fires in over 85% of its 56,000-hectares territory, with losses in agricultural production and livestock. We donated 700 packs including notebooks and school supplies to students affected by the fires so that they could continue their education.





EL SALVADOR

- We sponsored the Because You Are A Child (*Por Ser Niño*) campaign led by Plan Internacional, raising funds to offer scholarships to 5,000 children in rural and vulnerable areas in the country.
- This year we signed an agreement between Claro El Salvador and the Ministry of Education to offer connectivity to 500 of the country's schools.

HONDURAS

- We collaborated in the Smile Operation (*Operación Sonrisa*) project to raise funds to pay for a cleft palate operation for one child. We also put together an event for 60 children who have participated in this project before and took them to the movies with their parents; we also took another 100 children to visit the Dino World educational animatronics exhibit.

GUATEMALA

- This year we participated in a project with the Benito Juárez Rotary Educational Center—or CERBJ for its acronym in Spanish—for which we made a cash donation and granted 10 MB internet connectivity to contribute to the education of children and youngsters from low-income families who have above-average IQs, benefiting 300 children.
- We sponsored the Let's Reforest Guate (*Reforestemos Guate*) project by donating the air time of 660 Claro TV spots in order to involve the community in the reforestation of 25,000 trees on the banks of the Villalobos river, in the town of Villa Nueva.

NICARAGUA

- Through the Help Me to Get There (*Ayúdame a Llegar*) program this year we delivered 5,000 bicycles to students and teachers in order to offer access to education to the most isolated communities in the country.



DOMINICAN REPUBLIC

- This year 3,400 students participated in the inter-schools Claro Cup whose goal is to promote sports, healthy competition, teamwork, leadership, and discipline.
- We sponsored the National Symphony Orchestra to foster activities that promote culture and expand the reach of classical music in the country by granting them access to our technological platform to broadcast the Symphony's opening and closing concerts live.
- In collaboration with other institutions, we formed the Creating Olympic Dreams (*Creando Sueños Olímpicos, CRESO*) Institute aimed at improving the Dominican Republic's performance in the Olympic Games. To this end, diverse investments are made in Olympic athletes in different sports.

URUGUAY

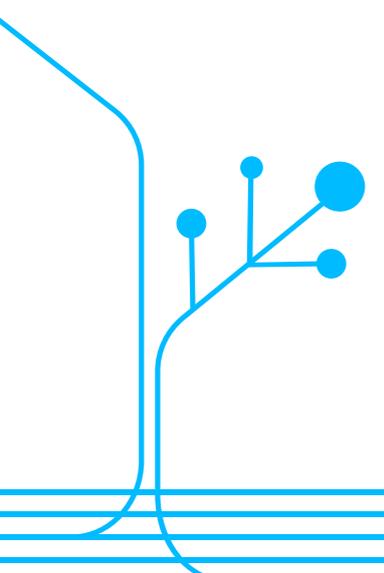
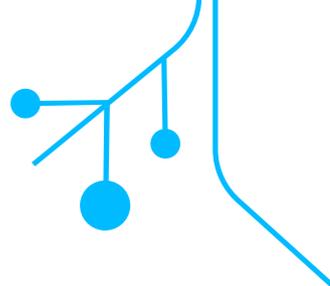
- We donated 100 soccer jerseys to children in the 3 Ombués settlement to help them participate in neighborhood soccer tournaments and promote sports and a healthy lifestyle among the population.
- This year we collaborated with the Ceiling (*Techo*) association to build three homes for low-income families.

PARAGUAY

- We contributed to collecting plastic bottle caps, which are later exchanged for cash, to help children from low-income families who suffer from cancer. This year we collected more than 100 kg of caps.

PERU

- The Clean Warm Home (*Casa Caliente Limpia*) project benefited 19 families in the high Andean regions this year, improving their homes so they can generate and maintain warmth inside, an indispensable thing in this region.



Comprehensive Vaccine Information System (SIIVAC)

In collaboration with the Carlos Slim Foundation and by employing mobile technologies, we developed an information system to detect and map vaccine coverage in **Mexico**, particularly in the most remote communities, in order to be able to focus efforts and complement vaccination programs for the whole population. The goal of this program is for everyone to receive the highest number of vaccines possible to control and, eventually, eradicate certain diseases.

The system involves several elements:

- Syndromic surveillance: a continual and systematic collection, analysis, and interpretation of disease-related data in order to assess the current health of the population and opportunistically identify an outbreak or epidemic in order to intervene and control it in a timely manner.
- Electronic Vaccination Record: to compile, manage, and monitor every child's adherence to the National Vaccination Program and to include the information in a single National Record. It also includes mobile technology elements, allowing the development of an information system to map vaccination coverage across Mexico. The system includes electronic vaccination records,

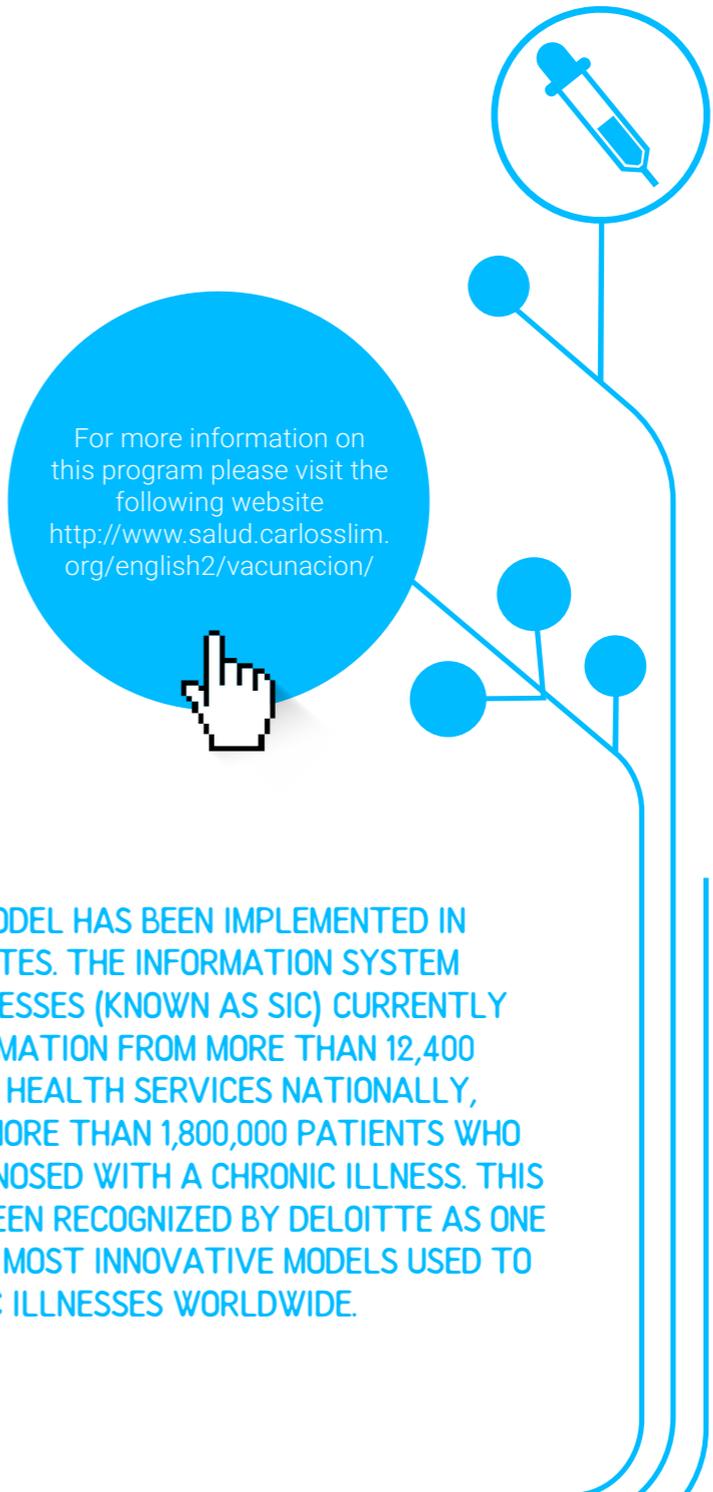
information on the mobile devices used by health professionals who vaccinate the population, files saved on the Cloud, and control panels.

- Protect Them (*Protégelos*) app: 95% of vaccines in Mexico are supplied by the public sector and the other 5% by the private sector. The purpose of the *Protégelos* app is to integrate the data on the remaining 5% into the official Electronic Vaccination Records. The BETA versions for both Android and iOS devices is currently available for download.

CASALUD Model

The Carlos Slim Foundation created the CASALUD Model in order to address **Mexico's** main public health problems, particularly among low-income populations, by opportunistically identifying chronic illnesses including diabetes, high blood pressure, and obesity. This model operates in partnership with the federal Ministry of Health and the state governments as part of the National Strategy Against Diabetes, Overweight, and Obesity, and is supported by technological tools included in the Proactive Prevention Strategy known as MIDO—for the acronym in Spanish for Integrated Measurements for Opportune Detection—which includes, among others, the following:

- MIDO Module, proactive prevention in modules installed in health units and public places.



For more information on this program please visit the following website
<http://www.salud.carlosslim.org/english2/vacunacion/>

THE CASALUD MODEL HAS BEEN IMPLEMENTED IN 27 MEXICAN STATES. THE INFORMATION SYSTEM ON CHRONIC ILLNESSES (KNOWN AS SIC) CURRENTLY COLLECTS INFORMATION FROM MORE THAN 12,400 FIRST-CONTACT HEALTH SERVICES NATIONALLY, AND MONITORS MORE THAN 1,800,000 PATIENTS WHO HAVE BEEN DIAGNOSED WITH A CHRONIC ILLNESS. THIS PROGRAM HAS BEEN RECOGNIZED BY DELOITTE AS ONE OF THE TOP TEN MOST INNOVATIVE MODELS USED TO DETECT CHRONIC ILLNESSES WORLDWIDE.



For more information on the CASALUD Model, please view the website at <http://www.salud.carlosslim.org/english2/casalud/>



- Portable MIDO, proactive prevention that reaches the community and homes with tablet software and a pack that includes a glucose meter, a weight, and a blood pressure meter.
- MIDO v4.0 Information System, that makes it easier to evaluate and classify people as healthy, pre-sick, and sick.
- My Health (*Mi Salud*) MIDO mobile apps, to assess at-risk conditions and to self-monitor healthy habits and lab tests. It also offers personalized reminders for taking pills, medical appointments, and health education.
- Information is collected and shared, and support is granted through the Mexican Observatory of Non-Transmissible Diseases (*Observatorio Mexicano de Enfermedades No Transmisibles, OMENT*), the Excellence Network in Diabetes (*Red de Excelencia en Diabetes, RED*), the Information System for Chronic Illnesses (*Sistema de Información en Enfermedades Crónicas, SIC*), and the Quality of Care in Diabetes Index (*Índice de Calidad de la Atención en Diabetes, ICAD*).
- The Model is supported by technological tools, such as the Structure Record of the Health Units (*Cédula de Estructura de Unidades de Salud*) the Interactive Online Health Education Platform (*Plataforma Interactiva de Educación en Salud Online, PIEENSO*), AbastoNET, Portafolio Digital, and the Virtual Follow-Up Operation Meeting (*Reunión Virtual de Seguimiento de la Operación, REVISO*).

The Internet for All Project

Globally we have developed the Internet for All (Internet para Todos) initiative whose goal is to include in the digital era the elderly, children from low-income families, people in remote locations, and people with disabilities, among other groups. Activities in this project include workshops on education and awareness on the safety of the internet, environmental stewardship, and the use of social networks, among others.

- In **Austria** more than 800 employees participated in the A1 Internet for All initiative, benefiting close to 29,000 people.
- In **Mexico**, Telmex has benefited more than 5 million people with the Telmex Digital Library program, which offers a connection to the internet and equipment for schools and other public educational areas. With this program we loan computers to people who can take them home free of charge, provide digital literacy exercises, support education, and offer job training, human development, and entrepreneurship courses.

Furthermore, in December 2017 we installed the Telcel Iztapalapa Digital Village in Mexico, which is open to the public seven days a week. In it we offer 122 workshops on topics such as a first approach to a computer, programming, robotics, and technological tools for small-and-medium-sized enterprises, among others. Its goal is to offer a space

where people in the area can develop their digital skills and discover new technologies free of charge.

- This year in **Argentina** we carried out a volunteer program in rural schools with the purpose of taking mobile phone and internet connectivity to institutions and remote places, benefiting more than 400 students.
- In **Costa Rica** we held eight Digital Village events at the Children’s Museum in San José, at the Professional Technical Schools in General Viejo, Platanares, and Pejibay, at the Las Mercedes Secondary Schools, and at the Santa Rosa, Santa Elena, and San Pedro schools. The goal is to close the digital divide and promote digital literacy courses by imparting workshops on basic internet and telecommunications concepts, safety in social networks, benefits of the internet, and responsible disposal of electronic waste. Thanks to this project, we benefited 3,000 people this year.
- In **Honduras** we benefited more than 56,000 students with the project Internet for All: Connection to the World (Internet para todos, conexión al mundo) through which we offer access to the internet with free broadband connections for schools, colleges, community centers, and online schooling centers in the public sector.

Contingencies and Natural Disasters

We prepare for contingencies and natural disasters constantly by developing emergency response protocols and establishing plans to reestablish affected services as soon as possible. In this, we participate in GSMA’s initiative and collaborate with the authorities and other companies in our industry to share best practices and search for adequate protocols that enable us to respond to these types of events.

A good practice in case of a contingency or natural disaster is to use SMS as a way to communicate with others, particularly when networks are saturated and there is no connection to the internet. This is so because the technology used for SMS registers texts one after the other in the order in which they are sent by the user and the system delivers them in that same order.

In order to be prepared and ready to face them, we classify natural disasters and contingencies as predictable or unpredictable.

Predictable events



Meteorological
Hurricanes



Summits
Presidential visits

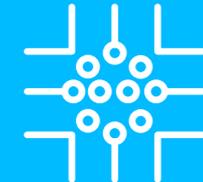


Social
Elections, traffic jams, marches, and demonstrations

Unpredictable events



Geological
Volcano explosions, earthquakes



Technological
Fires, explosions, chemical risks



Meteorological
Storms, tornados

Telmex Plan C and Telcel Natural Disaster Protocol

Both Telmex and Telcel have protocols in place to respond to contingencies caused by natural phenomena that will help minimize damages caused by climate events of great magnitude to the corresponding infrastructures and to ensure that we have the human and material resources needed to reestablish service as soon as possible. These protocols are applied in all areas that are susceptible to natural phenomena, such as tropical storms, hurricanes, floods, and earthquakes. The plans include both preventive and corrective measures aimed at preventing damages to the infrastructure and to reestablish mobile service depending on the damages caused.

Emergency and Disaster Plan in the Dominican Republic

In order to maintain the integrity of the locations in vulnerable areas, our Emergency Operating Center manages the necessary measures to prevent, reestablish service, and try to maintain continuity, depending on the prevailing climate and safety conditions.

We constantly monitor hurricanes in order to take the necessary actions based on the level of danger they represent and the guidelines in our plan. Key measures include: ensuring fuel supplies; performing redundancies tests; checking our power generation system, drainage and cisterns; and verifying the safety of our vehicle fleet and the location of our personnel and all-terrain vehicles that can gain access to the affected areas.

Earthquakes in Mexico

We make an effort to reestablish our systems as soon as possible because we know they play a crucial role in ensuring communication between the authorities and emergency brigades, and in order for the population to be able to contact their loved ones.

During the emergency, both Telmex and Telcel opened up their network across the country to offer free service to all. The services that Telmex made available to the population include its more than 5,500 Infinitem Mobile WiFi hotspots and public telephony; the Telcel services included calls, messages, and data.

THE CARLOS SLIM FOUNDATION DONATED MORE THAN \$1,987 MILLION PESOS FOR RECONSTRUCTION WORKS FOLLOWING THE STRONG EARTHQUAKES THAT HIT MEXICO.



127 TONS OF HUMANITARIAN AID WERE DELIVERED TO THE VICTIMS AND 15 WATER PURIFICATION PLANTS AND 50 WORK CAMPS WERE INSTALLED FOR THE VOLUNTEERS AND SUPPORT TEAMS.

Given the magnitude of the damage from the earthquakes that hit Mexico in September 2017, Telmex and Telcel, in partnership with the Carlos Slim Foundation and the Telmex Telcel Foundation, held a campaign committing to putting up \$5 pesos per every peso donated by the general population. The Carlos Slim Foundation donated more than \$1,987 million pesos, in addition to the more than \$395 million received from donations from the population, for a total of \$2,373 million pesos donated.

These resources were allocated to reconstruction works on five priority actions:

- Humanitarian aid to the victims
- Structural protection of the cultural patrimony buildings that were at risk, until they are restored by specialists managed by the Ministry of Culture.
- Contributions to the reconstruction and transformation of health centers and schools, by expanding and modernizing them, in collaboration with the federal and state governments.
- Actively contributing to building homes that are better quality and safer.
- Contributions to the reconstruction of damaged markets, in collaboration with local authorities.

Mr. Carlos Slim has stated that Grupo Carso will contribute with all the personnel and equipment needed during the reconstruction, at no cost. He further explained that the contribution made by the Carlos Slim Foundation came from its own accounts and that it will not be tax deductible.

In addition to the economic resources mentioned above, 127 tons of humanitarian aid were delivered to the states of Oaxaca, Chiapas, Morelos, Puebla, and the Estado de México. This included 900 tents, installing 15 water purification plants, and distributing 32,400 bottles. Additionally, volunteers from the Telmex Telcel Foundation and elements of the Telmex Support group directly delivered 16,500 food parcels, 15,050 cots, and 14,800 blankets.

As part of this effort, 50 camps were installed for the volunteers and rescue brigades that were working in the affected areas, and Infinitem tow trucks, which include computer equipment and access to the internet, were taken to the states of Morelos and Puebla.



VOLUNTEERS FROM THE TELMEX NETWORK WERE PART OF A SUPPORT GROUP THAT DIRECTLY DELIVERED MORE THAN 138 TONS OF AID, INCLUDING FOOD PARCELS, DRINKING WATER, SLEEPING COTS, AND BLANKETS FOR PEOPLE AFFECTED BY THE NATURAL DISASTER.

I am breaking with the barriers of stereotypes; I carry the ladder on my shoulders and climb on a post just like my male counterparts. But honestly, after the hurricane hit us, it has been really beautiful to see how we were able to help families communicate with one another. On the street people applaud us, they give us water, they thank us and they also yell at me "women to power".

DEBORAH FIGUEROA – EMPLOYEE



"I would like to thank you so much for having opened up the network for all the people in Puerto Rico. You made it possible for me to communicate with my parents and know that they were OK. I am very grateful for your generosity and for helping all of Puerto Rico".

SHELASLIE

Irma and María Hurricanes in Dominican Republic and Puerto Rico

In September 2017, in the aftermath of the devastation of Hurricane María in Dominican Republic, América Móvil put its technological platform and facilities at the disposal of the authorities and rescue organizations so that they could have an alternate way of communication while they were carrying out their prevention and rescue missions.

To this end, they offered an independent broadband data line for transmissions for the Emergency Operating Center (COE for its acronym in Spanish), as well as a satellite phone that ensured effective communication. A technical operator was assigned full-time to this effort in order to offer support and ensure the stability of the installed service for the duration of the emergency.

Likewise, the official alerts issued by the COE were replicated to all the company's customers, with their social networks serving as a channel to communicate preventive messages that helped maintain the population on alert in a timely manner.

As part of the reactivation of the company's Emergency and Disaster Plan, we took preventive and recovery measures and we mobilized our

personnel to minimize the impact of this phenomenon and make an effort to ensure the continuity, or quick reestablishment, of the service for those who were inevitably affected.

In Puerto Rico we purchased and installed 230 generators for the base stations to continue to operate and offer telecommunications services that were indispensable during and after the devastating Irma and María hurricanes.

Our employees in Puerto Rico made an extraordinary effort to continue offering telecommunications services to the whole population, working even over the weekends under the hashtag #SábadoComoSiFueraLunes (on Saturday as if it were Monday). In addition, they also volunteered during the night and on weekends.

Once a majority of the mobile network was reestablished in October, we started working on a plan to reestablish the fixed-line service. As part of this effort, we loaned our customers alternate service equipment that operates over the mobile network so that our employees and customers could have access to voice and data in their homes.

CLARO PUERTO RICO DONATED MORE THAN 16,700 DOLLARS RAISED BY EMPLOYEES AND SUPPLIERS, TO RESCUE INSTITUTES AND ASSOCIATIONS, WHILE OUR VOLUNTEERS BENEFITED MORE THAN 13,200 PEOPLE WITH THEIR EFFORTS.

For this effort we first had to deliver the equipment at in-person service and sales centers and, then, using carts to deliver them directly to our customers' homes. Over the last two months of the year we distributed more than 17,000 devices to 17,000 families whose service was reestablished. We will continue this effort in 2018.

At our Customer Service Centers, we trained our employees to help the affected population in the process of requesting federal aid, by helping them fill out the forms and sending them via the internet from our Centers. We also established a series of Oases across the country where we offered long distance calls free-of-charge, allowing families to communicate with each other during these difficult times.

GREEN ALERT ZONE

GET INFORMATION

- Stay informed on the trajectory of the storm.
- If you are on the coast, move inland.
- Keep implements and tools to protect your home at hand.
- Place all important documents and valuables in a plastic bag.
- If you decided to move to a safer place, take a light bag, a warm blanket, a change of clothes, shoes, food, and water.

AMBER ALERT ZONE

PREPARE YOURSELF

- Protect doors and windows.
- Anchor anything that needs to stay outdoors.
- Bring all loose objects inside.
- Keep your mobile phone and a replacement battery fully charged.
- Close all gas lines and anchor gas tanks.
- Keep a list of phone numbers for the main rescue institutions and your job.
- If you have decided to move to a safe place, Do it!
- Keep your pets safely inside.

RED ALERT ZONE

PROTECT YOURSELF

- Keep calm.
- Listen to the radio to obtain more information and/or instructions.
- Put your family together in the safest place in the home, away from doors and windows. If the wind opens them, do not approach them directly from the front.
- Disconnect all electrical appliances.
- Do not leave your home until the authorities inform the population that the danger has passed.

ENVIRONMENT



AT AMÉRICA MÓVIL CONSERVING THE ENVIRONMENT AND BIODIVERSITY, EFFICIENCY IN THE USE OF RESOURCES, AND DECREASING WASTE GENERATION HAVE ALWAYS BEEN A PRIORITY. WE ARE TOTALLY COMMITTED TO CONSTANTLY REVIEWING OUR PROCESSES AND OPERATIONS IN ORDER TO IMPLEMENT MEASURES THAT COMPLY WITH THESE OBJECTIVES.



173,602 TONS
of discarded technological equipment were repurposed through different suppliers.



Almost
18 MILLION KWH
saved, which is equivalent to the electricity consumption of 2,000 homes in one year.



With the program Nature at Your School (*La naturaleza en tu escuela*) we visited 21 states in Mexico, with the participation of
18,000 STUDENTS
FROM 184 SCHOOLS.

GIVEN THAT THE STRATEGY IS CENTERED ON REDUCING OUR IMPACT ON THE ENVIRONMENT, EVERY YEAR WE INCORPORATE NEW TECHNOLOGIES IN OUR INFRASTRUCTURE AND OPERATIONS, AND WE IMPLEMENT INTERNAL AND EXTERNAL MEASURES THAT ENABLE US TO:

- MAKE OUR ENERGY CONSUMPTION MORE EFFICIENT.
- DECREASE WASTE GENERATION.
- PRESERVE BIODIVERSITY IN THE COMMUNITIES WHERE WE ARE PRESENT.

Energy

(302-1)

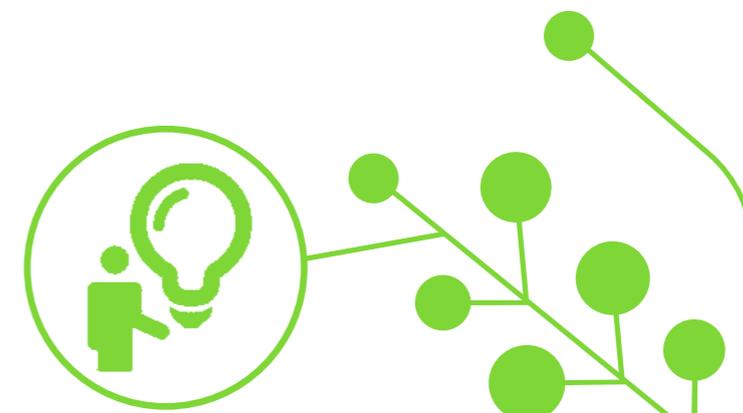
As a telecommunications company, we need energy to operate and provide our customers with the high-quality service they require. Accordingly, we have always focused our efforts on achieving a more efficient use of this resource.

In 2017 we consumed a total of 5.58 million Megawatts hour (MWh) at all our operation, which is equal to 20 million gigajoules (GJ) of energy for our internal consumption.

Also given the nature of our operations, we use fuels to supply our vehicle fleet and power generation plants, which are needed by our base stations to offer connectivity to our customers in remote areas where there is no access to the power grid. During 2017 we consumed 61 million liters of gasoline, 52 million liters of diesel, and 1,000 liters of biodiesel. In addition, since some of our operations require LP gas, ethanol, and natural gas, in 2017 we consumed 920,000 liters of LP gas, 633,000 liters of ethanol, and 62,000 liters of natural gas.

Energy consumption by country or region¹

COUNTRY OR REGION	MWH CONSUMED
Mexico	2,231,798.42
Brazil	1,192,422.96
Colombia	446,907.77
Southern Cone	281,403.95
Andean Region	221,383.72
Central America	294,101.86
Caribbean	242,767.51
United States	9,035.60
Austria and Eastern Europe	655,355.25
TOTAL	5,575,177.03



THIS YEAR WE CHANGED THE LIGHTS AT FOUR OF OUR CORPORATE BUILDINGS, FOR SAVINGS OF 400,000 KWH, EQUIVALENT TO THE ENERGY CONSUMPTION OF 44 HOMES IN ONE YEAR.

¹ Does not include our consumption of renewable sources of energy, which we describe in detail later.

Consumption of fuels by country or region

COUNTRY OR REGION	GASOLINE (LITERS)	DIESEL (LITERS)	GAS (LITERS)	LP GAS (LITERS)	ETHANOL (LITERS)	NATURAL GAS (LITERS)
Mexico	48,676,535.32	7,138,730.41	-	427,587.00	-	96.00
Brazil	7,349,413.00	1,494,750.00	-	-	633,935.00	-
Colombia	126,112.14	9,124,681.86	-	-	-	-
Southern Cone	51,881.00	1,221,116.91	-	-	-	-
Andean Region	776,761.48	2,146,198.18	1,035.00	14,473.83	-	-
Central America	345,856.85	3,466,694.50	-	-	-	-
Caribbean	3,537,889.13	20,114,271.57	-	246,937.52	-	-
United States	8,483.86	-	-	-	-	12,787,820
Austria and Eastern Europe	556,867.00	7,632,527.00	-	231,718.00	-	-
TOTAL	61,429,799.78	52,360,014.43	1,035.00	920,716.35	633,935.00	12,787,916²

Renewable Energy

One of the measures we have implemented to reduce our impact on the environment is to employ renewable sources of energy, mainly wind and solar. We currently do this in 20% of the countries where we operate, and during 2017 we consumed a total of 5,000 MWh from renewable sources of energy.

Consumption of renewable energy in 2017

COUNTRY	MWH
Mexico	394.66
Brazil	685.99
Andean Region	266.95
Caribbean	80.25
Austria and Eastern Europe	4,492.00
TOTAL	5,919.84

² Our operations in Austria and Eastern Europe consumed 6,508 kg of natural gas which were not included in the table since we don't have the information on the average density.



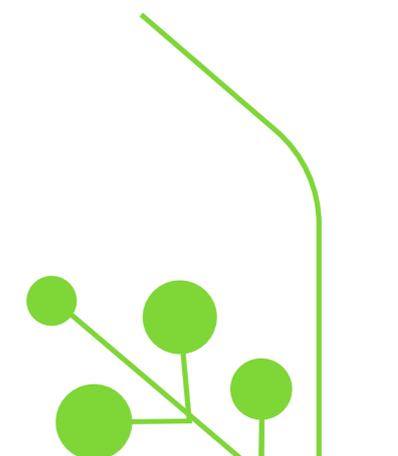
Emissions

(305-1, 305-2)

Aware of the environmental impact of direct and indirect greenhouse gas emissions from our operations, we monitor them uninterruptedly, which allows us to take measures and develop projects to reduce them.

Emissions by country or region in 2017

COUNTRY OR REGION	DIRECT EMISSIONS, SCOPE 1 (TON CO ₂ E)	INDIRECT EMISSIONS, SCOPE 2 (TON CO ₂ E)	REFRIGERANTS	TOTAL EMISSIONS
Mexico	132,670.18	1,115,671.15	5,647.19	1,229,050.12
Brazil	21,580.44	76,470.08	-	98,050.53
Colombia	24,400.06	89,381.55	-	113,781.62
Southern Cone	3,382.36	98,520.38	-	101,902.74
Andean Region	7,506.04	102,765.00	-	10,271.05
Central America	9,992.97	105,602.34	-	115,595.31
Caribbean	61,837.06	101,098.08	62,024.92	224,960.06
United States	48.38	4,644.30	-	4,692.68
Austria and Eastern Europe	27,867.00	478,581.00	1,505.40	507,953.40
TOTAL	289,284.51	2,172,733.89	69,177.52	2,506,257.51



Initiatives to reduce emissions, energy consumption, and fuel consumption

(302-4)

Across our organization we are implementing initiatives that will enable us to reduce emissions and our consumption of energy and fuels. The following are among our success stories:

In **Mexico** this year we began to purchase energy generated with gas turbines. Likewise we installed solar panels with a photovoltaic system at our base stations that have emergency plants operating 24 hours a day, for savings of 77.56% in our annual energy consumption costs.

In 2017, for the fourth consecutive year, our network in **Austria** was certified as carbon neutral. We also implemented a program making our 240 vehicles available for our employees to share.

In **Belarus** we equipped a mobile base station with a hybrid and autonomous energy system that allows the base to operate with energy generated by several solar panels and to store it to ensure a constant flow of energy during the night.

In **El Salvador** this year we achieved considerable savings in our energy and fuel consumption by employing several practices including the implementation of Precision Air in six centers, installing efficient air conditioning systems that use VRF Inverter technology, installing LED lights as well as timers in refrigerators, and disconnecting equipment that is not operating, among others.



THE MEASURES WE IMPLEMENTED IN MEXICO RESULTED IN ECONOMIC SAVINGS FOR 77.56% IN OUR ANNUAL ENERGY CONSUMPTION.

In **Colombia** we put together the Energy Efficiency Committee which meets on a weekly basis and includes the Operations and Management, Implementation, Electro-mechanic Equipment, Procurement, General Services, Administrative Services, Social Responsibility and Health and Safety in the Workplace, and Environment divisions.

Measures that have been implemented to reduce our electricity consumption include turning equipment off, changing the lights and renovating technology. In order to save energy in the refrigeration areas, we upgraded our air conditioning systems in facilities and base stations across the country. With these measures we achieved savings for more than 17.5 million KWh.

The Environmental Management Division in **Costa Rica** offered training to employees on the efficient driving—known as eco-driving—to avoid excessive fuel consumption and protect the integrity of the fleet.

In **Central America** we optimized energy consumption and reduced our greenhouse gas emissions by implementing savings policies in the preventive maintenance process at our base stations. We also continued with the process to provide electricity to remote sites that operate on continuous motor generators.

In **Peru** we achieved significant reductions in our CO₂ emissions thanks to our annual reviews of sites that operate with electrogene group, and by implementing several projects in collaboration with the sector's electric company or with other energy options in the location.



**THIS YEAR WE SAVED
ALMOST 18 MILLION KWH,
EQUIVALENT TO THE ENERGY
CONSUMPTION OF 2,000
HOUSEHOLDS IN ONE YEAR.**

BY IMPLEMENTING THE SINGLERAN PROJECT WE EXPECT TO ACHIEVE REDUCTIONS OF 50% IN THE ONSITE SPACE REQUIRED, 60% IN THE WEIGHT OF THE TOWER, AND 40% IN ENERGY CONSUMPTION³.

SingleRAN Project

(302-5)

We continue to invest in SingleRAN technology in every country where we operate. At year-end 2017 we registered a 52% growth in the SingleRan base with respect to 2016, which translates into:

- Greater network flexibility and efficiency.
- Better network capacity and coverage.
- A 50% reduction in the space required for the site, a 60% reduction in the weight of the tower, and a 40% reduction in energy consumption³.
- Achieving service synergies that will contribute to accelerating the 3G and 4G expansions.
- Facilitating traffic migration between 2G, 3G, and 4G.



³Estimated reduction once the project is 100% complete.

Non-hazardous waste by disposal method by country or region in 2017

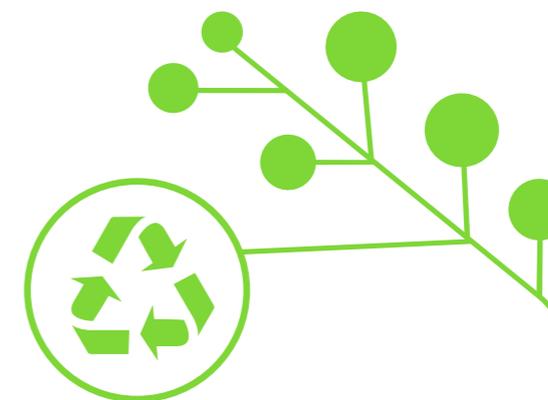
COUNTRY OR REGION	RECYCLED (TONS)	REPURPOSED (TONS)	LANDFILL (TONS)	INCINERATED (TONS)	TOTAL
Mexico	4,593.24	2,450.12	58.67	-	5,151.03
Brazil	307,402.17	-	50,083.00	-	357,485.17
Colombia	277.56	1,850.97	227.71	5.47	2,361.70
Southern Cone	2,491.84	-	501.01	-	2,992.85
Andean Region	237.47	-	80.00	-	317.47
Central America	1,815.28	-	-	-	1,815.28
Caribbean	1,456.61	1,232.20	1,929.23	1,232.20	2,153.64
Austria and Eastern Europe	3,555.00	-	741.00	1,200.00	5,496.00
TOTAL	321,829.16	5,533.29	53,620.62	2,437.67	377,773.14

Waste*(306-2, 301-3)*

Our main goal in terms of waste management is to improve the way in which we dispose of it, with our preferred methods being repurposing, recycling, and controlled confinement for waste that can later be reclaimed.

Throughout the year, 2,958 tons of discarded technological devices were repurposed by different suppliers.

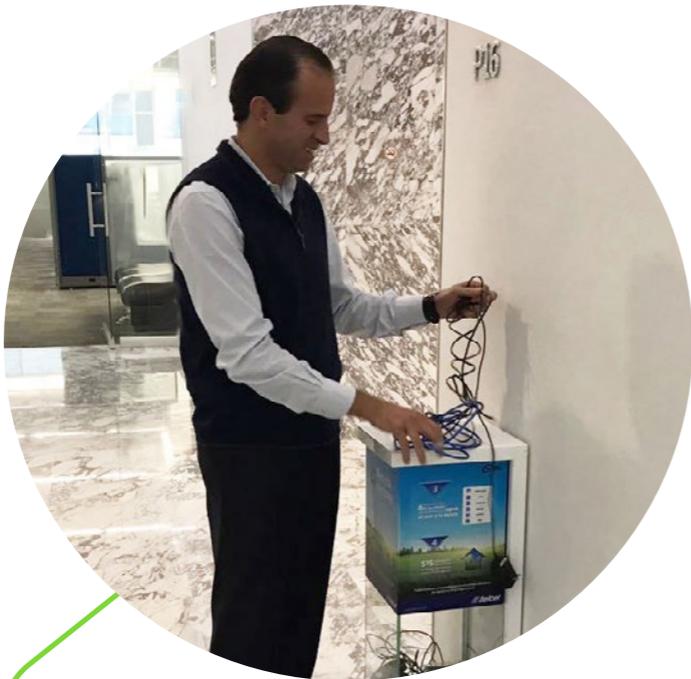
We generated 173,602 tons of hazardous waste, which we disposed of in accordance to the regulations of the countries where the waste was generated.



**+90% OF WASTE IN
MEXICO WAS REPURPOSED
OR RECYCLED.**

Inverse Logistics Project in Claro Colombia

SINCE 2009 IN CLARO COLOMBIA WE HAVE IMPLEMENTED THE INVERSE LOGISTICS PROJECT WHOSE GOAL IS TO RETURN TO CLARO USED MATERIALS AND EQUIPMENT EMPLOYED BY FIXED AND MOBILE SERVICES WHICH ARE UNINSTALLED DUE TO OBSOLESCENCE, DAMAGE OR DETERIORATION. THE EQUIPMENT IS THEN DISASSEMBLED AND CLASSIFIED SO THAT THE MAJORITY OF VIABLE COMPONENTS CAN BE REPURPOSED OR IN ORDER TO PROPERLY DISPOSE OF MATERIALS THAT CAN NO LONGER BE USED.



IN 2017 WE COLLECTED MORE THAN 326,000 MOBILE PHONES AND 867,000 ACCESSORIES, FOR MORE THAN 184 TONS OF RECYCLED ELECTRONIC WASTE.

Disposal of Mobile Phones and Accessories

Given that we are the link between companies who make mobile devices and the end consumer, we actively participate in the collection of equipment for recycling. Accordingly, we make available to our consumers ways in which they can adequately dispose of discarded equipment, which we then send to specialized companies or organizations that reuse as many of the components as possible and adequately dispose of anything that can't be recycled or repurposed.

- The Green Program, which is part of the We Care initiative, promotes the collection of discarded devices and accessories among our customers. We implement it in our **Mexico and Colombia** subsidiaries. In 2017 we collected 123,000 mobile phones and 20 tons of accessories for recycling purposes.

- The I Love My World (*Yo Amo a Mi Mundo*) and Inverse Logistics initiatives in **Colombia** promote the collection of smart cards and local customer devices, in order to refurbish them. We currently have 195 collection points distributed across 65 municipalities in the country.

In 2017, thanks to this initiative, we collected more than 2.6 million units that were later refurbished, including batteries, cables, electronic equipment, computers, iron, fiber optics, and plastic, among others.

With this we achieved the reduction of more than 920 tons of waste from electric devices that have already been reintroduced into a useful life cycle. Likewise, we saved close to 650,000 cubic meters of water, which would have been used in the process to make plastics for producing new equipment, which is equal to the content of 260 Olympic-sized pools, or the average water consumption of 43,000 households.



THROUGH THE I RECYCLE, I AM CLARO (YO RECICLO, YO SOY CLARO) PROGRAM IN PERU, WE HAVE INSTALLED MORE THAN 200 COLLECTION POINTS ACROSS THE COUNTRY.

Furthermore, as part of this project we collect equipment that had previously been installed at the facilities of the end users which were not working correctly. We test their functionality and fix them so they can continue operating, instead of buying new equipment.

- The Galapagos Chooses to Recycle (*Galápagos Elige Reciclar*) campaign in **Ecuador** is aimed at collecting discarded mobile phones with the collaboration of schools in the municipality of Isla Santa Cruz so that we can recycle any components that are still usable. In 2017 we collected 25,730 mobile phones.
- **Peru** has been implementing the program I Recycle, I am Claro (*Yo Reciclo, Yo Soy Claro*) since 2010. The goal of this program is to create awareness among the general public of the importance of environmental stewardship and promote the responsible disposal of discarded mobile phones, batteries, chargers, modems and fixed phones, among others. To this end, we have installed more than 200 collection points across the country in Customer Service Centers and in certain locations of companies and institutions we partner with.

These devices are then processed by a company in charge of managing waste and recovering recyclable components. As of this date, 145,000 units have been adequately collected and disposed of. In addition, in 2017 we held the Reciclafest event in the municipalities of Lambayeque and Arequipa, for the collection of more than 60 tons of discarded devices. Also as part of this program, we invite several companies to join our effort to collect and recycle equipment. 29 companies or institutions joined the program this year, bringing the total to 100 since it first began operating.

- Over the past two years a recycling center has been operating in **Bulgaria** whose goal is to extend as much as possible the useful life of electronic devices by collecting them and repairing them whenever possible. Every month approximately 12,000 devices are collected and repaired, including modems, routers, and remote controls, among others.

Biodiversity

(304-2, 304-3)

One of our environmental goals is to contribute to the conservation of biodiversity by establishing partnerships with local governments and associations whose goals are aligned with ours. As a company, we can have a positive impact on the environment by integrating mobile technologies into the protection of species.

Conservation of Marine Species in the Sea of Cortez

The WWF-Telmex Telcel Foundation Alliance has spearheaded for nine years the Program for the Conservation of Priority Marine Species on the Sea of Cortez, the only program in the Gulf of California focused on 15 marine species that are threatened or in danger of extinction in three major groups: whales, marine turtles and sharks. Persisting threats are excess fishing, incidental or illegal fishing, inadequate tourism, the increase in coastal developments, and pollution. In order to address these problems, the Alliance has worked on three strategic lines of action: science and research, conservation and management, and environmental communication and education.

To achieve its goals, the Alliance has put together groups of leaders and experts in research and conservation, promoting science in the region and the adequate handling and protection of the different species and their habitats. It has also carried out training efforts with related stakeholders and implemented an awareness program for Middle and High School students across the country.

The third phase of this program was implemented between 2014-2017, including the following results:

- Created the first field lab to study the gray whale in the San Ignacio lagoon in Baja California Sur.
- Designed the first monitoring protocol to study cetaceans in the Gulf of California.
- Identified and monitored 7,500 grey whales, 6,000 hunchback whales, 300 orcas, more than 140 white sharks, 512 whale sharks.
- Granted support to 21 university, Master's and PhD students and 20 researchers in different institutions that collaborate with the program.
- Trained more than 70 tourist industry professionals on how to apply the rules for viewing the species.



- In collaboration with 16 government and civil society organisms, developed a collaborative strategic plan to reduce the incidental capture of marine turtles while at the same time allowing local inhabitants to continue to make a living.
- More than 100,000 hatchlings have been freed annually.
- Organized festivals for conservation of marine turtles and sharks in six communities in Baja California Sur and one in Sinaloa, with the participation of more than 10,000 people.
- We created awareness among more than 6,000 people at the Pacific Aquarium in Long Beach, California, in the U.S., related to the work the Alliance has done with grey whales, hunchback whales, shark whales, white sharks, and marine turtles.

Program to Protect Jaguars

We have been implementing the Program to Protect Jaguars since 2005 in partnership with the National Alliance for the Conservation of Jaguars and the WWF-Telmex Telcel Foundation Alliance. The goal of the program is to promote and spearhead projects that contribute to the environmental policy and establish a link between different sectors in society to ensure the preservation of jaguars, their prey, and their habitats in Mexico. Every year we hold the forum entitled The Mexican Jaguar in the 21st Century (*El Jaguar Mexicano en el Siglo XXI*), with the participation of experts from all over Latin America who evaluate the conditions of jaguars across the Continent.

In 2017 we began the National Jaguar Census in 12 regions in order to estimate the degree of conservation of jaguar populations. This year there were 10 publications on this topic.



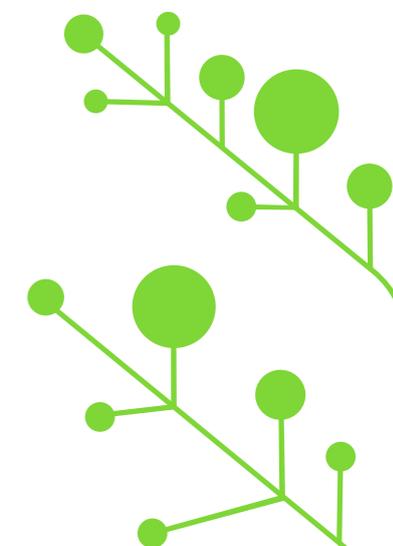
WITH THIS PROGRAM WE HAVE CONTRIBUTED TO PROTECTING 35,000 HECTARES OF TROPICAL FOREST AS WELL AS 70,000 HECTARES OF JAGUAR HABITATS.

FROM 2003 TO DATE WE HAVE PLANTED MORE THAN 12 MILLION TREES IN THE PROTECTED AREA OF THE MONARCH BUTTERFLIES IN ANGANGUEO, MICHOACÁN, MEXICO.

Conservation Program for the Monarch Butterflies

Since 2003 the WWF-Telmex Telcel Foundation Alliance has been implementing a Conservation Program for the Monarch Butterflies whose goal is to preserve biodiversity in Mexico, including the migration and hibernation of the Monarch butterflies. The program has been successful in, among other things, eradicating clandestine logging, creating sustainable community businesses, protecting and restoring forests, developing an economic strategy as an incentive for conservation, and publishing six scientific articles deemed as the technical basis for managing the Reserve.

The Alliance systematically monitors the hibernation of the Monarch butterflies annually, with 13 colonies recorded this year, seven in Michoacán and six in the Estado de México, occupying almost three hectares of forest. In addition, the Regional Monarch Butterfly Forum holds six annual events. From the program's inception, 6,000 hectares of land have been reforested by planting almost 13 million trees produced in 13 community nurseries. Tourist attractions on three farms that receive an average of 100,000 tourists annually during the period the butterflies hibernate, have been improved. The Alliance also created awareness in 24,000 people by employing environmental education strategies such as workshops, puppet shows, radio spots, and a museum exhibit.



WE VISITED 21 STATES IN MEXICO, WITH THE PARTICIPATION OF 18,000 STUDENTS FROM 184 SCHOOLS. THIS YEAR THE PROGRAM'S WEBSITE HAD MORE THAN 200,000 VISITS AND 11.5 MILLION CLICKS. WE WILL HOLD THE EXHIBIT IN FEBRUARY 2018.

Nature at Your School (La Naturaleza en tu Escuela) Program

This WWF-Telmex Telcel Foundation Alliance program began in 2014 with the goal of creating awareness among Mexican students of the need to protect vulnerable species and their habitats. Through presentations made by scientists and the Alliance's spokespersons, students are asked to create a collaborative work of art. The most representative works are put on exhibit at the Soumaya Museum and the most outstanding students are invited to visit the field research programs. The 2017 edition of the program—which centered on ridley sea turtles—was entitled Small Navigators (Pequeñas Navegantes).

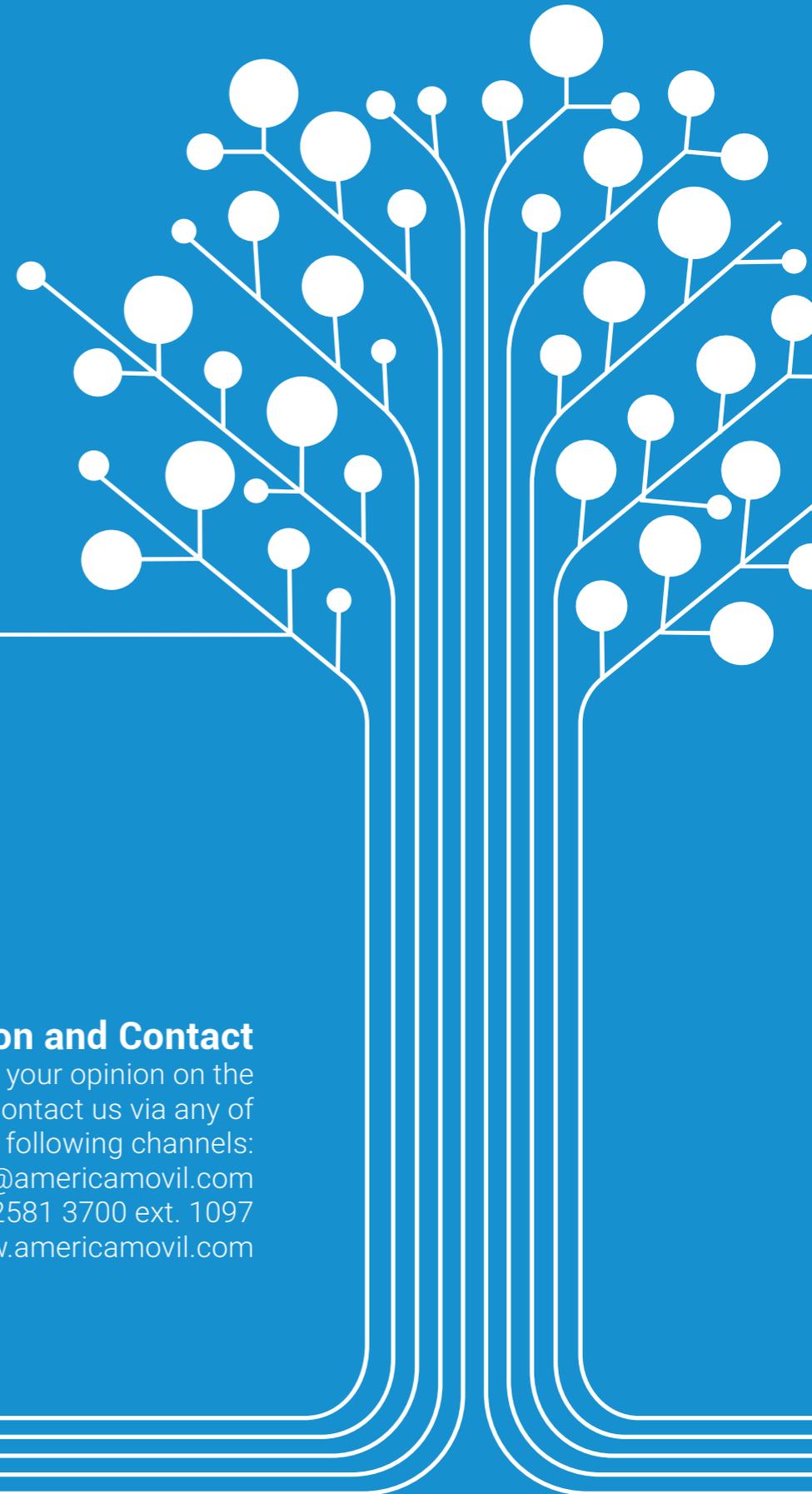
The program visited 21 states; 18,000 students from 184 schools participated. This year, the program's website received more than 200,000 visits and 11.5 million clicks. The works of the finalists will be exhibited in the Soumaya Museum in February 2018; the winning team, accompanied by four parents and two teachers, will visit the turtle camp in Acapulco, where they will be able to see the ridley sea turtles up close, particularly as they hatch and begin their run from the nest to the ocean.



	1 ST PLACE	2 ND PLACE	3 RD PLACE
Name of the art piece	Chiapaz a la familia golfina (Chia-peace and the ridley sea turtle family)	Los años perdidos (The lost years)	Tortuga golfina verde (Olive ridley sea turtle)
Message	We want peace for the ridley sea turtle family	Plants, animals, and the environment form a biological community, with each of the parts depending on the other.	Let's give our support to the ridley sea turtle.
School	Preparatoria 4, Tapachula, Chiapas	Colegio de Bachilleres del Estado de Querétaro 1, Querétaro.	Colegio de Bachilleres del Estado de Jalisco 2, Guadalajara, Jalisco.
Participants	Yazuri Concepción Mendoza Citalan Ruby Alejandra del Agua y Culebro Fernanda Adilene Hernández Villarial Johana Carolina Ordóñez Mina	Denisse Juárez Olivo María Fernanda González Pérez Ana Karina Pérez Correa Karen Monserrat Guerrero Ramírez	María Azucena Galván Ávila Jonathan Alberto Rangel Ramírez Cecilia Rubí García Vargas Bryan Alexis Chávez Rivas Irma Judith García Escobedo



APPENDIX



Information and Contact

If you wish to share with us your opinion on the contents of this report, please contact us via any of the following channels:

e-mail: contacto-rse@americamovil.com

Phone number: +52 (55) 2581 3700 ext. 1097

Website: <http://www.americamovil.com>

ASSOCIATIONS AND ORGANIZATIONS

(102-13)

Associations in which we participate

Formamos parte de asociaciones y organismos, nacionales e internacionales, que apoyan la industria de la que somos parte o benefician de algún modo a la sociedad.

AMÉRICA MÓVIL

Groupe Speciale Mobile Association (GSMA)
International Telecommunications Union (ITU)
5G Américas
Asociación Interamericana de Empresas de Telecomunicaciones (ASJET)

ARGENTINA

Cámara de Comercio Argentina Mexicana (CCAM)
Cámara de Informática y Comunicaciones de Argentina (CICOMRA)
Cámara Argentina de Internet (CABASE)
American Chamber of Commerce Argentina (AMCHAM)

AUSTRIA

Next Generation Mobile Networks Alliance
respACT
ETNO
GSM Memorandum of Understanding

BRAZIL

Associação Brasileira de TV por Assinatura
Associação Brasileira de Recursos Telecom
Associação Nacional de Operadores de Celulares
Conselho de Desenvolvimento Econômico e SocialChile

CHILE

Asociación de empresas de telefonía móvil (ATELMO)
ICARE
Cámara de Integración Chileno Mexicana (CICMEX)
Acción RSE
Asociación de Exportadores y Manufacturas (ASEXMA)

COLOMBIA

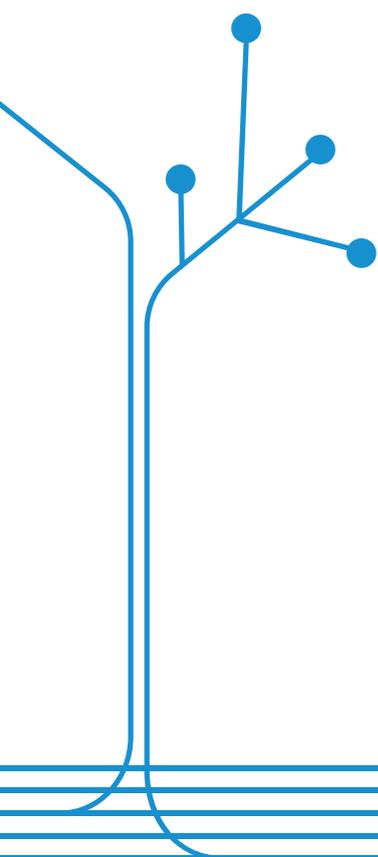
Asociación de Exportadores y Manufacturas (ASEXMA)
Andesco
Reconciliación Colombia
Cámara Colombiana de Informática y Telecomunicaciones (CCIT)
Cámara de Comercio Colombo Mexicana
Asociación de Industriales de Colombia (ANDI)

COSTA RICA

Cámara de Tecnologías de Información y Comunicación
Cámara de Infocomunicación y Tecnología
Ucaep
American Chamber of Commerce Costa Rica (AMCHAM)
Cámara Empresarial México-Costa Rica

DOMINICAN REPUBLIC

Acción Empresarial por la Educación (EDUCA)
Acción Pro Educación y Cultura (APEC)
Asociación de Comerciantes e Industriales de Santiago (ACIS)
Asociación de Empresas Industriales de Herrera (AEIH)
Asociación de Industrias de la Región Norte (AIREN)
Asociación de Industrias de la República Dominicana (AIRD)
Asociación Dominicana de Constructores y Promotores de la Vivienda (ACOPROVI)
Asociación Dominicana de Empresas de Exportación (ADOEXPO)
Asociación Dominicana de Empresas de Inversión Extranjera (ASIEX)
Asociación Dominicana de Empresas de Telecomunicaciones (ADOMTEL)
Asociación Hoteles y Turismo de la República Dominicana (ASONAHORES)



Asociación Nacional de Jóvenes Empresarios (ANJE)
 Asociación Nacional de Usuarios No Regulados (ANUNR)
 American Chamber of Commerce Dominican Republic (AMCHAM)
 Cámara de Comercio Dominicano Mexicana (CADOMEX)
 Cámara de Comercio y Producción de la Vega, Inc.
 Cámara de Comercio y Producción de Santiago (CCPS)
 Cámara de Comercio y Producción de Santo Domingo (CCPSD)
 Cámara Dominicana de las Tecnologías de la Información y la Comunicación (CAMARATIC)
 Confederación Patronal de la República Dominicana (COPARDOM)
 Consejo Nacional Empresa Privada (CONEP)
 Fundación Institucionalidad y Justicia (FINJUS)
 Red Nacional de Apoyo Empresarial a la Protección Ambiental (ECORED)

ECUADOR

Asociación de Empresas de Telecomunicaciones (ASETEL)
 Cámara de Comercio de Guayaquil
 Cámara de Comercio de Quito
 Cámara de Industrias de Guayaquil
 Cámara Binacional Ecuador-México
 Cámara de Comercio Ecuatoriano Americana de Guayaquil
 Alianza Antipiratería en DTH

EL SALVADOR

Asociación Nacional de la Empresa Privada (ANEP)
 American Chamber of Commerce El Salvador (AMCHAM)
 Cámara de Comercio Salvadoreña (CAMARASAL)
 Cámara Salvadoreña de Telecomunicaciones (CASATEL)
 Cámara Salvadoreña Mexicana de Comercio (CASALMEX)

GUATEMALA

Cámara de Comercio de Guatemala
 Cámara de Industria de Guatemala
 Cámara de Comercio e Industria Guatemalteco Mexicana

HONDURAS

Cámara Empresarial Honduras-México
 Comité Ejecutivo del Punto de Intercambio de Tráfico de Internet en Honduras

MEXICO

Consejo Coordinador Empresarial (CCE)
 Asociación Nacional de Telecomunicaciones (ANATEL)
 Telecom CIDE

NICARAGUA

Consejo Superior de la Empresa Privada (COSEP)
 Cámara de Comercio Americana de Nicaragua (AMCHAM)
 Unión Nicaragüense de Responsabilidad Social Empresarial (UNIRSE)
 Cámara Empresarial Mexicana Nicaragüense
 Cámara Nicaragüense de Internet y Telecomunicaciones

PARAGUAY

Cámara de Operadores Móviles del Paraguay (COMPY)
 Unión Industrial del Paraguay (UIP)
 Centro de Regulación, Normas y Estudios de la Comunicación (CERNECO)
 Cámara de Anunciantes del Paraguay

PERU

Asociación para el Fomento de la Infraestructura Nacional (AFIN)
 United Way Peru

PUERTO RICO

Asociación de Industriales
 Asociación de Ejecutivos de Ventas y Mercadeo
 Cámara de Comercio de Puerto Rico
 Alianza de Proveedores de Telecomunicaciones
 Centro Unido de Detallistas
 Puerto Rico Hotel and Tourism Association

UNITED STATES

The Wireless Association (CTIA)

URUGUAY

Cámara Uruguaya de Tecnologías de la Información
 Cámara de Telecomunicaciones del Uruguay

* Panama does not belong to any Association.

AWARDS AND RECOGNITIONS

Among the awards and recognitions received by América Móvil subsidiaries throughout the year the most noteworthy is Telcel's ranking as the second most valuable Mexican brand in Brandz's annual ranking of 30 national brands, with Telcel maintaining its position as the leading Mexican company in the telecommunications sector. In addition, the Mexican Philanthropy Center (*Centro Mexicano de Filantropía, CEMEFI*) and the Alliance in Favor of Social Responsibility (*Alianza por la Responsabilidad Empresarial, AliaRSE*) awarded the Socially Responsible Company distinction to Telcel for the ninth consecutive year and to Telmex for the seventeenth consecutive year. Claro Colombia obtained the Innovation Management Level 1: Proficient recognition granted by the Global Innovation Management Institute.

GRI CONTENT INDEX

GRI 102: GENERAL DISCLOSURES, 2016

102-1	Name of the organization	6	
102-2	Activities, brands, products, and services	7	
102-3	Location of headquarters	6	
102-4	Location of operations	6	
102-5	Ownership and legal form	21	
102-6	Markets served	7	
102-7	Scale of the organization	10,36	
102-8	Information on employees and other workers	36	
102-9	Supply chain	54	
102-10	Significant changes to the organization and its supply chain		There were no significant changes to the supply chain
102-12	External initiatives	60	
102-13	Membership of associations	92	
102-14	Statement from senior decision-maker	3	
102-15	Key impacts, risks, and opportunities	28	
102-16	Values, principles, standards, and norms of behavior	102-16	
102-17	Mechanisms for advice and concerns about ethics	25	
102-18	Governance structure	19, 21	Additional, you can consult the Form 20-F: http://www.americamovil.com/sites/default/files/2018-04/2017-annual-report-on-form-20-f_0.pdf
102-19	Delegating authority	19	
102-20	Executive-level responsibility for economic, environmental, and social topics	19	
102-21	Consulting stakeholders on economic, environmental, and social topics	17	
102-22	Composition of the highest governance body and its committees	21	
102-23	Chair of the highest governance body	21	Additional, you can consult the Form 20-F: http://www.americamovil.com/sites/default/files/2018-04/2017-annual-report-on-form-20-f_0.pdf
102-24	Nominating and selecting the highest governance body	21	Additional, you can consult the Form 20-F: http://www.americamovil.com/sites/default/files/2018-04/2017-annual-report-on-form-20-f_0.pdf
102-25	Conflicts of interest	21	Additional, you can consult the Form 20-F: http://www.americamovil.com/sites/default/files/2018-04/2017-annual-report-on-form-20-f_0.pdf
102-26		19	
102-29		17	
102-31		17	
102-32	Role of highest governance body in setting purpose, values, and strategy		It is reviewed by the Sustainability Executive Committee
102-35	Identifying and managing economic, environmental, and social impacts	21	Additional, you can consult the Form 20-F: http://www.americamovil.com/sites/default/files/2018-04/2017-annual-report-on-form-20-f_0.pdf
102-36	Review of economic, environmental, and social topics	21	Additional, you can consult the Form 20-F: http://www.americamovil.com/sites/default/files/2018-04/2017-annual-report-on-form-20-f_0.pdf
102-40	Highest governance body's role in sustainability reporting	16	
102-41	Remuneration policies	36	
102-42	Process for determining remuneration	15	

INDICATOR	DESCRIPTION	PAGE	COMMENT
102-43	List of stakeholder groups	16	
102-44	Collective bargaining agreements	16	
102-45	Identifying and selecting stakeholders	10	
102-46	Approach to stakeholder engagement	2	
102-47	Key topics and concerns raised	17	
102-48	Entities included in the consolidated financial statements	2	
102-49	Defining report content and topic Boundaries	2	
102-50	List of material topics	2	
102-51	Restatements of information	2	
102-52	Changes in reporting	2	
102-53	Reporting period	2	
102-54	Date of most recent report	2	
102-55	Reporting cycle	94	
102-56	Contact point for questions regarding the report	2	
GRI 201: ECONOMIC PERFORMANCE, 2016			
201-1	Direct economic value generated and distributed	10	
201-2	Financial implications and other risks and opportunities due to climate change	28	
GRI 203: INDIRECT ECONOMIC IMPACTS 2016, 2016			
203-1	Infrastructure investments and services supported	8,9	
203-2	Significant indirect economic impacts	61	
GRI 204: PROCUREMENT PRACTICES, 2016			
204-1	Proportion of spending on local suppliers	54	
GRI 205: ANTI-CORRUPTION, 2016			
205-2	Communication and training about anti-corruption policies and procedures	25	
GRI 206: ANTI-COMPETITIVE BEHAVIOR, 2016			
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices		For more information regarding this indicator you can consult the Form 20-F: http://www.americamovil.com/sites/default/files/2018-04/2017-annual-report-on-form-20-f_0.pdf
GRI 301: MATERIALS, 2016			
301-3	Reclaimed products and their packaging materials	81	
GRI 302: ENERGY, 2016			
302-1	Energy consumption within the organization	78	Additional, see the annex on the independent review
302-4	Reduction of energy consumption	81	
302-5	Reductions in energy requirements of products and services	83	
GRI 304: BIODIVERSITY, 2016			
304-2	Significant impacts of activities, products, and services on biodiversity	87	
304-3	Habitats protected or restored	87	
GRI 305: EMISSIONS, 2016			
305-1	Direct (Scope 1) GHG emissions	80	Additional, see the annex on the independent review
305-2	Energy indirect (Scope 2) GHG emissions	80	Additional, see the annex on the independent review
GRI 306: EFFLUENTS AND WASTE, 2016			

INDICATOR	DESCRIPTION	PAGE	COMMENT
306-2	Waste by type and disposal method	84	Additional, see the annex on the independent review
GRI 307: ENVIRONMENTAL COMPLIANCE, 2016			
307-1	Non-compliance with environmental laws and regulations		85 fines were reported on environmental issues, their monetary value was deemed immaterial
GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT, 2016			
308-1	New suppliers that were screened using environmental criteria	54	
GRI 401: EMPLOYMENT, 2016			
401-1	New employee hires and employee turnover	36	
401-2	Benefits provided to full-time employees that are not provided	38	
GRI 403: OCCUPATIONAL HEALTH AND SAFETY, 2016			
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	44	Additional, see the annex on the independent review
GRI 404: TRAINING AND EDUCATION, 2016			
404-1	Average hours of training per year per employee	40	Additional, see the annex on the independent review
404-2	Programs for upgrading employee skills and transition assistance programs	40	
404-3	Percentage of employees receiving regular performance and career development reviews	39	
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY, 2016			
405-1	Diversity of governance bodies and employees	36	
GRI 408: CHILD LABOR, 2016			
408-1	Operations and suppliers at significant risk for incidents of child labor	54	
GRI 409: FORCED OR COMPULSORY LABOR, 2016			
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	54	
GRI 412: HUMAN RIGHTS ASSESSMENT, 2016			
412-2	Employee training on human rights policies or procedures	25	
GRI 413: LOCAL COMMUNITIES, 2016			
413-1	Operations with local community engagement, impact assessments, and development programs	59	
GRI 414: SUPPLIER SOCIAL ASSESSMENT, 2016			
414-1	New suppliers that were screened using social criteria	54	
414-2	Negative social impacts in the supply chain and actions taken	25, 54	
GRI 419: SOCIOECONOMIC COMPLIANCE, 2016			
419-1	Non-compliance with laws and regulations in the social and economic area		106 fines were reported on labor and safety, their monetary value was deemed immaterial
INFORMATION SECURITY			
	Countries that have a Security Management System Certificate	29	

VERIFICATION LETTER



Independent Review Report to the Management of América Móvil S.A.B. de C.V.

(Translation from the original in Spanish. In case of discrepancy, the Spanish language version prevails)

We were required by the Management of América Móvil S.A.B. de C.V. (hereinafter América Móvil) to provide a limited level of assurance about the content of the 2017 Sustainability Report (hereinafter "Report") closed at December 31st, 2017, prepared according to the contents proposed in the Global Reporting Initiative Standards (hereinafter "GRI Standards").

Management responsibilities

The Management of América Móvil was responsible of the preparation and presentation of the Report, according to the "core" option of the GRI Standards.

These responsibilities include establishing such controls as management determines are necessary to enable the preparation of limited assurance contents that are free from material misstatement whether due to fraud or error.

Our responsibility

Our responsibility consisted in providing a limited assurance level of the content of the Report with regard to contents included in the GRI Standards.

To ensure that the verification process accomplishes with the ethical requirements necessary to ensure the independence of our work as auditors of non-financial information, the review has been performed according to the Standard ISAE3000, Assurance Engagements other than Audits or Reviews of Historical Financial Information, issued by the International Auditing and Assurance Standards Board (IAASB) of the International Federation of Accountants (IFAC). This standard requires that we plan and perform the engagement to obtain limited assurance about whether the report is free from material misstatement.

The scope of evidence gathering procedures performed in an engagement with a limited assurance level is less than the one performed in an engagement with a reasonable assurance level and therefore also the level of security provided. This report must not be understood as an audit report.

The actions carried out to perform the review are based on our professional judgement and included interviews, documentation review, analytical procedure and sampling review tests that, in general terms, are described below:

- Interviews with América Móvil's management and staff responsible for providing the information contained in the "Report".
- Analysis of gathering processes and internal controls performed over quantitative data reflected in the Report regarding the reliability of information, using analytical procedures and sampling review testing.
- Review of the implementation of the requirements set forth in the GRI Standards.
- Reading the information presented in the Report to determine whether it is in line with our overall knowledge of, and experience with, the sustainability performance of América Móvil.

The contents and the geographic scope, reviewed in the Report during the financial year closed at December 31st, 2017, were the following:

VERIFICATION LETTER



GRI content	Assurance scope	
	GRI requirements ¹ :	América Móvil Operations:
Energy: GRI 302-1	Energy and fuel consumption	Mexico (only TELCEL), Central America (excluding Panama), Colombia, Southern Cone, The Caribbean, United States, Andean Region.
Waste: GRI 306-2	Non-hazardous waste by type and disposal method	Mexico (only TELCEL), Austria and Eastern Europe, Brazil, Central America (only Guatemala and Panama), Colombia, Southern Cone (except Chile), The Caribbean (only Dominican Republic), United States, Andean Region.
Emissions: GRI 305-1, 305-2	GHG Emissions (Scope 1 and 2)	Mexico (only TELCEL), Central America (except Panama), Colombia, Southern Cone, The Caribbean, United States, Andean Region (same scope that in GRI 302-1).
Occupational Health & Safety: GRI 403-2	Number of injuries and occupational diseases, by gender	Mexico (only TELCEL), Brazil, Central America, Colombia, Southern Cone (except Paraguay), The Caribbean (only Dominican Republic), Andean Region.
Training & Education: GRI 404-1	Hours of training by employee category	Mexico (only TELCEL), Brazil, Colombia, Chile, Nicaragua and Dominican Republic.

¹For a more detailed information, consult the GRI Content Index of the Sustainability Report.

In addition to these GRI contents, we reviewed the content of the Information Security section in the Sustainability Report, except the breakdown of the training issues (by country).

Conclusions

Based on the procedures performed, as described above, on 2017 Sustainability Report from América Móvil S.A.B. de C.V. of the financial year closed at December 31st, 2017, we conclude that:

- Nothing has come to our attention that causes us to believe that the information contained in the Report was not obtained with reliability, the information is not presented properly, or that there are significant discrepancies or omissions, or that the Report has not been prepared in accordance with the requirements set forth in the GRI Standards.

Valora Sostenibilidad e Innovación S.A. de C.V

Jose Luis Madrid

GRI CONTENT	INDEPENDENT REVIEW
302-1 Energy consumption within the organization	<p>Electricity consumption by region</p> <p>Mexico: TELCEL: 861,926.63 MWh TELMEX, IMTSA, TMK, TELNOR and ADSA: are out of the verification scope for this content.</p> <p>Brazil: is out of the verification scope for this content.</p> <p>Colombia: 446,907.77 MWh</p> <p>Southern Cone: 281,403.95 MWh</p> <p>Andean Region: 221,650.69 MWh</p> <p>Central America: Costa Rica: 31,031.31 MWh El Salvador: 69,557.09 MWh Guatemala: 103,037.62 MWh Honduras: 36,747.86 MWh Nicaragua: 51,890.38 MWh Panama: is out of the verification scope for this content.</p> <p>The Caribbean: 242,767.51 MWh</p> <p>United States: 9,035.60 MWh</p> <p>Austria and Eastern Europe: are out of the verification scope for this content, they have their own process.</p>

GRI CONTENT	INDEPENDENT REVIEW
302-1 Energy consumption within the organization	<p>Fuel consumption by region</p> <p>Mexico: TELCEL: • Gasoline: 4,577,353.91 L • Diesel: 2,950,072.41 L • Biodiesel: 0 L TELMEX, IMTSA, TMK, TELNOR and ADSA: are out of the verification scope for this content.</p> <p>Brazil: is out of the verification scope for this content.</p> <p>Colombia: • Gasoline: 126,112.14 L • Diesel: 9,124,681 L • Biodiesel: 0 L • LP Gas: 0 L • Ethanol: 0 L • Natural Gas: 0 L</p> <p>Southern Cone: • Gasolina: 51,881 L • Diésel: 1,221,116.91 L • Biodiésel: 0 L • Gas LP: 0 L • Etanol: 0 L • Gas Natural: 0 L</p> <p>Andean Region: • Gasoline: 776,761.48 L • Diesel: 2,146,198.18 L • Biodiesel: 1,035 L • LP Gas: 14,473.8 L • Ethanol: 0 L • Natural Gas: 0 L</p> <p>Central America: Costa Rica: • Gasoline: 91,917.49 L • Diesel: 106,591.58 L • Biodiesel: 0 L • LP Gas: 0 L • Ethanol: 0 L • Natural Gas: 0 L El Salvador: • Gasoline: 241,462 L • Diesel: 882,705.75 L • Biodiesel: 0 L • LP Gas: 0 L • Ethanol: 0 L • Natural Gas: 0 L Guatemala: • Gasoline: 0 L • Diesel: 562,639 L • Biodiesel: 0 L • LP Gas: 0 L • Ethanol: 0 L • Natural Gas: 0 L Honduras: • Gasoline: 0 L • Diesel: 716,878 L • Biodiesel: 0 L • LP Gas: 0 L • Ethanol: 0 L • Natural Gas: 0 L</p>

GRI CONTENT	INDEPENDENT REVIEW
305-1 Direct (Scope 1) GHG emissions	<p>Nicaragua:</p> <ul style="list-style-type: none"> Gasoline: 5,125.53 L Diesel: 950,588.73 L Biodiesel: 0 L <p>Panama: is out of the verification scope for this content.</p> <p>The Caribbean:</p> <ul style="list-style-type: none"> Gasoline: 3,537,889.13 L Diesel: 20,114,271.57 L Biodiesel: 0 L <p>United States:</p> <ul style="list-style-type: none"> Gasoline: 8,483.86 L Diesel: 0 L Biodiesel: 0 L <p>Austria and Eastern Europe: are out of the verification scope for this content, they have their own process.</p>

305-2 Energy indirect (Scope 2) GHG emissions	<p>Mexico: TELCEL: 18,429.22 ton CO₂eq TELMEX, IMTSA, TMK, TELNOR and ADSA: are out of the verification scope for this content.</p> <p>Brazil: is out of the verification scope for this content.</p> <p>Colombia: 24,400.06 ton CO₂eq</p> <p>Southern Cone: 3,382.36 ton CO₂eq</p> <p>Andean Region: 7,506.05 ton CO₂eq</p> <p>Central America: Costa Rica: 497.74 ton CO₂eq El Salvador: 2,919.35 ton CO₂eq Guatemala: 1,486.47 ton CO₂eq Honduras: 1,893.96 ton CO₂eq Nicaragua: 2,523.33 ton CO₂eq Panama: is out of the verification scope for this content.</p> <p>The Caribbean: 61,837.06 ton CO₂eq</p> <p>United States: 48.38 ton CO₂eq</p> <p>Austria and Eastern Europe: are out of the verification scope for this content, they have their own process.</p>
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GRI CONTENT	INDEPENDENT REVIEW
305-2 Energy indirect (Scope 2) GHG emissions	<p>Mexico: TELCEL: 494,281.86 ton CO₂eq TELMEX, IMTSA, TMK, TELNOR and ADSA: are out of the verification scope for this content.</p> <p>Brazil: is out of the verification scope for this content.</p> <p>Colombia: 89,381.55 ton CO₂eq</p> <p>Southern Cone: 98,520.38 ton CO₂eq</p> <p>Andean Region: 102,765.00 ton CO₂eq</p> <p>Central America: Costa Rica: 1,644.66 ton CO₂eq El Salvador: 48,373.76 ton CO₂eq Guatemala: 31,632.55 ton CO₂eq Honduras: 12,861.75 ton CO₂eq Nicaragua: 10,501.57 ton CO₂eq Panama: is out of the verification scope for this content.</p> <p>The Caribbean: 101,098.08 ton CO₂eq</p> <p>United States: 4,644.30 ton CO₂eq</p> <p>Austria and Eastern Europe: are out of the verification scope for this content, they have their own process.</p>

306-2 Waste by type and disposal method	<p>Non-hazardous waste by region and final disposal</p> <p>Mexico: TELCEL: • Landfill: 0.27 ton • Repurposed: 50.12 ton TELMEX, IMTSA, TMK, TELNOR and ADSA: are out of the verification scope for this content.</p> <p>Brazil: • Landfill: 50,083 ton • Repurposed: 759 ton</p> <p>Colombia: • Landfill: 227.71 ton • Repurposed: 1,850.96 ton</p> <p>Southern Cone: Argentina: • Landfill: 496.40 ton • Repurposed: 0 ton Chile: is out of the verification scope for this content. Paraguay: • Landfill: 0 ton • Repurposed: 0 ton</p> <p>• Recycled: 485.66 ton • On-site storage: 0 ton</p> <p>• Recycled: 307,402.17 ton • On-site storage: 0 ton</p> <p>• Recycled: 277.56 ton • On-site storage: 5.47 ton</p> <p>• Recycled: 30.47 ton • On-site storage: 0 ton</p> <p>• Recycled: 3.18 ton • On-site storage: 0 ton</p>
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GRI CONTENT INDEPENDENT REVIEW

306-2 Waste by type and disposal method

Uruguay:
 • Landfill: 0 ton • Recycled: 142.85 ton
 • Reutilizados: 0 ton • On-site storage: 0 ton

Andean Region:
 • Landfill: 80 ton • Recycled: 237.46 ton
 • Repurposed: 0 ton • Almacenamiento in situ: 0 ton

Central America:
 Guatemala:
 • Landfill: 0 ton • Recycled: 528.58 ton
 • Repurposed: 0 ton • On-site storage: 0 ton
 Panama
 • Landfill: 0 ton • Recycled: 48.17 ton
 • Repurposed: 0 ton • On-site storage: 0 ton
 Costa Rica, El Salvador, Honduras and Nicaragua: are out of the verification scope for this content.

The Caribbean:
 Puerto Rico: is out of the verification scope for this content.
 Dominican Republic:
 • Landfill: 0 ton • Recycled: 1,232.2 ton
 • Repurposed: 0 ton • On-site storage: 0 ton

Austria and Eastern Europe:
 • Landfill: 741 ton • Recycled: 3,555 ton
 • Repurposed: 0 ton • On-site storage: 1,200 ton

Hazardous waste are out of the verification scope.

403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities

Number of accidents and occupational diseases by region and gender

Mexico:
 TELCEL:
 • Number of accidents
 Women: 116
 Men: 78
 • Number of occupational diseases
 Women: 7
 Men: 1
 TELMEX, IMTSA, TMK, TELNOR and ADSA: are out of the verification scope for this content.

GRI CONTENT INDEPENDENT REVIEW

403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities

Brazil:
 • Number of accidents
 Women: 82
 Men: 245
 • Number of occupational diseases
 Women: 17
 Men: 13

Colombia:
 • Number of accidents
 Women: 95
 Men: 75
 • Number of occupational diseases
 Women: 4
 Men: 4

Southern Cone:
 Argentina:
 • Number of accidents
 Women: 32
 Men: 31
 • Number of occupational diseases
 Women: 0
 Men: 0
 Chile:
 • Number of accidents
 Women: 67
 Men: 41
 • Number of occupational diseases
 Women: 2
 Men: 6
 Paraguay: is out of the verification scope for this content.
 Uruguay:
 • Number of accidents
 Women: 0
 Men: 0
 • Number of occupational diseases
 Women: 0
 Men: 0

GRI CONTENT	INDEPENDENT REVIEW
403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	<p>Andean Region:</p> <ul style="list-style-type: none"> • Number of accidents Women: 24 Men: 18 • Number of occupational diseases Women: 0 Men: 0 <p>Central America:</p> <ul style="list-style-type: none"> • Number of accidents Women: 20 Men: 64 • Number of occupational diseases Women: 28 Men: 13 <p>The Caribbean: Puerto Rico: is out of the verification scope for this content. Dominican Republic:</p> <ul style="list-style-type: none"> • Number of accidents Women: 41 Men: 81 • Number of occupational diseases Women: 32 Men: 39 <p>United States: is out of the verification scope for this content.</p> <p>Austria and Eastern Europe: are out of the verification scope for this content.</p>

GRI CONTENT	INDEPENDENT REVIEW
404-1 Average hours of training per year per employee	<p>Training hours by region and gender A selection was established for the verification of this content: Mexico, Brazil, Colombia and other additional countries:</p> <p>Mexico: TELCEL:</p> <ul style="list-style-type: none"> • Indefinite contract - Full time Women: 173,208 hours Men: 227,242 hours • Indefinite contract - Part time Women: 612 hours Men: 840 hours • Temporal contract Women: 912 hours Men: 792 hours <p>TELMEX, IMTSA, TMK, TELNOR and ADSA: are out of the verification scope for this content.</p> <p>Brazil: is out of the verification scope for this content.</p> <p>Colombia:</p> <ul style="list-style-type: none"> • Indefinite contract - Full time Women: 176,666 hours Men: 155,262 hours • Indefinite contract - Part time Women: 0 Men: 0 • Temporal contract Women: 41,442 hours Men: 28,829 hours <p>Southern Cone: Chile:</p> <ul style="list-style-type: none"> • Indefinite contract - Full time Women: 112,925 hours Men: 99,161.50 hours

GRI CONTENT	INDEPENDENT REVIEW
404-1 Average hours of training per year per employee	<ul style="list-style-type: none"> • Indefinite contract - Part time Women: 0 Men: 0 • Temporal contract Women: 0 Men: 0 <p>Central America: Nicaragua:</p> <ul style="list-style-type: none"> • Indefinite contract - Full time Women: 34,106 hours Men: 61,647 hours • Indefinite contract - Part time Women: 0 Men: 0 • Temporal contract Women: 0 Men: 0 <p>The Caribbean: Dominican Republic:</p> <ul style="list-style-type: none"> • Indefinite contract - Full time Women: 1,051,102 hours Men: 803,721 hours • Indefinite contract - Part time Women: 895,880 hours Men: 10,484,107 hours • Temporal contract Women: 5,591 hours Men: 15,030 hours

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