AMX SUSTAINABILITY

Sustainability Report 2025

Enabling a Better World



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Our approach to reporting

G R I (2-1, 2-2, 2-3, 2-4, 2-5, 3-1)

This Sustainability Report presents a comprehensive analysis of the organization's performance in environmental, social, governance, and economic areas for the period from **January 1 to December 31, 2025.** Our goal is to transparently share our progress, challenges, and commitments, which are aligned with our strategy and supported by international reporting standards.

The information consolidated in this report covers operations in 23 countries, grouped by region, to facilitate analysis and comparison. The coverage includes data from our main subsidiaries and business units, ensuring a comprehensive view of our management and results.

To structure this document, we followed the guidelines of various international frameworks that ensure the comparability, transparency, and relevance of the information presented. These include the Global Reporting Initiative (GRI) principles, in their core option, and the Sustainability Accounting Standards Board (SASB) standards specific to the telecommunications services industry.

We also refer to IFRS S1 and S2, issued by the International Sustainability Standards Board (ISSB), which incorporate the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), to guide the disclosure of information related to sustainability and climate.

Similarly, we consider the United Nations Sustainable Development Goals (SDGs), the principles of the United Nations Global Compact (UNGC), and the standards of funds and rating agencies to ensure the quality and accuracy of external assurance.

The process of preparing this report is based on the identification and prioritization of material topics, resulting from a participatory assessment involving various areas of the organization and our stakeholders. Once the key topics have been established, the corresponding information is collected, validated, and analyzed, ensuring reliability and consistency in comparison with previous years.

Some figures presented in this Sustainability Report may differ by one unit from those indicated in the independent assurance letter. These variations are due exclusively to rounding adjustments in the decimal places and do not affect the integrity or consistency of the reported information.

To enhance transparency, this report has undergone a limited review process for certain indicators by Galaz, Yamazaki, Ruiz Urquiza, S.C., an affiliate of a member firm of Deloitte Touche Tohmatsu Limited (Deloitte), a firm specializing in non-financial information assurance.

The verification letter, which certifies that the information presented meets our high standards of quality and accuracy, is included at the end of this document.

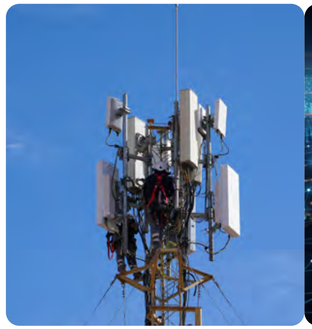


Letter from the CEO

GRI (2-22)








Twenty-five years ago, **América Móvil was spun off from Telmex with a clear conviction:** mobile phone service could transform access to telecommunications and bridge the gap separating Latin America from more developed countries.

We began this journey with a very limited presence and a focus on voice services; today, we are **a global operator of telecommunications and digital services,** with an integrated platform of mobile and fixed networks operating on a regional and European scale.

This evolution was made possible by **a consistent expansion strategy, sustained investment in infrastructure, and financial discipline** that allowed us to grow even in the most challenging economic environments.

From the very beginning, we understood that in this industry, success comes from our network and our ability to anticipate technological change. We made an early commitment to **expanding coverage, broadening access through prepaid plans, integrating our operations, and adopting new technologies,** moving from selling voice and messaging services to offering data, advanced connectivity, business solutions, and IT services.

These first 25 years have profoundly transformed us and laid the foundation for **long-term, sustainable growth,** always with a commitment to creating value for our shareholders and the communities where we operate.

I would like to thank our shareholders and investors for their continued confidence in our long-term strategy, as well as our employees in all the countries where we operate, whose commitment and professionalism make our results possible. Below, I present a summary of América Móvil's performance.

2025 was marked by volatility in global financial conditions. After a start to the year with upward pressure on interest rates, moderating inflation and signs of a slowdown led the Federal Reserve to cut its benchmark rate twice toward the end of the year.

Episodes of trade uncertainty and the partial U.S. government shutdown were reflected primarily in the exchange rate, with a widespread depreciation of the dollar against the region's currencies. **We navigated this environment with discipline and long-term focus.**

Our access lines exceeded **410 million** at the end of 2025. Of this total, **331 million were mobile subscribers and 79 million were fixed-line Revenue-Generating Units.** During the year, we added 8.6 million mobile subscribers and 1.5 million fixed-line connections, all broadband, reflecting the strength of our integrated offering and the growing demand for high-quality connectivity in our markets.

During 2025, **total revenue grew 8.6%** in nominal terms compared to the previous year, reaching **943.6 billion pesos.** At constant exchange rates, revenue increased **by 6.2%,** with service revenue growing at a similar rate. Mobile service revenue continued to perform strongly, growing **6.5%,** supported by growth in postpaid revenue, while prepaid continued to show a positive trend. Fixed service revenue increased **5.7% year over-year,** driven by improved performance in Mexico, accelerated growth in Eastern Europe, and sustained growth in fixed broadband and corporate networks.

EBITDA grew 8.1%, reaching **372.2 billion pesos,** with a margin of **39.44%.** Operating income was **191.4 billion pesos,** while net income reached **82.8 billion pesos.**

Operating cash flow totaled **212.7 billion pesos.** We incurred capital expenditures of **130.8 billion pesos,** resulting in free cash flow of **81.9 billion pesos,** a year-over-year increase of **39.4%.**

During the year, distributions to shareholders totaled **45.1 billion pesos,** including share repurchases of **11.9 billion pesos,** even as net debt decreased by **20 billion pesos.**

At the end of 2025, the **net debt-to-EBITDA** ratio **stood at 1.52 times.** Based on these results, we seek to ensure that our growth is accompanied by responsible and consistent management across all areas of the company; therefore, I am pleased to report the following progress in sustainability:

During 2025, at América Móvil, we made **significant progress on our environmental, social, and corporate governance agenda.** In terms of governance, we obtained the **PRIME Certification,** a recognition that validates the strength and maturity of our practices in accordance with national and international standards and reflects our Board of Directors' ongoing commitment to transparency, ethics, and accountability.

Likewise, we continued to strengthen the composition of our Board by adding a new **female director,** bringing **the proportion of women on the Board to 27%** and advancing in line with our diversity policy. As part of this approach, we published our **first Corporate Governance Report,** a milestone that enhances the visibility and comparability of our governance model.

In addition, we expanded the scope and depth of our **Communications Transparency Report,** incorporating our European operations for the first time and reinforcing our principles of legality, data protection, and trust.

At the same time, we strengthened our **Third-Party Due Diligence Process** using technological tools that enable a more agile and accurate risk assessment.

In the social sphere, we continued to promote **digital inclusion as a strategic pillar for the region's development.**

Through our initiatives, we benefited **15.6 million people** by facilitating access to connectivity, promoting the development of digital skills, and encouraging the safe and responsible use of technology.

These efforts are possible largely thanks to the commitment of our **Volunteer Network.** In line with this strengthening, during **2025 we made progress in identifying, assessing, and disclosing risks and opportunities related to sustainability and climate change,** taking into account the new requirements of the International Financial Reporting Standards on Sustainability: **IFRS S1 and IFRS S2.** This process has allowed us to strengthen our management, analysis, and reporting mechanisms.

Furthermore, as part of the adoption of these standards into Mexican financial regulations, **we filed our first Annual Sustainability Report (S1 and S2) with the Mexican Stock Exchange and the National Banking and Securities Commission,** reaffirming our commitment to more transparent and comparable disclosure that is aligned with international standards.

In terms of the environment, **2025 marks a turning point in our decarbonization journey.** In the first five years of implementing our climate strategy, **we reduced absolute Scope 1 and 2 emissions by 27% compared to the 2019 baseline,** a milestone that confirms the pace we've achieved is fully consistent with our goal of **a 52% reduction by 2030.**

Carbon intensity per terabyte transmitted fell by 79% compared to 2019, a direct reflection of our network's increasing efficiency. Over this period, we have implemented a cumulative total **of 379 energy efficiency initiatives;** in 2025, we also achieved a **44% share of renewable or clean energy in our electricity consumption.**

These results are supported by **integrated climate governance,** with oversight of the strategy provided by the Audit and Corporate Practices Committee (CAPS), which reports to the Board of Directors, and by our **Climate Transition Plan,** developed in accordance with IFRS S2, the TPT framework, and the GSMA Climate Planning Guide, among others, with a target of **net-zero emissions by 2050.**

Looking ahead, we will remain focused on disciplined execution, strengthening our network, and advancing our sustainability strategy.

Connectivity will continue to be a driver of development in our region, and our role is to keep expanding that access with the same discipline we've shown over the past twenty-five years. The coming years will demand execution, network investment, and an increasingly demanding sustainability agenda.



Daniel Hajj Aboumrad
CEO of América Móvil

Connectivity that **Enables the Future**



Corporate profile

G R I (2-1, 2-6)

An integrated telecommunications company with a shared culture.

We are América Móvil, one of the leading telecommunications companies in Latin America, with integrated operations and a presence in 23 countries. We provide large-scale connectivity services and digital solutions, enabling communication, productivity, and access to opportunities across diverse social and economic contexts.

América Móvil is the leading provider of integrated telecommunications services in Latin America.

Excluding China and India, it is the world's largest in terms of mobile subscribers and total connections.

We operate under an integrated regional model that combines strategic guidelines with local execution, allowing us to maintain operational consistency, manage risks in a structured manner, and scale investments in infrastructure and technology.

Our operational approach prioritizes **customer experience, technological innovation, and efficiency** through continuous network modernization, process digitization, and operational discipline focused on business continuity.

Operational presence in 23 countries.

Regional presence with local deployment

Our regional presence is underpinned by a highly integrated network of operations, which enables us to capture efficiencies, drive efficient resource allocation, and ensure service continuity across different markets.

This model enables consistent management of operational and regulatory risks, as well as agile adaptation to local conditions, strengthening the business's resilience and service quality.

Purpose, mission, and values that guide our operations

Our culture defines the way we operate and make decisions. **América Móvil's corporate purpose connects** our daily activities to a long-term impact on people and societies. **Our mission** guides the provision of communication services and information technologies with a focus on user experience, regional development, and equal opportunities. **Our vision** reinforces our role as an agent of change through connectivity and cutting-edge technology.

We have 25 years of operational experience, backed by a regional scale and a track record focused on operational continuity, efficiency, and long-term value creation.

Our corporate values, customer experience, innovation, human development, sustainability, integrity, efficiency, and collaboration, are translated into explicit behaviors for employees and leaders and are implemented through formal cascading processes across all subsidiaries.

Sustainability integrated as a corporate value.



Scale and continuity as pillars of regional leadership

América Móvil's regional scale constitutes a key competitive advantage, as it enables the company to optimize capital allocation, accelerate technological modernization, and capture operational efficiencies across its operations.

Approximately
7,300 million USD
in annual investment in network infrastructure.

This capacity translates into greater business resilience by strengthening service continuity, improving efficiency in resource use, and facilitating adaptation to constantly evolving regulatory and demand environments.

We operate
≈ 60% of 5g network
coverage in Mexico and Brazil.

This scale also enables the consistent deployment of technological and operational capabilities across subsidiaries, ensuring consistent standards of quality, efficiency, and risk management.

Regional scale that optimizes capital, strengthens operational resilience, and enables efficiency and service quality across 23 countries.



Business model and sustainable value creation

G R I (2-1, 2-6)

Value chain focused on continuity and efficiency

Our business model integrates the deployment and operation of infrastructure, the provision of connectivity services and digital solutions, and the management of relationships with customers, suppliers, and distributors, all within a framework focused on operational efficiency and service continuity.

This integration allows us to optimize costs, improve service quality, and respond quickly to changes in demand and the regulatory environment.

An integrated business model that transforms connectivity into economic value, operational efficiency, and social development on a large scale.

52.5 billion in revenue
by 2025.

Creating value for customers, society, and the business

We create value for **customers** through reliable connectivity, integrated digital solutions, and continuous improvement in service quality, enabled by network modernization and the digitization of the user experience.

We serve
410 million connections (RGUs)
through an integrated offering of connectivity services and digital solutions in the markets where we operate.

For **society**, connectivity enables access to essential services such as education, digital inclusion, and economic opportunities, contributing to capacity building and the reduction of disparities in the countries where we operate.

For the **business**, sustainability strengthens operational continuity, optimizes efficiency in the use of resources, particularly energy and infrastructure, and contributes to the management of regulatory and reputational risks, directly impacting financial stability and performance.

Sectors and business lines

Value is created through six major operating sectors, which share a common foundation of infrastructure and technological capabilities:

Mobile telecommunications:

Provision of **voice, data, and value-added services** to a broad base of residential and business customers under local brand names.

This sector accounts for a significant portion of the group's recurring revenue and is critically dependent on **the quality and availability of the network.**

+331 million mobile subscribers

Digital infrastructure:

Operation of **fiber-optic networks, submarine cables, and data centers,** which support regional connectivity and enable edge connectivity.

This sector strengthens the model's resilience and the regional integration of operations.

121,100 sites with 2G, 3G, 4G, and/or 5G technologies in Latin America and Europe.

Fixed telecommunications:

Fixed-line telephone, broadband internet, and pay-TV services, supported by fixed-access and fiber-optic networks. This sector complements mobile connectivity and contributes to revenue diversification.

Fiber-optic network: more than 1.5 million km
Households reached by the network: ~116 million households

Digital and OTT services:

Provision of **digital content and entertainment** services through proprietary platforms, complementing the connectivity offering and strengthening the value proposition for end customers.

Enterprise solutions and information technology:

IT services, **cloud computing, the Internet of Things (IoT), network management, and cybersecurity,** geared toward business customers.

This segment is characterized by **higher-value contracts,** long-term relationships, and a high reliance on operational continuity and compliance with service levels.

Digital financial services:

Mobile banking services **and financial solutions,** developed through strategic partnerships, that leverage the existing customer base and digital infrastructure.



Engagement with stakeholders as a strategic input

Engagement with stakeholders constitutes a **strategic input** for decision-making, as it allows for the integration of relevant expectations into business management, strengthens operational continuity, and improve the customer experience.

Interaction with employees, customers, suppliers, and regulatory authorities helps strengthen productivity, service quality, and operational resilience, while facilitating the timely identification of risks and opportunities.

We have 176,290 employees, united by a shared corporate culture and deployed across our operations to ensure continuity, efficiency, and service quality.

Our engagement with **residential and business customers** focuses on active listening and continuously adapting products, services, and processes. Feedback obtained through surveys, direct contact, and complaint handling helps improve coverage, service quality, and customer experience, all of which are central to the business's commercial sustainability.

More than 420,000 points of sale and 3,400 customer service centers.

Relationships with the **financial community** are based on providing clear, timely, and consistent information through formal communication channels and direct dialogue. This relationship strengthens market confidence and supports the preservation of the company's value.

In the **supply chain,** relationships with suppliers and distributors are managed through digital platforms, due diligence processes, and compliance standards. This approach allows for the timely identification of variances, strengthens operating capacities and ensures practices aligned with corporate criteria, contributing to service quality and the management of risks in the value chain.

Dialogue with **authorities and regulators** is integrated into the business model through ongoing technical interaction focused on regulatory compliance, regulatory feasibility, and the development of connectivity and innovation projects. This relationship facilitates stable operations and the execution of investments across various regulatory contexts.

Working with **local communities, social organizations, academia, and research centers** contributes to the social acceptance of the infrastructure, the development of, and the creation of shared solutions to social and technological challenges. These interactions strengthen the social license to operate and expand the positive impact of connectivity. Taken together, engagement with key stakeholders is a cross-cutting component that links sustainability, operations, and financial performance. The insights generated from these dialogues inform risk management, priority setting, and the evolution of the business model.

Operational and digital integration

Operational integration is based on standardized processes and digital platforms that improve efficiency, strengthen operational control, and increase the business's resilience in the face of fluctuations in demand and operating conditions.

Digitalization as an operational and cultural enabler.

Key capabilities and competitive advantages

Our business model is built on distinctive capabilities:

- **Regional scale with operational discipline.**
- **A constant focus on customer experience.**
- **A shared and widely implemented corporate culture.**
- **Capacity for investment and technological modernization.**
- **Integration of sustainability into our values and decisions.**

These capabilities enable us to maintain competitive advantages in coverage, service quality, and operational efficiency, positioning América Móvil as a key player in the region's digital development. Overall, our business model is based on an integrated, large-scale operation that allows us to capture efficiencies, sustain infrastructure investments, and adapt quickly to evolving regulatory and demand environments. This combination strengthens operational resilience, improves service quality, and positions América Móvil to maintain sustained growth in diverse markets, guided by a long-term value creation strategy.

Enabling a **Better World**



Enabling a Better World

GRI (2-29)

At América Móvil, we believe that connectivity transforms lives and drives economic development.

Our purpose is to empower communities through universal access to technology in the 23 countries where we operate:

From next-generation networks and the use of artificial intelligence to reduce emissions, to digital training programs and a corporate culture based on ethics and equal opportunity. Enabling a better world is not just an aspiration, it is how we integrate innovation, sustainability, and responsibility into every decision.

For more information on América Móvil's Mission, Vision, and Values, visit the Sustainability microsite, 360° section.

At América Móvil, we build sustainability from the core of our business: we guarantee the continuity and quality of connectivity, strengthen digital trust, and operate efficiently in markets with high technological and regulatory demands. Environmental, social, labor, and governance issues are not a separate agenda but rather factors that directly impact our operational resilience and long-term value creation.

Double materiality analysis

GRI (3-1, 3-2)

Understanding impacts and strategic relevance

Priorities are identified based on a double materiality analysis that ranks Environmental, Social, Labor, and Governance (ESLG) issues according to their relevance in line with América Móvil's strategy and business model and for its external stakeholders.

To achieve this, a process was implemented that involved internal and external experts and incorporated relevant public information, including regulations, voluntary initiatives, industry reports, and analyses of customers, competitors, and suppliers, and was used to evaluate and prioritize issues based on two complementary dimensions: **internal relevance to the business and externally perceived importance.**

The analysis is based on two complementary axes.

Impact materiality

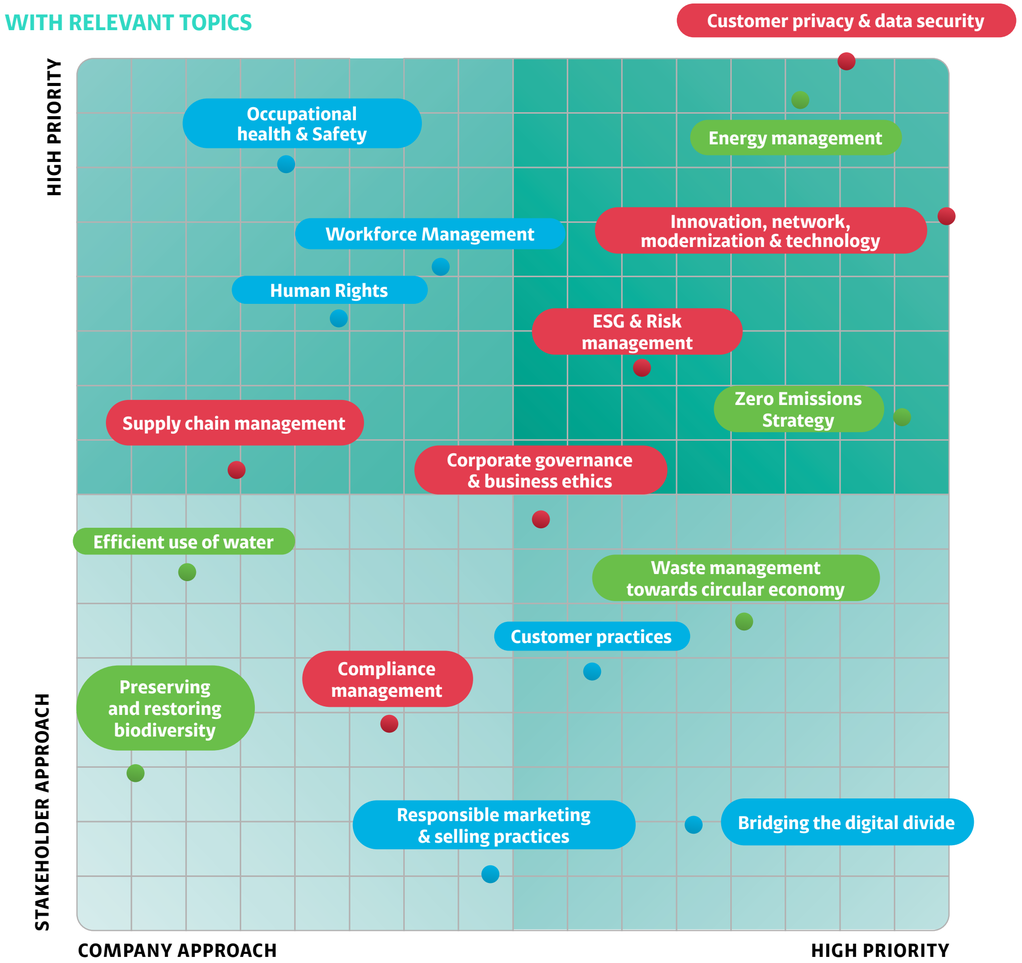
It assesses the actual or potential effects of the Company's activities on people, communities, and the environment—both positive and negative—throughout the value chain.

Financial materiality

It assesses how sustainability factors—environmental, social, labor, and governance—affect the Company's financial position, operational performance, and cash flows, including risks and opportunities that could impact value creation in the short, medium, and long term. The joint consideration of both perspectives ensures that the prioritized issues are relevant both to the sustainability of the business and to its external stakeholders.

[1] A detailed description of the double materiality methodology, including a comparison of the material topics identified in 2022 versus 2024, is presented on pages 11–14 of the 2024 Sustainability Report. For further details, please refer to the 2024 Sustainability Report.

MATRIX WITH RELEVANT TOPICS



The "Y" axis represents external stakeholders, and the "X" axis represents the internal relevance of the Company.

Material issues guiding the strategy

As a result of the analysis, América Móvil has compiled a **list of material issues** that structure its sustainability strategy and guide decision-making, organized into four dimensions:

Environmental

Zero-emissions strategy; energy management; waste management toward a circular economy; preservation and restoration of biodiversity; efficient water use.

Social

Reducing the digital divide; social inclusion; human rights; customer practices; inclusive products and services; responsible pricing; community support and development; community engagement; volunteerism; support for the local economy; vulnerable populations.

Labor

Workforce management; labor relations management; occupational health and safety.

Governance

Corporate governance and business ethics; regulatory compliance management; customer privacy and cybersecurity; supply chain management; ESG and risk management; responsible marketing and sales practices; innovation, network modernization, and technology.

Taken together, the prioritized topics highlight the convergence of **innovation, network modernization, digital trust, and responsible management** as key areas with a cross-cutting impact on operational efficiency, service continuity, and relationships with key stakeholders. This materiality framework guides the development of the strategy, objectives, and targets that structure América Móvil's sustainability approach[1].

Sustainability strategy

GRI (2-9, 2-12, 2-13, 2-14, 2-23 , 2-25, 3-3)

Sustainability governance

Oversight, decision-making, and accountability

We use sustainability as an enabler for the execution of our strategy and for the disciplined management of the risks and opportunities associated with the ESLG issues we have identified as material.



Corporate Sustainability Committee and oversight at the board Level

The definition and monitoring of the sustainability strategy are supported by a **Corporate Sustainability Committee,** composed of members of senior management and chaired by the CEO. Through this committee, we coordinate the execution of the strategy, the monitoring of ESLG objectives, and the addressing of material issues across all operations.

Decisions and progress regarding sustainability are **reported to the Board of Directors through the Audit and Corporate Governance Committee,** ensuring oversight, traceability, and alignment with corporate strategy.

This framework allows ESLG issues to be integrated into the corporate governance agenda alongside other critical business matters.

Working groups and specialized technical approach

To strengthen operational execution, we have **specialized working groups** that support the implementation of the strategy on priority issues.

The environmental and climate agenda is led by the **Energy and Emissions Working Group,** chaired by the director of mobile operations, who coordinates the management of emissions, energy consumption, and other environmental variables relevant to network operations. Its implementation is coordinated by local working groups, which promote the exchange of best operational and environmental practices among subsidiaries. Progress is periodically evaluated by the responsible committees, which strengthens internal control and continuous improvement.

Integrating the ESLG approach into business management

We integrate the ESLG approach into key business processes with a cross-functional perspective that links sustainability to operational performance and risk management.

This integration is evident in key areas such as grid modernization and operation, energy efficiency and emissions reduction, personal data protection and cybersecurity, talent management and occupational safety, as well as regulatory compliance and business ethics.

This approach allows us to consistently assess how material issues influence our ability to create long-term value, while making progress in mitigating risks and capitalizing on opportunities associated with innovation, digitalization, and trust.

Corporate rollout and implementation at subsidiaries

We design our sustainability strategy and commitments based on a corporate vision that seeks to ensure consistency in principles, priorities, and standards, while allowing for their implementation at the subsidiary level in accordance with local regulatory and operational contexts.

Corporate rollout and execution at subsidiaries

Sustainability governance is closely linked to our commitment to ethics, regulatory compliance, and integrity.

Material issues related to corporate governance, responsible business practices, customer privacy, and cybersecurity are central to this approach, as they are critical to maintaining the trust of customers, users, investors, and authorities.

The **“Better Business Environment”** pillar reflects this priority by establishing objectives aimed at zero tolerance for corruption, responsible third-party vetting, information protection, and the strengthening of ethical standards throughout the value chain.

Sustainability strategy

G R I (2-23, 2-25, 3-3)

The Strategy for Enabling a Better World

Our sustainability strategy is integrated into our business model and guides decision-making in network operations, service delivery, and our relationships with customers, authorities, investors, and communities.

Operating critical infrastructure in multiple markets requires responsibly managing the environmental, social, labor and governance (ESLG) impacts of our activities. We align our priorities, objectives, and goals with business performance, risk management, and long-term value creation.

Our strategic commitments

América Móvil structures its sustainability strategy around the following commitments:

Minimizing its environmental footprint

Through actions focused on energy efficiency, emissions reduction, and responsible waste management, while simultaneously strengthening the operational resilience of its networks.

Developing human talent

Who are part of the Company, by promoting safe, inclusive work environments that offer equal opportunities based on merit, as the foundation for continuity, innovation, and operational performance.

Promoting economic and human development

Through connectivity and digital inclusion, creating shared value in the communities where it operates and expanding equitable access to opportunities.

Honoring the trust of its stakeholders

By complying with applicable laws and guiding its actions within a robust ethical framework, with high standards of integrity, transparency, and data protection.

Objectives and goals

Commitments that guide América Móvil's contribution to a more sustainable world

The sustainability strategy aligns with the **United Nations Global Compact (UNGC) Principles (UNGC)** and the **Sustainable Development Goals (SDGs),** through an integrated approach that enables the measurement and improvement of environmental, social, labor, and governance (ESLG) performance across all operations.

Setting **specific objectives and targets** strengthens accountability, promotes proactive risk management, and enables continuous improvement. These commitments are grouped into **four priority areas,** directly derived from the materiality:

1. **Better Planet**
2. **Better Society**
3. **Better Workplace**
4. **Better Business Environment**

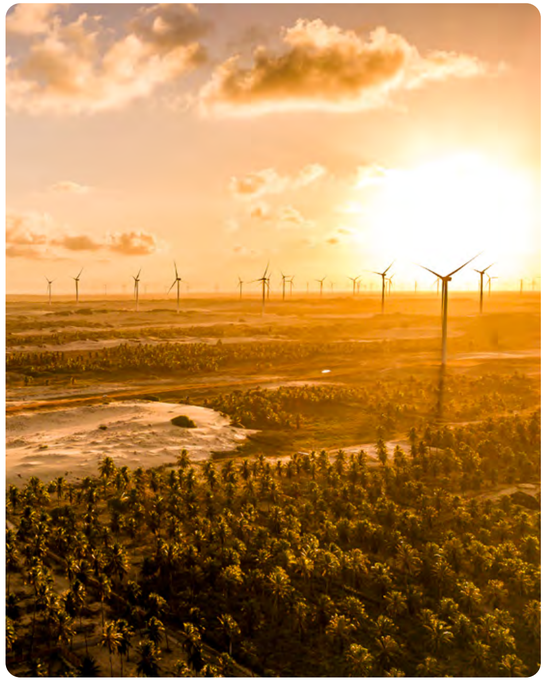


Better Planet

GRI (3-3)

Reducing our environmental footprint and leading the transition to low-carbon operations

This pillar focuses on material environmental issues related to emissions, energy, waste, water, and biodiversity, which have a direct impact on operational efficiency, grid resilience, and climate risk management.



Achieve net-zero emissions by 2050, using 2019 as the baseline year.[1]

OBJECTIVE	2025	RELATED SDG
Reduce by 52% our absolute Scope 1 and 2 GHG emissions by 2030, from a 2019 base year.	By the end of 2025, the Company achieved a cumulative reduction of 27.26% in its Scope 1 & 2 emissions compared to the 2019 baseline	13 CLIMATE ACTION
Reduce by 14% our absolute Scope 3 GHG emissions by 2030, from a 2019 base year.[2]	By the end of 2025, the Company achieved a cumulative reduction of 20% in its Scope 3 emissions compared the 2021 baseline year	13 CLIMATE ACTION

[1] The net-zero emissions target for 2050 considers only Scope 1 and Scope 2 emissions.
[2] In line with the ongoing commitment to improve the measurement and reporting of Scope 3 emissions, an effort was launched in 2021 to standardize the quantification of its various categories across operations. Based on the first year available under this methodology (2021), Scope 3 emissions showed an 8.5% reduction. For more information, see the Transition Plan.

Better Society

GRI (3-3)

Promote digital inclusion, human rights, and equitable access to opportunities

This pillar addresses material social issues related to connectivity, human rights, customer practices, social inclusion, and community development, reinforcing the role of connectivity as an enabler of well-being and economic development.



OBJECTIVE	2025	RELATED SDG
Zero tolerance for human rights violations in our operations and supply chain.	During the reporting period, no material human rights violations were recorded in our operations or supply chain.	8 DECENT WORK AND ECONOMIC GROWTH; 10 REDUCED INEQUALITIES; 16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Increase training in basic digital skills that enable users to communicate and access public, commercial, and financial services online.	We grew from 185,776 users in 2024 to 4,194,536 in 2025, due to an increase in program enrollment and the number of beneficiaries.	4 QUALITY EDUCATION; 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
Increase training in digital skills to improve employment opportunities across different sectors, promoting entrepreneurship and the growth of small businesses.	We went from 46,220 in 2024 to 3,147,204 in 2025, given the increase in the number of registered programs and beneficiaries.	4 QUALITY EDUCATION; 8 DECENT WORK AND ECONOMIC GROWTH
Increase training in technical professions and advanced digital skills.	We went from 218 in 2024 to 116,500 in 2025, due to the increase in the number of registered programs and beneficiaries.	4 QUALITY EDUCATION; 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
Increase training in digital skills and online safety for children and adolescents.	We went from 28,551 in 2024 to 65,754 people in 2025 due to the increase in program enrollment and the number of beneficiaries.	4 QUALITY EDUCATION; 16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Better Workplace

GRI (3-3)

Promote safe, inclusive, productive, and human-centered work environments

This pillar addresses material labor issues related to occupational health and safety and workforce management, which are fundamental to operational continuity and business performance.



OBJECTIVE	2025	RELATED SDG
Zero fatalities among our workforce and contractors.	Not achieved. In 2025, we recorded four fatalities, compared with seven in 2024. While this represents a year-on-year improvement, we will continue strengthening safety measures and risk prevention efforts to advance toward our goal of zero fatalities.	8 DECENT WORK AND ECONOMIC GROWTH
Certify 100% of our subsidiaries in occupational health and safety (ISO 45001) by 2025.	**Goal achieved** By 2025, 100% of countries have occupational safety and health management certifications, such as ISO 45001, among others.	8 DECENT WORK AND ECONOMIC GROWTH
Evaluate 100% of our managers through 360° evaluations every 3 years[3].	By 2025, we will complete the first three-year cycle of 360° evaluations, covering 100% of eligible first-level managers, 2,584 managers who report to executive positions and have subordinates.	8 DECENT WORK AND ECONOMIC GROWTH
Evaluate 98% of our workforce through performance assessments by 2030.	In 2025, more than 158,000 employees in 23 countries received a formal performance evaluation; this represents 90% of our global workforce, an increase of 1.5 percentage points from the previous year.	8 DECENT WORK AND ECONOMIC GROWTH
Improve by 1% the employee climate survey score, with an engagement rate exceeding 90% every two years.	Target achieved with a 90.23% participation rate and an 85.34% overall satisfaction rate, the highest level recorded by the Group, representing an improvement of +2.61 percentage points compared to the previous measurement, more than double the biennial target.[4]	5 GENDER EQUALITY; 8 DECENT WORK AND ECONOMIC GROWTH

[3] First cycle: 2023–2025, with a 2022 baseline
[4] The measurement is applied across all operations in Latin America. Operations in Europe use their own tools in accordance with each country's regulatory and data protection frameworks. The instrument consists of 74 items that assess 9 dimensions of the work environment (Cronbach's alpha coefficient: 0.983).

Better Business Environment

GRI (3-3)

Ensuring an ethical, transparent, and trust-centered culture

This pillar integrates material governance issues related to ethics, compliance, privacy, cybersecurity, the supply chain, and the customer experience—all essential for preserving trust and the license to operate.

This framework of strategy, objectives, and targets translates materiality into **clear, measurable, and business-aligned priorities,** and establishes the foundation for monitoring ESLG performance, managing risks, and making decisions in the short, medium, and long term.



OBJECTIVE	2025	RELATED SDG
Zero tolerance for corrupt practices within the Company and in the supply chain.	During the reporting period, there were no significant incidents of corruption in our operations or in our supply chain.	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Assess 100% of active business partners by 2025.	From the program's inception in 2022 through the end of 2025, **3,871 assessment processes,** have been initiated, of which **2,408 have been completed.**[5]	12 RESPONSIBLE CONSUMPTION AND PRODUCTION; 16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Certify 100% of our subsidiaries in information security management systems (ISO 27001) by 2025.	**96% of operations** (weighted by total revenue) hold information security management certifications, such as ISO 27001, among others. [6]	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE; 16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Train 100% of our active business partners on our Code of Ethics and anti-corruption practices, and ensure that at least 50% are trained on environmental footprint by 2025.	In 2025, **11,678 business partners** were trained on the **Code of Ethics, 1,301 on anti-corruption, and 3,333 on environmental footprint.**[7]	12 RESPONSIBLE CONSUMPTION AND PRODUCTION; 16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Continuously increase the Net Promoter Score (NPS) compared to previous years, outperforming the competition across all brands and segments.	Throughout 2025, we continued to strengthen our customers' experience. The consolidated NPS reached **44 points, a 2-point increase** compared to the previous year, reflecting a sustained improvement in the perception and recommendation of our brands.	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
Have three women on the Board of Directors by 2025.[8]	In 2025, we exceeded the goal of having three women on the Board of Directors **by increasing** the number of women on that body **to four.**	5 GENDER EQUALITY; 16 PEACE, JUSTICE AND STRONG INSTITUTIONS

[5] In 2025, we adjusted the Simplified Due Diligence process by incorporating CIAL, a tool that automates preliminary risk analysis, the review of sanctions lists, adverse notes, and ESLG prequalifications, streamlining the identification of third parties requiring Enhanced Due Diligence.
[6] As of the end of 2025, 95.24% of our data centers were ISO 27001 certified.
[7] The figures correspond to individuals who are part of América Móvil's third-party network, which includes suppliers and distributors. Training sessions are managed locally through the Aliados platform and do not include operations in Europe and Brazil. In 2025, we did not meet the goal of achieving full coverage of all suppliers. Therefore, in the coming years, the Company will work on implementing a digital platform that allows for greater traceability of training sessions by third party and by subject.
[8] As of the end of 2025, we met the goal of having more than three women on the Board of Directors, representing 27% of the Board. Our next goal is to achieve 30% female representation on América Móvil's Board of Directors by 2028.

Culture of sustainability

We view sustainability as a daily practice built through shared decisions, behaviors, and capabilities across the entire organization. Our culture of sustainability seeks to translate ESLG's strategy and commitments into operational criteria, reinforcing leadership, continuous learning, and shared responsibility at all levels of the Company.

This approach is supported by formal awareness-raising and training initiatives that strengthen technical capabilities and promote a shared understanding of the risks, opportunities, and strategic priorities associated with business sustainability. As part of these efforts, **by the end of 2025, 92.39% of employees had completed América Móvil's Introduction to Sustainability program.**

Sustainability Week:
A Platform for Learning and Strategic Alignment

In 2025, we held **the sixth edition of América Móvil's Sustainability Week,** consolidating it as one of the main internal forums for promoting the ESLG culture within the Group. This forum brought together employees from different functions and regions, along with external specialists, to address critical issues that strengthen the execution of the sustainability strategy and its integration into the business.

Over 500 people
participated in Sustainability Week 2025.

Throughout the week, priority topics derived from materiality were addressed with a practical, performance-oriented approach:

Strategic risk management and climate change

With an emphasis on adopting international frameworks and integrating climate resilience into business planning.

Cybersecurity and information protection

As a foundation for maintaining the trust of customers, users, and business partners in an environment of growing digital threats.

Sustainable infrastructure modernization

Highlighting technological solutions that are more efficient in terms of energy consumption, circularity, and reduction of environmental impacts.

Operational safety and a culture of safe work

Strengthening incident prevention and empowering employees and suppliers to prioritize safe operating conditions.

Digital inclusion

Focused on closing the digital divide through skills development, digital security, and the design of products and programs with a social purpose.

The sessions featured **leaders from América Móvil and experts from organizations such as GSMA, Deloitte, and Ericsson,** who shared external perspectives, industry experiences, and relevant developments in international standards, responsible innovation, and preventive risk management.

Sustainable financing

In **2022,** we published our **Sustainable Finance Framework,** which governs the issuance of green, social, and sustainable instruments, aligned with ICMA and LMA/LSTA/APLMA standards, with a Second-Party Opinion from S&P Global Ratings. The framework links capital allocation to our materiality and ESLG objectives.

In **February 2024,** we issued a **sustainable bond worth 20,000 million pesos,** with a ten-year term and rated AAA by Moody's, S&P, and Fitch. The proceeds were used to finance green projects (63%, primarily energy efficiency related to grid modernization) and social projects (37%, access to essential services and digital inclusion).

Between 2021 and 2023, the financed projects generated a reduction of 119,839 tCO_2 in the A1 Group and Colombia, and expanded telecommunications coverage to 10.7 million people in underserved communities in Colombia and Central America. All impacts have been externally verified under limited assurance (ISAE 3000).

In **December 2025,** América Móvil renewed its **sustainable syndicated loan** for the equivalent of **1,500 million dollars,** arranged by BBVA Mexico and Crédit Agricole CIB.

The facility links the cost of financing to three KPIs: (i) reduction of Scope 1 and 2 GHG emissions (target: 52% by 2030 compared to 2019) and Scope 3 emissions (14%); (ii) workforce trained in the code of ethics (95% by 2030); and (iii) vulnerable individuals benefiting from digital inclusion (450,000 by 2030).

The updated results of the sustainable syndicated loan are presented in the appendix to this chapter.



For more information, see the Sustainable Financing Framework available on the Sustainability microsite.

For more information, see the 2024 Sustainable Bond Allocation and Impact Report available on the Sustainability microsite.

Participation in chambers and associations

G R I (2-27, 415-1)

During the year, América Móvil allocated resources to activities related to advocacy, including legislative monitoring and membership in trade associations or tax-exempt organizations. These actions were carried out in accordance with the principles established in the Integrity and Compliance Program, which expressly prohibits political contributions.

The dues paid correspond exclusively to membership in business and industrial chambers, such as ANATEL (National Telecommunications Association) and GSMA (Global System for Mobile Communications Association), as well as to other industry organizations in the countries where the Company operates, with the aim of promoting dialogue and collaboration on issues of common interest to the industry.

For more information on contributions to business associations and chambers of commerce, see the 360° section of the Sustainability microsite.

For more information on the business associations and chambers with which the Company maintains relationships, see the 360° section of the Sustainability microsite.

Strategic alliances and recognitions

Collaboration, standards, and performance metrics

Strategic alliances and external recognitions support the implementation of the ESLG strategy, strengthen technical capabilities, align practices with international standards, and enable us to anticipate risks and trends in the telecommunications sector.

External recognitions and evaluations provide comparative performance benchmarks for investors, reflecting progress in governance, ESLG risk management, and disclosure discipline.

Collaboration that strengthens ESLG execution

We participate in **strategic collaboration initiatives** that contribute to the development of the telecommunications industry and the integration of ESLG criteria into key business areas, such as climate change, energy efficiency, cybersecurity, digital inclusion, and reporting standards.

In 2025, América Móvil actively participated in the **GSMA,** the global association of mobile operators, through specialized working groups aimed at driving the sustainable transformation of the telecommunications sector. This participation allows us to contribute to the development of standards and guidelines that have a direct impact on the industry's ESLG agenda and to collectively advance toward the sector's commitment to net-zero emissions by 2050.

The working groups in which we participated in 2025 include:

Climate Action:
We contributed to the development of an industry guide for setting science-based targets (SBTs), aimed at companies in the ICT sector and their decarbonization pathways.

Scope 3:
We supported the development of a sector-specific document that identifies the most relevant Scope 3 emissions categories for the mobile industry, incorporating various quantification methodologies and an analysis of their strengths and limitations.

Circular Economy:
We are helping to identify the main challenges of the transition toward a circular model in the sector, including mapping strategic stakeholders and analyzing the operational and regulatory context.

Climate Transition Plan:

We collaborated on the development of a standardized framework for the creation of transition plans aligned with international sustainability reporting standards.

ESLG Reporting:
As part of this collaboration with the GSMA, in 2025 América Móvil actively contributed to the development of the document *The Business Imperative for Digital Inclusion – Reporting and Engagement Guide*, published by the GSMA, sharing concrete experiences, regional data, and best practices regarding digital inclusion in Latin America. The report recognizes América Móvil's leadership in integrating digital inclusion into its ESLG reporting, its Digital Divide strategy, and its model for partnerships with governments, NGOs, and multilateral organizations. Through a Memorandum of Understanding with Ericsson, we collaborated on projects related to climate action, energy efficiency, the circular economy, and digital inclusion.

In 2025, the *Digital Lab* program was expanded in Mexico and Brazil, offering hands-on training in digital and STEM skills. In terms of operational safety, more than 200 employees in Brazil participated in training on working at heights. On the environmental front, progress was made on network modernization projects with the potential to reduce energy consumption and CO_2 emissions by approximately 35% per site, in addition to opportunities in the circular economy linked to technology infrastructure.

Enabling a Better **Business Framework**



Enabling a Better Business Framework

Governance, ethics, regulatory compliance, and digital trust are pillars of América Móvil's business: they directly impact operational continuity, risk management, and long-term value creation. This chapter addresses six dimensions that address the material topics identified by the Company and align with international reporting frameworks and best practices in corporate governance and risk management.

The "Better Business Environment" pillar structures our management around six dimensions: corporate governance, ethics and integrity, comprehensive risk management, privacy and information security, customer experience and innovation, and responsible supply chain.



Governance and business ethics

G R I (2-9, 2-10, 2-11 , 2-12, 2-14)

Corporate Governance

Structure and oversight at the highest level

We operate under a corporate governance framework that ensures transparency, accountability, and investor protection in compliance with applicable regulations in Mexico, the United States, and each of the countries where we operate.

As a publicly traded company on the Mexican Stock Exchange (“BMV”) and the New York Stock Exchange (“NYSE”), we comply with both the Securities Market Law and the *Sarbanes-Oxley Act*, the provisions issued by the National Banking and Securities Commission, the Code of Principles and Best Practices for Corporate Governance (“the Code”), issued by the Business Coordinating Council, and *the NYSE’s* corporate governance standards (303.A), which allow international issuers to follow the corporate governance practices of their local markets (with some exceptions).

In 2025
we published our first Corporate Governance Report, establishing ourselves as the first Mexican company to present this type of document



For a detailed description of our corporate governance structure, composition, and best practices, please visit the following link: **Corporate Governance Report.**

Management of the company rests with the Board of Directors and the CEO, in accordance with our bylaws and applicable law. **The Board of Directors is responsible, among other things, for defining the strategic direction, overseeing the implementation of the strategy, and monitoring business performance.** It also promotes an organizational culture based on integrity, compliance, and responsible management as fundamental principles for conducting business.

During 2025, the Board met six times, with an average attendance rate of 94%.

Topics addressed included strategy, review of financial and operational reports, regulatory matters, the budget, and approval of the annual report of the Audit and Corporate Practices Committee, among others.

Composition and diversity of the board

Our Board of Directors consists of **15 members, 67% of whom are independent directors,** a proportion that far exceeds the minimum regulatory requirement of 25% established by the Stock Exchange.

Eighty-seven percent of the members are non-executive, and 13% are executive. The average tenure of directors is 14.7 years, with 13 years for independent directors, and the average age of the Board is 64 years.

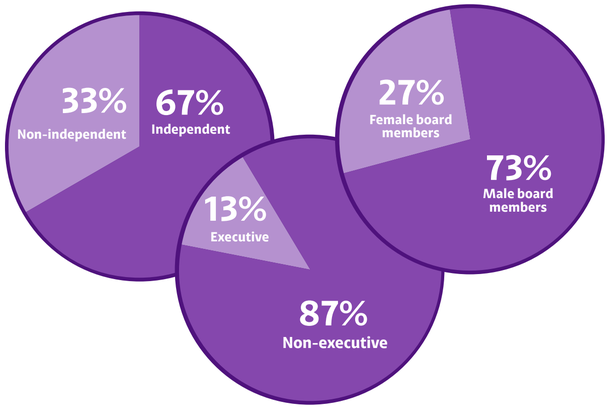
Currently, **women make up 27% of the Board of Directors,** represented by four serving female directors. In line with our Board Diversity Policy, we have set a goal for 2028 to increase this proportion to at least 30%.

Our corporate governance structure meets the expectations of investors and stakeholders, maintaining the highest standards of governance.

The composition of our Board takes into account criteria such as education, industry experience, competence, professional standing, independence, integrity, diversity, and areas of expertise including strategy, finance, auditing, internal control, risk management, cybersecurity, and sustainability, among others. Board members serve one-year terms and may be reappointed at the Ordinary General Shareholders’ Meeting of the following fiscal year. **At the ordinary meeting held on April 23, 2026, all incumbent board members were reappointed.**

Likewise, in 2025, the firm responsible for the external audit of the basic financial statements was rotated, in line with best practices regarding independence.

Board members



Executive Committee

The Board relies on two auxiliary bodies: the Executive Committee and the Audit and Corporate Practices Committee.

Executive Committee

The **Executive Committee ("EC")**, consists of three board members: the chairman of the board, the co-chairman of the board, and the company's CEO. This Committee handles strategic and corporate decisions regarding the business.

The Audit and Corporate Governance Committee ("CAPS, for its acronym in Spanish")

It is composed entirely of four independent directors and plays a central role in overseeing the management, leadership, and execution of the company's business; among other responsibilities, it provides opinions and advice to the Board of Directors; evaluates the performance of the independent external auditor; reviews and comments on the financial statements and recommends their approval or rejection to the Board; and supervises the internal control system, cybersecurity, compliance, and progress on sustainability matters.

The CAPS met seven times in 2025, including one special meeting, with an average attendance rate of 96%. Its chair has been designated as a financial expert.

Management Team

The Executive Team is led by the company's CEO and six members with decades of experience at the company. It also receives reports from the country managers and, specifically, from the regional managers for Central America and the Southern Cone. It is supported by three specialized committees: the Corporate Sustainability Committee, the Cybersecurity Committee, and the Ethics Committee.

Corporate Sustainability Committee

Established in 2018, this committee oversees the ESLG strategy and coordinates its implementation across all operations. It is chaired by the CEO and comprises the company's executive directors, the General Counsel, the Chief Financial Officer, the Head of Mobile Operations, the Head of Fixed-Line Operations, the Head of Human Resources, the Chief Marketing Officer, and the Head of Investor Relations and Sustainability. This Committee periodically reports to the CAPS on material issues related to sustainability and climate change and relies on the Energy and Emissions Working Group—chaired by the Chief Mobile Operations Officer—to manage the decarbonization strategy.

Cybersecurity Committee

Led by the Director of Fixed Operations—who is also a member of the Board of Directors—this committee develops the corporate information security strategy and coordinates technology risk management in the role of Chief Information Security Officer (CISO). This dual role effectively links the Board's strategic vision with day-to-day operations. The Committee reports directly to the CEO and is supported by local Cybersecurity Committees at each subsidiary, ensuring the consistent implementation of the global strategy. In turn, the CISO reports to the CAPS on risks related to data privacy, cybersecurity, and the mitigation measures adopted, in accordance with established reporting mechanisms.

Ethics Committee

We have a Corporate **Ethics Committee** and local Ethics Committees in all operations, composed of senior management members with a rotating chairmanship. Their purpose is to implement and enforce the Integrity and Compliance Program, overseeing issues such as the prevention of corruption, money laundering, and terrorist financing; data privacy; management of the Whistleblower Portal; and the promotion of the Company's culture of values. The Corporate Committee reports to the CAPS through the Compliance Office.



Internal Control and Audit

Our internal control system is based on the COSO (Committee of Sponsoring Organizations) framework, with clearly defined organizational functions, delineated responsibilities, and established levels of authority, which help ensure operational effectiveness, the reliability of information, and regulatory compliance across all our operations.

We comply with the Sarbanes-Oxley Act, to the extent applicable, which requires detailed documentation of the design and operation of financial reporting processes. The Company's conclusions and the external auditor's assessment of these processes are included in Form 20-F filed with the U.S. Securities and Exchange Commission.

It reports functionally to CAPS and administratively to the Chief Administrative and Financial Officer, with ongoing access to the CEO and the entire executive team. It provides independent and objective assurance regarding internal control, risk management, and governance through an annual risk-based audit plan.

Each month, the subsidiaries report financial and performance data to the internal audit function and the accounting department, ensuring ongoing monitoring of consolidated information.

Corporate ethics and compliance

GRI (2-15, 2-16, 2-23, 2-24, 2-25, 2-26, 2-27, 3-3, 205-2)

Integrity and Compliance Program

At América Móvil, we ensure the adoption and implementation of corporate ethics through our Integrity and Compliance Program (ICP), whose cornerstone is the Code of Ethics. The ICP establishes a regulatory framework applicable to shareholders, management, employees, suppliers, and distributors across all our subsidiaries, which is publicly available on our corporate website: americamovil.com. It establishes preventive and corrective controls to mitigate risks of regulatory noncompliance and strengthen organizational integrity.

Our policies are aligned with current legislation in each of the countries where we operate and with global standards regarding the protection of personal data; the prevention of corruption; the prevention of money laundering and terrorist financing; and environmental, social, labor, and governance criteria.

CAPS, through the Compliance Office, supervises, monitors, and audits compliance with the provisions of the ICP through continuous control and monitoring mechanisms.

In 2025, we revamped **the Code of Ethics course to make it more dynamic and easier to understand.** The course is mandatory for all employees in every country, who must reaffirm their adherence and commitment to compliance upon completion.

The ICP is not limited to internal operations: it extends to our supply chain and strategic partners, who must align with its principles or demonstrate equivalent ethical and sustainability standards.

Guidelines on gifts, donations, sponsorships, and entertainment and hospitality expenses are part of the ICP, with automated processes on our compliance platform to facilitate their management and traceability.

Contracts entered into with third parties include preventive clauses regarding regulatory compliance, anti-corruption, and the prevention of money laundering and terrorist financing.



Compliance governance

The **Compliance Office,** established in 2020, **is the multidisciplinary unit responsible for leading the implementation of the ICP throughout the organization.** Its functions include identifying, preventing, and mitigating regulatory risks; developing, modifying, and updating policies and protocols; designing control systems; managing complaints; designing training programs delivered through the Capacítate Carso[1] platform to employees and third parties; and monitoring regulatory changes.

The Compliance Office periodically reports to the CAPS on the progress and challenges of the ICP and coordinates the Corporate Ethics Committee. In each region where we operate, we have a local Compliance Office responsible for ensuring the implementation of the ICP and the functioning of its own Ethics Committee.

The **Corporate Ethics Committee,** composed of senior management members with a rotating chair, is tasked with implementing and enforcing the ICP while fostering an ethical culture throughout the organization.

In addition, the local Ethics Committees—also composed of senior management members from each subsidiary—actively participate in the implementation of the ICP.

Both bodies review accepted complaints, conduct or, where appropriate, coordinate the corresponding investigations, and determine the appropriate corrective measures in the event of any violation of the Code of Ethics or the ICP. Their activities and resolutions are reported to CAPS through the Compliance Office.

Integrity and Compliance Program (ICP)

It establishes preventive and corrective controls to mitigate risks of regulatory noncompliance and strengthen organizational integrity.

- Personal data protection.
- Prevention of corruption, money laundering, and terrorist financing.
- Environmental, social, labor, and governance (ESLG) criteria.

[1] Capacítate Carso is the Company's digital training platform, offering employees and third parties' access to online courses and learning resources for professional and skills development.

Training in ethics, anti-corruption, and compliance

We recognize that a strong ethical culture is built through ongoing training.

As of the end of 2025, 85.66%[2] of our employees including part-time staff,completed training and certification on the Code of Ethics.





Coverage rates for other key topics were as follows:

95.63% in **Anti-Corruption,**

92.89% in **Anti-Money Laundering,**

92.61% in **Data Privacy, and**

91.39% in **Information Security.**

Our business partners are also part of this comprehensive vision.

During 2025:
11,678 business partners were trained on the **Code of Ethics,**

1,731 on **Anti-Money Laundering,**

2,223 on **Anti-Corruption,**

1,301 on **Personal Data Protection,**

2,424 on **Information Security, and**

3,333 on **Environmental Footprint[3]**.



Anti-Corruption Management

Our Anti-Corruption Policy applies to internal and external employees and third parties in all operations. We have formal prevention, monitoring, and response mechanisms in place, including the Due Diligence Protocol, conflict of interest disclosures, review of requests for gifts, donations, and sponsorships, and analysis of entertainment and hospitality expenses, all managed through an automated process on our compliance platform.

When a potential incident related to acts of corruption or money laundering is identified, a formal investigation process is initiated, coordinated by the Compliance Office, in accordance with the principles of confidentiality, impartiality, and due process.

Regarding anti-bribery certification, we continue to implement the ISO 37001 standard (Anti-Bribery Management System) at our subsidiaries After obtaining certification in Peru in 2024, we obtained it in Brazil in 2025 and continue to make progress in Ecuador, as well as in the rest of our operations, with a coverage plan extending through 2030.

Over the past five years, we have not recorded any confirmed incidents of corruption,
a result that reflects the sustained effectiveness of the Integrity and Compliance Program.

[2] Training on the Code of Ethics does not include unionized Telmex employees within its scope.
[3] The figures correspond to individuals who are part of América Móvil's third-party network, which includes suppliers and distributors. Training is managed locally through the Aliados platform and does not include operations in Europe and Brazil. During 2026, the Company is working on implementing a digital platform that will allow for greater traceability of training by third party and by subject.

Whistleblower Portal

We have a Whistleblower Portal **that serves as a secure, confidential, and—if the whistleblower prefers—anonymous channel** for employees, third parties, and business partners to report potential violations of the Integrity and Compliance Program. **The portal is public and available to all Group operations.** Whistleblowers are protected from any retaliation, and the confidentiality of the information is guaranteed throughout the entire process.

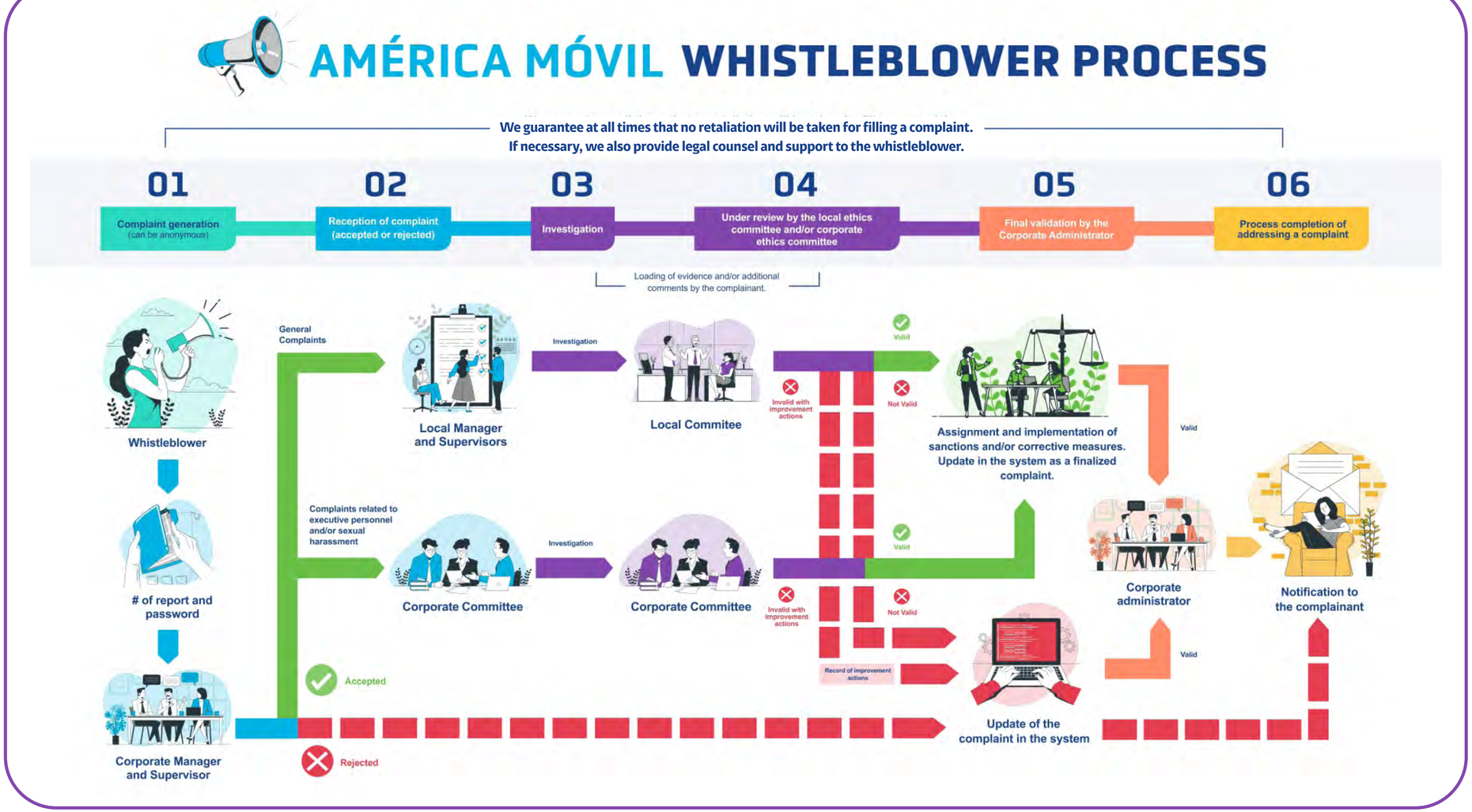
All complaints are handled in a timely manner by the Compliance Office and resolved by the relevant Ethics Committees. In each country, a detailed analysis of each case is conducted to ensure transparency and provide effective solutions. When necessary, legal advice and support are provided to the reporter.

Complaints deemed inadmissible include operational or customer service issues that are redirected to the appropriate departments, duplicate cases, reports unrelated to the company, or, where applicable, complaints in which, following a thorough investigation, no violation of the Code of Ethics was found.

The Ethics Committees in each country submit a monthly report on the portal's management to both the CEO of their subsidiary and the Compliance Office.

Between January and December 2025, we received 6,318 complaints through the portal, of which 4,005 were accepted for investigation and handled by a cross-functional team of 400 people; and 2,313 were dismissed as inadmissible for reasons such as duplication, lack of connection to the company, or lack of impact on the Integrity and Compliance Program. Of that total:

- **1,268** were substantiated, as the investigation concluded with findings that confirmed a violation of the Code of Ethics;
- **1,716** were dismissed, as the investigation concluded without findings substantiating a violation of the Code of Ethics; and
- **1,021** were under review as of December 31, 2025.



Regarding the **nature of the substantiated complaints:**

- **45.31%** involved unequal or discriminatory treatment,
- **25.71%** involved workplace harassment,
- **5.21%** related to information privacy, and
- **1.89%** related to sexual harassment,
- **0%** related to corruption or freedom of expression.

As a result of the investigations, **corrective measures were taken:** 0.33% of employees were subject to disciplinary action, and 0.29% were terminated due to serious violations.

To contact the Compliance Office directly, you can email yocumplo@americamovil.com.

To learn about the Whistleblower Portal and access the reporting channel, click here.

Controversies and fines

The monitoring and management of disputes are an integral part of our internal control system and our risk management framework. This approach allows us to identify, assess, and mitigate potential impacts on the company's reputation, operational continuity, and regulatory compliance in a timely manner.

The information derived from these processes is systematically integrated to strengthen the Integrity and Compliance Program, helping to prevent recurrences and raise standards of ethical performance.

Together, these mechanisms reinforce the trust of investors and other stakeholders, while consolidating the robustness, effectiveness, and continuous improvement of our internal control systems.

Information regarding disputes and fines is available on our corporate website: **americamovil.com.**

For more information on controversies and fines, please visit América Móvil's sustainability website.



Enterprise risk management (ERM)

G R I (2-16, 2-25, 2-26, 2-27, 205-2, 406-1)

Our approach is based on a fundamental principle: every business activity carries inherent risks; the ability to systematically identify, assess, and mitigate them determines the organization's resilience in the short, medium, and long term. This approach is integrated into the Company's corporate governance system and is overseen by the Board of Directors through the Audit and Corporate Practices Committee.

In 2025, we began formalizing and documenting the methodological framework that governs the identification, assessment, and reporting of sustainability risks and opportunities, in alignment with the ISSB's IFRS S1 and IFRS S2 standards, as well as reference frameworks such as ISO 31000 and GRI. This effort reflects the evolution of processes that were already operating on an ongoing basis within the Company and that, during this period, were structured according to a standardized methodology, with consistent evaluation criteria and traceable disclosure processes.

The formalization of the framework was accompanied by a six-hour **training program on climate change,** spread over three sessions. For the remaining sustainability topics, working sessions were held with each of the responsible corporate departments, with the goal of strengthening understanding of the framework and ensuring its implementation in the relevant processes.

Corporate risk management framework

Governance and oversight structure

Responsibility for risk management lies with América Móvil's CEO, in conjunction with the heads of each organizational unit and the CEOs of the subsidiaries, ensuring that operational, financial, commercial, technological, regulatory, legal, and climate risks are effectively identified, assessed, and mitigated without compromising the company's ability to achieve its strategic objectives. This model ensures that risk management is integrated across the entire organization, from operations to senior management.

The oversight of sustainability risks and opportunities is structured into three levels:

The **CAPS** receives reports on relevant risks and oversees the effectiveness of the internal control system related to financial reporting.

The **Corporate Sustainability Committee,** chaired by the CEO and composed of senior management, oversees the management of sustainability and climate risks, defines risk appetite and tolerance, reviews critical and emerging risks, validates action plans, and ensures the integration of these factors into corporate strategy.

For more information on the structure **see page 5 of América Móvil's Climate Transition Plan.**

The Sustainability Coordination for Risk Management, composed of the Sustainability and Investor Relations Sub-Directorate and corporate risk experts specializing in IFRS S1 and S2, designs, maintains, and updates the methodological framework; coordinates the identification, assessment, and monitoring of risks; consolidates the corporate risk map; and ensures alignment with international frameworks. It reports its progress to Senior Management and the relevant committees.

Three Lines of Defense Model

We operate under the Three Lines of Defense Model to structure responsibilities in risk management, ensuring an appropriate segregation of duties, the strengthening of internal controls, and efficient risk management at all levels of the organization.

1

The First Line:
Operational areas, which are responsible for processes and business units, identify and manage the risks inherent in their daily operations, implement controls, monitor indicators, and report events.

2

The second line:
This line consists of specialized technical areas, including the Compliance Office, Human Resources, Cybersecurity, Fixed and Mobile Operations, the Energy and Emissions Working Group, Regulatory Affairs, Finance, and Sustainability. These areas advise the first line, disseminate and implement the methodological framework, validate criteria, and monitor the evolution of risks, facilitating their incorporation into the organization's processes and decisions.

3

The third line:
The Internal Audit function independently evaluates the effectiveness of the risk management system in accordance with its annual audit plan.

Methodology for identification, assessment, and prioritization

The process for identifying sustainability risks and opportunities is structured around the corporate risk map, which is built on four main inputs: risks identified by the operational areas in accordance with the Risk Identification and Management System; climate risks reported by subsidiaries; relevant regulatory risks in each jurisdiction; and historical internal incidents. This map is supplemented by participatory methodologies, including workshops, questionnaires, industry benchmarking, and expert consultation, as well as analysis of comparable industry events, key performance indicators (KPIs), and scenario analysis.

The ESLG Coordination for Risk Management is responsible for consolidating, reviewing, and updating the corporate risk map based on information provided by the responsible departments.

Each risk undergoes an eligibility screening to determine whether it could reasonably affect the organization's economic prospects, in accordance with the approach of *the International Sustainability Standards Board*[4].

Once its eligibility is confirmed, the risk is assessed across four dimensions: probability, type of impact, magnitude of impact, and the financial threshold, which for us is 2% of consolidated annual EBITDA. Materiality is determined based on a combination of these factors, adjusted by modifiers that account for the potential impact on the business model and the value chain. The results are represented in a heat map that facilitates risk prioritization for decision-making.

Materialized risks are managed through strategies of elimination, prevention, adaptation, transfer, or acceptance, selected based on the level of exposure. Each initiative defines responsible parties, timelines, and monitoring indicators. The process is reviewed on an ongoing basis so that the Company can effectively anticipate, respond to, and report on risks that may affect its performance and reputation, with updates to the risk map, indicators, action plans, and reports.



[4] The International Sustainability Standards Board (ISSB) is the body created by the IFRS Foundation to develop global standards for the disclosure of sustainability-related financial information, with the goal of ensuring that companies report comparable and useful information to investors regarding the risks and opportunities that may affect their financial performance and corporate value.

Integration with strategy and the business model

We apply a dual approach to risk management: we identify and mitigate both operational risks that pose threats to short- and medium-term plans, and strategic risks that could affect the Company's ability to maintain its competitive position in the long term.

This approach encompasses all our geographic areas, activities, and functions.

The company's risk catalog covers the following categories: macroeconomic and geopolitical, market and competitors, operational, regulatory, technological, labor, financial, and sustainability and climate.

Management of ESLG exposures and climate-related risks

Sustainability and climate risk management is an integral part of our ERM framework.

In 2025, we published our disclosures for the first time in accordance with IFRS S1 and IFRS S2, reflecting how our capacity to identify, assess, and communicate sustainability and climate risks and opportunities has matured, with methodological rigor, traceability, and alignment with the disclosure requirements established by the National Banking and Securities Commission for XBRL filing.

During the assessment process, we identified two categories of risks with the potential to reasonably affect our economic outlook: cybersecurity risks and physical climate-related risks, particularly tropical storms, hurricanes, cyclones, and floods.

Both categories cover the three time horizons: short, medium, and long term. Both are subject to ongoing monitoring.

Cybersecurity: critical sustainability risk

Cybersecurity represents the most significant risk on América Móvil's risk map, with a very high probability and high impact. In a constantly evolving digital environment, driven by the expansion of 5G, the growth of IoT devices, the accelerated adoption of the cloud, and increasing technological interaction, new challenges are emerging, including the early detection of advanced threats, timely response to emerging vulnerabilities, human factor management, and the continuous modernization of infrastructure.

These challenges span the value chain, driving collaboration with: (i) suppliers and technology partners, promoting secure practices throughout the supply chain; (ii) critical internal infrastructure, where continuous modernization is essential; and (iii) customers and other ecosystem stakeholders, to ensure service availability, data privacy, and the stability of critical infrastructure.

The materialization of this risk could compromise the continuity of critical services (voice, data, SMS, business connectivity, and emergency services), with potential effects on the Company's corporate reputation, customer experience, and financial position. To date, no material financial impacts have been recorded, as a result of the ongoing implementation of controls, processes, tools, training, and continuous improvement programs aimed at prevention and adaptation. The management of these risks is detailed in the Cybersecurity, Privacy, and Digital Trust section of this chapter.

Climate-related physical risks

Extreme weather conditions pose a direct risk to infrastructure and operations.

In 2025, nine countries where we operate—Colombia, Costa Rica, the Dominican Republic, El Salvador, Guatemala, Honduras, Mexico, Nicaragua, and Puerto Rico—are located within the Atlantic and Eastern Pacific hurricane basins, accounting for 45% of revenue.

The risk of flooding could impact 100% of our operations, especially in coastal areas and those near rivers.

Damages that year were estimated at 33 million pesos (0.004% of revenue), compared to 697 million pesos (0.096% of revenue) in 2024; in both cases, claims were processed with insurers.

To assess resilience, we conducted a climate scenario analysis with the support of a specialized third party, which in 2025 incorporated the RCP 4.5 scenario for the first time and included descriptive assessments at the country level for Europe, as well as 253,000 georeferenced assets in Latin America, with a total replacement value exceeding 70,000 million dollars, under RCP 4.5, RCP 6.0, and RCP 8.5.

For more details on the climate scenario analysis methodology, results by operation, and the infrastructure resilience strategy, please refer to the Climate Transition Plan available on América Móvil's Sustainability microsite.

Based on this assessment, as of the end of 2025, we did not identify any direct material impacts on our financial position, financial performance, or cash flows resulting from climate risks.

Emerging risks

We identify and monitor long-term emerging risks that, although they do not yet have an immediate material impact, have the potential to transform our business model, value chain, and competitive environment over a three- to five-year horizon or longer. These risks are reviewed periodically and updated as circumstances require.

Cyber threats enabled by artificial intelligence.

The integration of artificial intelligence into offensive tools is transforming the threat landscape for telecommunications companies.

AI-driven attacks can automate the discovery of vulnerabilities, generate highly convincing social engineering campaigns, and evade traditional detection systems simultaneously across multiple geographies, with the potential to affect operational continuity, the integrity of our users' data, and the trust of our stakeholders.

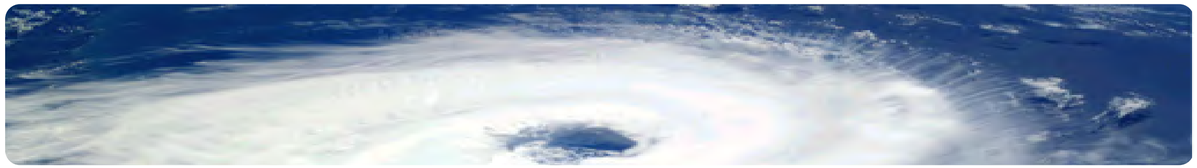
To address this, we have a Corporate Information Security Strategy aligned with international standards such as ISO 27001/27002 and the NIST Cybersecurity Framework, a Global Security Operations Center with cyber intelligence capabilities, and continuous oversight by the Board of Directors' Audit and Corporate Practices Committee.

Geoeconomic confrontation and fragmentation of the technology supply chain.

Deepening rivalries among major powers are manifesting in trade restrictions, export controls, and regulatory reviews targeting specific suppliers of network equipment and enabling technologies.

For América Móvil, this could affect access to critical components, impact our network modernization programs, and necessitate a reconfiguration of our supply chain in the medium and long term.

As mitigation measures, we actively monitor regulatory and geopolitical developments in all markets where we operate, apply our Third-Party Due Diligence Protocol, and work to diversify our supplier base to reduce critical single-source dependencies.



Cybersecurity, privacy, and digital trust

G R I (2-26, 3-3, 418-1)

Information security and the protection of personal data belonging to customers, users, and employees are two distinct yet complementary aspects of a single commitment: preserving the digital trust upon which our operations rest. We manage both as strategic priorities with dedicated leaders, regulatory frameworks, and distinct governance structures, coordinated under a comprehensive approach aligned with the most stringent international standards.

Information security and cybersecurity

Governance and accountability structure

Cyber risk management is led by the ***Corporate Chief Information Security Officer (CISO),*** a role held by the Director of Fixed Operations, who serves on both the Board of Directors and the Cybersecurity Committee. This dual role, as a Board member and the executive in charge of the function, ensures strategic and operational visibility at the highest level of the organization, with direct reporting to Senior Management and the Board.

The Corporate *CISO,* supported by the *CISO* office and information security management, governs cyber risk, defines the corporate information security strategy, protects critical assets, leads the executive management of major cyber incidents, ensures regulatory compliance, and ensures that cybersecurity is the responsibility of the entire organization and not exclusively the technology department.

The Corporate Cybersecurity Committee, composed of the Director of Fixed Operations, the Chief Information Security Officer, and the Information Security Manager, oversees and coordinates the security strategy at the Group level, reports directly to the CEO, and reports its progress to the CAPS.
Each subsidiary has a **Local Information Security Committee,** composed of interdisciplinary teams from technology, engineering, finance, and operations, which works in alignment with the Corporate Committee to ensure the consistent implementation of the global strategy across the 23 countries where we operate.



Regulatory framework and cybersecurity strategy

We have a General Information Security Policy (GISP) structured around 12 security domains that comprise **182 policies and procedures.** These guidelines establish the minimum compliance requirements for each Group subsidiary, cover physical, technical, and administrative controls, and are evaluated and updated annually. Compliance is monitored on an ongoing basis; any non-compliance triggers a formal remediation plan.

Our cybersecurity strategy is built on three pillars: confidentiality, integrity, and availability. is based on a preventive approach that includes risk analysis, mitigation plans, real-time monitoring of networks and systems, incident response protocols, penetration testing, internal and external audits, and ongoing training. The management framework is aligned with international standards such as **ISO 27001/27002, NIST, CIS, COSO, PCI DSS,** and the guidelines of the *Responsible Business Alliance.*

The identification and management of security risks are based on an analysis of events that occurred within the Group during the immediately preceding year, as well as industry incidents and global trends. Based on that analysis and the business objectives for the period, we identify the risks with the highest probability and potential impact, and design specific mitigation strategies that are implemented in coordination with local management teams.

Our cybersecurity strategy is based on three pillars:

- **Confidentiality**
- **Integrity**
- **Availability**

Security infrastructure and operations

We operate a **Global Security Operations Center (SOC)** with coverage across the 23 countries where we have a presence, providing **24/7 monitoring** of infrastructure and user behavior, which enables early detection, timely response, and mitigation of cyber risks. The SOC's services include cyber intelligence to anticipate threats, incident detection and response, active threat *hunting* across networks and infrastructure, and vulnerability management. Executive decisions regarding incidents—even when services are provided by third parties—rest with local and corporate América Móvil personnel.

All subsidiaries have ***Business* Continuity Plans *(BCPs)* and Disaster Recovery Plans *(DRPs)*** that address cybersecurity scenarios, define response roles, target recovery times, and internal communication processes, and have been shared with the relevant teams at each operation. In addition, a ***Business* Impact Analysis helps identify critical functions and assess potential operational impacts in the event of any disruption.**

Certifications and external verification

Measured by total revenue,

96% of our operations hold information security management certifications, such as ISO 27001, among others.

Among the certifications obtained or renewed in 2025, the following stand out: the renewal of **ISO 27001 CNOC** in Guatemala, El Salvador, Honduras, Nicaragua, Costa Rica, and Ecuador; the attainment of **ISO 37001** and **ISO 37301** at Claro Brazil, which support compliance management and data protection in accordance with Brazil's General Data Protection Law; **ISO 27701** and **ISO 27018** certification at A1 Bulgaria; **ISO 27701** certification at Claro Enterprise US; and the renewal of personal data certification at Telcel. Telmex and Claro Ecuador also hold **PCI DSS**, certification for the protection of payment cardholder data.

As of the end of 2025, virtually all of our data centers were certified; Puerto Rico is moving forward with its certification process to achieve full coverage across the Group.

Coverage has increased by **21 percentage points** compared to 2020, when we began systematically tracking this metric. The current goal for 2030 is to maintain and expand this coverage.

We conduct annual internal audits and external certifications every two years to verify that our security practices remain robust and up-to-date. The annual ethical hacking program, carried out by internal and external personnel, validates regulatory compliance and the effectiveness of controls. For fiscal year 2025, we rotated the external audit firm for our financial statements, thereby strengthening the independence of our assurance processes.



95% of our data centers
are **ISO/IEC 27001** certified

Cybersecurity training and culture

We have information security training programs for all employees, supplemented by mandatory training for new Group hires. The programs cover access control, responsible use of sensitive information, handling of computer equipment, and response to attacks. We continuously conduct **controlled phishing campaigns** to identify employees who are vulnerable to this type of attack; those who do not pass the test receive additional training, in coordination with the Human Resources departments of each subsidiary.

By the end of 2025,

91.39% of employees had completed information security training.

We also organized the **América Móvil Annual Security Symposium,** a forum for updates on emerging threats, cloud-based cyberdefense, and global best practices, with participation from employees at various leadership levels. In 2025, Claro Brasil received the ***Learning Revolution*** **Award in the category of Exceptional Innovation in Applied Technologies** for its mandatory biannual training program on compliance, information security, and privacy.



During 2025,
there were no significant security incidents, data leaks, or breaches that compromised customer information or the integrity of our systems.

Nor were any penalties imposed by regulatory agencies regarding privacy or information security. The number of data leaks, security breaches, and affected customers during the fiscal year was zero across all of the Group's operations. In the event of any potential incident, each subsidiary activates its BCP and DRP protocols, coordinates with the corporate Information Security Management team, and ensures the confidentiality, integrity, and availability of critical systems and sensitive information belonging to the company and its customers.

Looking ahead to 2030, the Company's vision includes **incorporating artificial intelligence** as a central component of its cybersecurity strategy, integrating it into preventive and defensive processes, SOC detection capabilities, and incident response, with the goal of anticipating threats with greater precision and speed in an environment of growing and constantly evolving risk.

Personal data protection and privacy

Governance and accountability

Privacy management and personal data protection constitute a distinct area of cybersecurity, with its own governance and oversight structure.

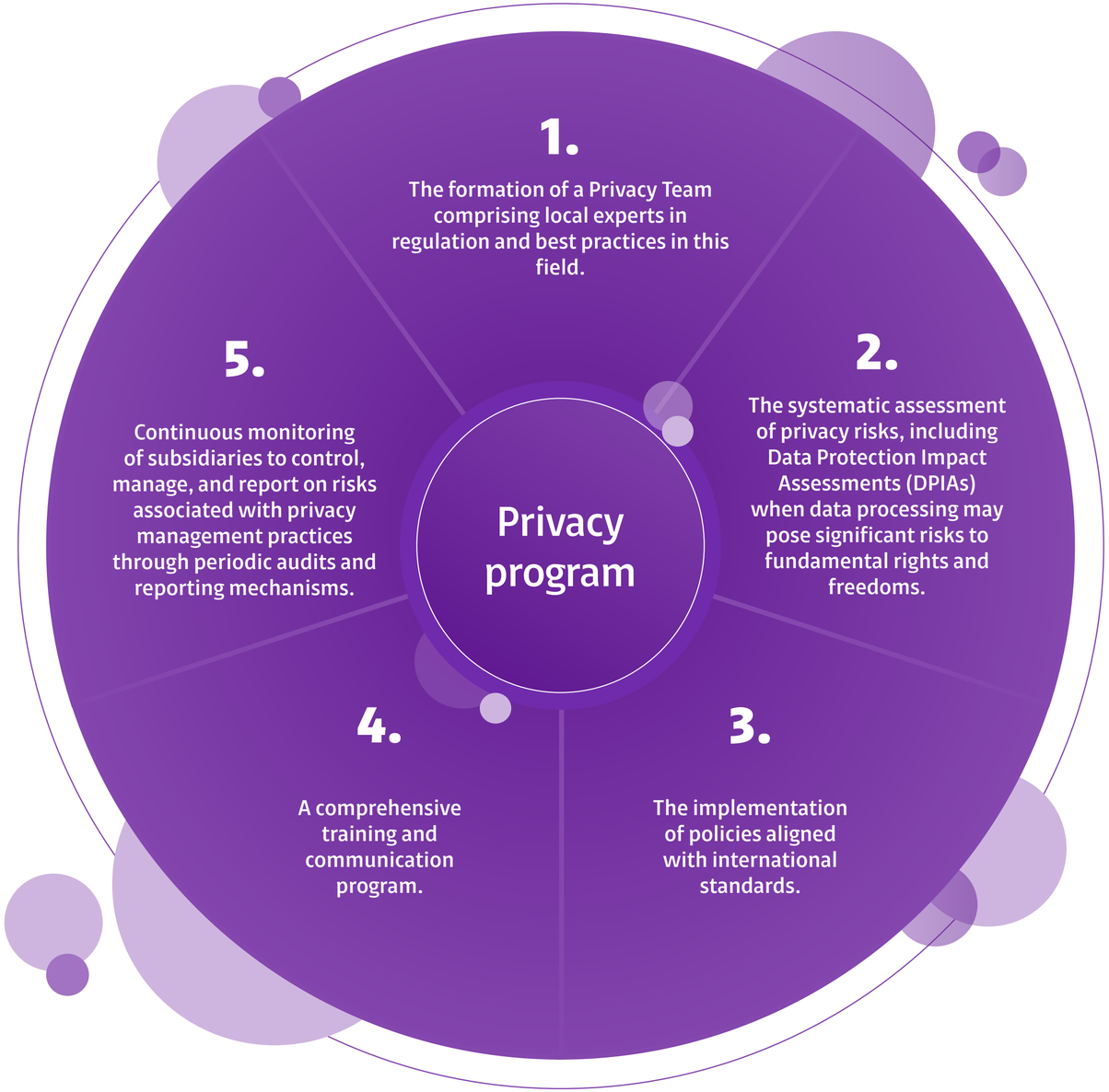
The Privacy Program is coordinated with support from the Privacy Team and reports to the Audit and Corporate Practices Committee through the Compliance Office, which oversees regulatory compliance regarding personal data protection and privacy, both in terms of applicable regulations and corporate best practices. Each subsidiary has a local privacy team that serves as the point of contact for authorities and data subjects in its respective jurisdiction.

Privacy program and regulatory framework

Our **Privacy and Personal Data Protection Policy,** available on our corporate website, establishes the principles and guidelines for the proper handling of personal information, as well as the physical, technical, and administrative security measures that must be observed.

Mandatory for all our subsidiaries, this policy applies to internal and external employees, all business lines, as well as data controllers and third-party service providers with access to personal data in the countries where we operate, in compliance with applicable local and applicable international regulations.

The **Privacy Program** establishes the framework for implementing the necessary controls to protect personal data throughout all stages of its processing and to demonstrate, in a continuous and transparent manner, compliance with applicable legal obligations. It is structured **around five key pillars:**



We apply the principle of **data protection by design and by default:** we incorporate physical, technical, and organizational measures from the moment we determine the means of processing, seeking a healthy balance between business interests and the protection of individuals' rights, and ensuring that, by default, only the personal data necessary for each specific purpose is processed.

Notable among the technologies and practices implemented are anonymization, pseudonymization, data minimization, homomorphic encryption, and masking techniques, with the aim of reducing the risks inherent in certain processing activities and limiting the unnecessary exposure of personal information.

Data subjects' rights and mechanisms for exercising them

We guarantee all data subjects the effective exercise of their rights regarding the personal information they entrust to us: access, rectification, cancellation or erasure, objection, and portability—the latter where applicable. These rights are addressed, free of charge, in readable and easily understandable formats, within the timeframes established by each jurisdiction, through the procedures defined by each subsidiary in accordance with applicable regulations.

Personal data is disclosed to third parties only when there is a valid legal basis, when it is necessary for the provision of the service, or, if applicable, when the data subject has given prior and informed consent. All transfers to third parties are documented through legal instruments that identify the parties' obligations and responsibilities regarding personal data protection, ensuring levels of protection equivalent to those applied internally.

The secure deletion of personal data is carried out once the purposes of the processing have been fulfilled, the legally established retention periods have expired, or when the data subject exercises their rights to cancellation or erasure, ensuring that the data cannot be recovered or subject to any subsequent misuse.





Data protection training

CWe offer a mandatory Personal Data Protection course for all employees.

As of the end of 2025,

67,606 employees had completed the course, with plans for gradual expansion to the rest of the Group's workforce.

In 2025, **1,301 business partners** completed personal data protection training. Training coverage is part of the Privacy Program's continuous monitoring system, and its status is reported periodically to Senior Management.

These results are consistent with the security protocols implemented to identify, address, mitigate, and promptly adopt the necessary corrective measures to protect data subjects' rights.

During 2025, no substantiated complaints were received from external third parties regarding data privacy violations at any of the Group's 23 operations,

nor did we receive any substantiated complaints from regulatory agencies. The financial impact resulting from legal proceedings related to privacy was zero.



Responsible use of data and communications privacy

GRI (3-3)

Privacy of communications

At América Móvil, we safeguard the right to the protection of personal data and the privacy of communications. In this regard, we only provide information to the Competent Authorities[5] when required by applicable regulations and when the requests made comply with the provisions of current legislation in each of our operations.

In 2025, we received 909,867 requests for information across our Latin American operations, representing a **5.21% increase over the previous year**. Following a thorough legal review, **we granted 93.35% of these requests; the remaining 6.65% were denied for failing to meet established legal criteria** Our operations in Europe are restricted from disclosing this information, in compliance with the General Data Protection Regulation and the applicable regulations in each jurisdiction.

To reduce the number of rejections, our operations in Peru and Colombia periodically train officials from the competent authorities on best practices aimed at standardizing and strengthening the proper drafting and submission of requests and court orders.

Details on the applicable regulatory framework in each country, as well as statistics on requests received, fulfilled, and rejected by jurisdiction, are available in the **Communications Transparency Report** on the sustainability section of **americamovil.com.**

Digital rights and use of data for secondary purposes

We respect our users' right to control the use of their personal information. For targeted advertising and secondary purposes, we process personal data in accordance with applicable provisions, either through the prior and informed consent of the data subject or in accordance with the exceptions provided for by law, always ensuring due transparency.

Our privacy policies are written in accessible language and are publicly available, informing data subjects about the purposes of processing, the data collected, the identity of the data controller, and the mechanisms for exercising their rights.

The Privacy and Personal Data Protection Policy aims to safeguard **freedom of expression,** guarantee the privacy of communications, and prevent practices that could lead to discrimination or undue harm resulting from the use of algorithms, artificial intelligence, or *big data.*

We have formal mechanisms in place for monitoring, protecting, and using sensitive customer information that prioritize integrity, confidentiality, and availability, as well as a public Complaints Portal available for any data subject or employee to report potential violations of their digital rights.

21.97%[6] of our users have chosen to restrict the use of their data

for purposes other than the provision of the service, a decision we honor across all our operations.



[5] That is, those public entities that have the authority and powers, in accordance with the applicable legislation in each country, to impose requirements on telecommunications operators (using the applicable legal mechanisms) regarding cooperation with the authorities regarding security and law enforcement in each country.

[6] The percentage corresponds to users who have chosen to restrict the use of their data for secondary purposes, defined as uses other than the provision of the primary service, including targeted advertising, product improvement, and data transfer to third parties. The figures do not include operations in Europe, where applicable regulations prohibit the use of personal data for purposes other than the provision of the service. The 2025 figure (21.97%) includes Claro Chile for the first time. The 2024 figure has been recalculated to 22.86% after identifying a methodological inconsistency in the original calculation for Brazil; the corrected figure is presented as a comparative reference in this Report.

Customer experience and digital channels

GRI (3-3)

At América Móvil, we build long-term relationships with more than **406 million customers** in 23 countries, based on four principles: delightful experiences, transparent and reliable service, clear and human communication, and flexibility that empowers users to make informed decisions.

Our customer experience strategy is built on five operational pillars: digital transformation; continuous optimization of processes and customer journeys; unified interactions under an omnichannel model; the use of advanced technologies such as artificial intelligence; and active customer participation in the co-creation of solutions.

This approach encompasses both residential (B2C) and business (B2B) customers across all touchpoints, with continuous monitoring of expectations and root-cause problem resolution.

Experience performance: NPS

We measure our customers' satisfaction and loyalty using the ***Net Promoter Score (NPS)***, a metric that allows us to identify areas for improvement and guide the design of our solutions across all markets.

In 2025, the NPS showed a **2-point** change compared to the previous year, in a highly competitive regional environment marked by aggressive strategies from other operators and increased sensitivity toward digital services.

In response, we automated key processes to improve resolution rates, accelerated the reduction of outage response times, prioritized first-contact resolution, and expanded digital self-service capabilities. During the year, we sent out nearly **330 million satisfaction surveys,** with an **8% response rate; we achieved a 67% first-contact resolution rate in the call center and an 82% rate across the company's in-person channels.**

YEAR	2019	2020	2021	2022	2023	2024	2025
NPS	35	36	39	41	44	42	44



Digital channels: from self-service to hyper-personalization

The transformation of our digital channels is one of the most tangible advances of 2025. Within the self-service channel mix, more than **60% of transactions are handled digitally** via Mi Claro Web/App, FAQs, and AI-powered bots, with an **additional 28%** occurring through automated channels such as USSD and IVR, resulting in a **total self-service rate of 92%.** This evolution reduces the demand for in-person service and physical travel, directly contributing to our environmental sustainability goals.

Artificial intelligence is also part of the company's internal processes: semantic analysis of customer comments and surveys is performed using generative AI, **reducing analysis times by 70%** and enabling faster business decisions.

AI is also applied to the creation of marketing campaigns, lead optimization, fraud detection, offer personalization, and the development of digital products in record time. On WhatsApp, AI-powered chatbots automate processes, respond in real time, and generate proactive alerts in the event of network outages.

The contribution of digital channels to revenue has grown steadily: **from 22.3% in 2020 to 43.4% in 2025.**

Technological innovation, including AI, next-generation networks, IoT, and digital platforms, is the enabler of these solutions. The following section describes how we systematically manage this innovation and how we turn it into a driver of sustainable growth for our business and for the industries we serve.

Online Management Channel

ONLINE MANAGEMENT CHANNEL	DEC 2020	DEC 2021	DEC 2022	DEC 2023	DEC 2024	DEC 2025
My Claro WEB/APP + FAQs + Bots	47.98%	48.90%	50.48%	56.39%	56.16%	64.00%

Revenue generated from online services*

YEAR	2020	2021	2022	2023	2024	2025
% of revenue	22.3%	33.6%	39.6%	40.8%	41.7%	43.4%

* The reported figures correspond to the percentage of total revenue generated through digital channels, including direct online sales, complementary digital services, digital advertising, and payments for postpaid mobile services made through the Company's digital platforms (Mi Claro Web/App and equivalent channels at each subsidiary). The figures cover fiscal years FY2022–FY2025.

Innovation: The catalyst innovation

For América Móvil, innovation is a response to specific needs: the automation of critical processes in an industry, the elimination of operational friction within a company for improving service reliability for millions of people.

Our network and platforms are the starting point; our ambition is to be the technology partner that transforms industries, drives productivity, and helps bridge the digital divide in Latin America and Eastern Europe, generating sustainable value for customers, communities, and the business.

Spotlight story

Success story:

Private networks, the factory of the future is already up and running

When a company needs its robots to react in milliseconds, its sensors to transmit without interference, and no strategic data to leave its facilities, the public network is not enough. **Private networks** are telecommunications networks for the exclusive use of a company, industry, or institution, offering three advantages that public networks cannot guarantee: **total confidentiality of information, enhanced security, and ultra-low latency** for critical real-time applications.

In 2025, Telcel launched **Mexico's first Smart Factory with a Private Network:** a distribution center that integrates a digital personal assistant for real-time request management, autonomous guided vehicles (AGVs) for transporting materials to operators, and AI-powered smart cameras for security monitoring and incident detection. The results were immediate and measurable.

With an average of 10 to 20 active opportunities per market, the private network segment is growing steadily in sectors such as industry and manufacturing (26.47%), mining (17.65%), energy (13.24%), infrastructure and transportation (11.76%), agribusiness (7.35%), and government (1.47%).

INITIATIVE	EFFICIENCY
Material transfer efficiency	+30%
Connectivity rate	-20%
Operational availability of autonomous vehicles	100%
Sorting efficiency	+20%
Process accuracy vs. manual inspections	+30%
Scanning time for 20 units (from 17s to 2s)	+38% in operational efficiency

Success Story:

IoT and smart connectivity, a network that connects and communicates through devices

Through the ***Claro Connect (CMP)*** platform, América Móvil offers businesses a single portal to activate, monitor, and manage IoT device connectivity in real time. A prime example is the partnership with ***General Motors for the OnStar service,*** through which the manufacturer controls the connectivity logic of its fleet directly from the platform.

The breakdown of verticals served reflects the platform's versatility: **the automotive sector accounts for 43.68%** of managed connections, followed by service providers (24.61%), fleet management (13.85%), logistics (7.29%), and the financial sector (3.77%).

América Móvil's unique platform for real-time IoT management,
driven by strategic partnerships and with strong leadership in the automotive sector (43.68%).

Success story:

OpenGateway, the network as an anti-fraud platform

OpenGateway is a GSMA initiative that standardizes programmable access to mobile network functions, allowing companies and developers to securely access capabilities such as identity validation, quality of service, and fraud prevention without needing their own infrastructure. Claro Brasil is the Group's market with the highest active adoption; its most significant use case is banking fraud prevention, which allows financial institutions to verify credentials directly on the network without relying on SMS messages that can be intercepted. The sectors with the highest adoption rates in Brazil are technology and software (24.67%), engineering and consulting (14.29%), and financial services (14.29%).



Success Story:

Efficient data centers, doing more with less

América Móvil systematically audits its data centers and network facilities to identify legacy technologies that consume energy without generating commensurate value. In Mexico, the consolidation of 2G and 3G traffic processing reduced the number of active exchanges from 100 to 6, freeing up space, reducing energy consumption, and improving the PUE metrics monitored across all facilities. Obsolete equipment is sent to third-party recycling centers that ensure the responsible reuse of materials. Artificial intelligence is adopted via SaaS from public clouds, capturing its benefits without incurring the costs of in-house infrastructure.

We drastically reduced energy consumption and freed up space through systematic network audits,

ensuring the responsible recycling of obsolete equipment and prioritizing SaaS-based AI solutions.



Success Story:

Claro Brasil, innovation with a sovereign purpose

In 2025, Claro Brasil partnered with **AWS, Oracle and Nvidia** to launch a sovereign artificial intelligence project, ensuring that Brazil has AI infrastructure and capabilities with data and processing located within the country. By 2026, the company is preparing to launch **Claro Energía,** which will enter the market for selling energy rates to end consumers as part of the liberalization of the Brazilian energy market, consolidating Claro Brasil as a comprehensive provider of essential services beyond telecommunications. Additionally, it is developing the Abrigo Amigo project, a social impact initiative whose details will be included in the final version of the report.

Spotlight story

Success story:

Telcel empresas, from data provider to strategic partner

Telcel Empresas has evolved from a connectivity provider to a digital transformation partner, with a portfolio of scalable and modular technology solutions backed by specialized support.

Its value proposition is based on its own network, implementation experience in demanding industrial environments, certified security protocols, and the ability to scale solutions to other América Móvil operations in the region.

The portfolio serves companies of all sizes in the following segments:

SOLUTION	WHAT PROBLEM IT SOLVES	APPLICATION SECTOR
Private Networks	Dedicated, confidential, and ultra-low-latency connection for mission-critical operations.	Manufacturing, mining, ports, airports, military facilities, logistics
IoT and Claro Connect (CMP)	Centralized management of from a single portal.	Automotive, fleet management, logistics, financial sector, energy
Sponsored Internet for digital banking	Access to financial applications without using the user's data.	Financial institutions, fintech, mobile banking
Solutions for the and logistics	Remote monitoring, traceability, and real-time IoT sensors.	Food, healthcare, distribution, retail
Cybersecurity, collaboration, and cloud	Information protection and secure remote work.	Medium and large companies with distributed operations
Logistics intelligence	Automation and predictive analytics for supply chains.	Distribution, manufacturing, retail

Spotlight story

Success Story:

Customization of the PacksYA Shopping Portal

Understanding users—what they want, how they want it, and when they need our services—is an integral part of the work carried out by the Claro Argentina team. The goal is not merely to deliver on the basic promise of customer service, but to exceed users' expectations by anticipating their needs and offering relevant, personalized products and services in every digital interaction.

This is the case with PacksYA, a digital portal for selling services that is built on the following principles of digital DNA:

Frictionless no need to log in or re-authenticate; we simplify access and identify the user using information from their mobile device.

Simple + Clickless, with a commitment to continuous improvement, always.

Customer-centric.

Zero Rating, for 100% free browsing so users can access the internet even when they've truly run out of credit.

The future lies not in segmentation but in speaking one-on-one with our users

PacksYA is a portal that primarily serves prepaid and postpaid mobile customers, offering data packs, top-ups, advance credit, SMS, and content (Disney+, HBO MAX, Amazon Prime Video, Claro Drive, Claro Música, among others). Customers can pay via bill, using their account balance, TDC/TDD, or ClaroPay with cashback benefits, and can even request a loan to ensure they're always connected.

What was done, and where are we headed?

- Dynamic reorganization of content and exclusive offers targeted at profiled audiences to increase sales conversion and repeat purchases, highlighting on each page of the portal the products or services most likely to be purchased by that audience.
- Leveraging data to generate new business verticals or evolve existing products.
- Engaging users in increasingly intelligent ways to generate timely cross-selling opportunities within the portal
- 1-to-1 Objective: Customer Segmentation—that is, creating the "Best Fit" offer for each customer at that moment, based on the user's current context
- the user's current context
- **Claro & Meta Partnership**
- Prepaid and Exact Account customers who have insufficient balance to browse are presented with a specific offer allowing them to make purchases with a single click without leaving Facebook, recognizing the customer's moment and creating zero friction. If the offer isn't the right fit, they're directed to PacksYa to choose their purchase.
- Our goal is to increase adoption by reaching more users through our own and third-party digital channels and to continue expanding our business lines.

Impact in Numbers:

More than 70% of data packages and top-up purchases company-wide are made through digital channels.

Growth of over 30% in the last year in Total TRX, above the average of previous years.

The Average Revenue Per User (ARPU) for the *PacksYa* portal is 2.8 times higher than for non-digital channels.

18% recovery rate for abandoned carts within less than 1 hour after visiting the portal.

These stories share a common conviction: technology is not an end in itself. It is the means through which América Móvil fulfills its purpose, **Enabling a Better World.** Every private network that automates a factory, every API that helps prevent fraud, and every watt of energy saved by consolidating legacy power equipment represent innovations that generate tangible, measurable value for our business, our customers, and society. This is the kind of innovation that defines us and will guide our development toward 2030.

Responsible supply chain

G R I (2-23, 2-24, 3-3, 204-1, 308-1, 414-1)

América Móvil's corporate responsibility extends to every link in our value chain.

We manage a complex, global, and strategic supply chain with a presence in more than 20 countries, using an approach that integrates risk identification and mitigation, operational efficiency, and the promotion of sustainability. Our business partners are subject to the same ethical, regulatory compliance, environmental, labor, and governance standards that we apply internally. Our supply chain

Procurement
Tower and antenna infrastructure, fiber optics, radio spectrum, and devices such as *handsets* and IoT.

Service delivery
Billing and recharge management platforms, customer support and service centers, and marketing.

Distribution
Through direct and indirect service channels; and **internal warehousing.**

comprises four main links:

As of the end of 2025, our Tier-1 supplier ecosystem comprised **20,556 suppliers** in 23 countries, with total spending of approximately 21,150 million dollars. Of these, **4,821 were classified as significant suppliers**, that is, critical in terms of budget, accounting for **83% of total spending on Tier-1 suppliers. Eighty-six percent of our suppliers are local,** meaning they produce and deliver goods or services in the same country where the purchase is made.

Regulatory framework: public policies and documented commitments

In 2025, we updated three corporate documents that reflect our commitment to a lawful, ethical, and responsible supply chain: the Procurement Policy, the Supplier Code of Ethics, and the Human Rights Due Diligence Protocol. The updated documents formalize oversight by the Audit and Corporate Practices Committee, strengthening compliance monitoring and the traceability of procurement decisions at the highest level of governance.

Procurement Policy

It establishes guidelines for the selection and contracting of third parties across all our subsidiaries, incorporating environmental, social, labor, and governance (ESLG) criteria as a prerequisite for any contract. In 2025, the only formal change was the explicit inclusion of oversight by the Audit and Corporate Practices Committee in monitoring compliance, thereby strengthening the traceability of procurement decisions to the highest level of governance.

The Human Rights Due Diligence Protocol

Formalizes the ongoing process to identify, assess, prevent, mitigate, and remedy adverse human rights impacts arising from operations and business relationships. Aligned with the United Nations Guiding Principles on Business and Human Rights and the OECD Guidelines, it adopts a risk-based approach focused on people, not solely on regulatory compliance risk, and establishes dialogue with stakeholders as a cross-cutting element.

The Protocol applies to all business lines in the countries where we operate.

The Supplier Code of Ethics

Mandatory and contractually incorporated into business relationships, it defines the standards of conduct expected of our distributors, representatives, consultants, business partners, contractors, and intermediaries. It establishes obligations regarding human rights and non-discrimination, workplace safety, personal data protection, confidential information, effective anti-corruption measures, anti-money laundering, fair competition, and sustainability. América Móvil's Ethics Committee, together with its counterparts at each subsidiary, oversees compliance and manages the reporting channels.

Third-Party Due Diligence Protocol: supplier integrity assessment

Since 2022, we have been operating a Third-Party Due Diligence Protocol that assesses the risk involved in entering into business relationships with suppliers, contractors, distributors, and other third parties with whom América Móvil or its subsidiaries have any type of relationship.
The process evaluates six areas: prevention of corruption, prevention of money laundering and terrorist financing, personal data protection, environmental management and climate change, human and labor rights, and occupational health and safety. The assessments are conducted by authorized external consultants, applying uniform methodologies that ensure objectivity, consistency, and comparability across markets.

Progress of the process in 2025: greater precision with the CIAL system

In November 2025, we implemented **CIAL,** a specialized risk analysis platform that introduces two significant improvements. The first is the **automatic classification of suppliers** into "Critical" and "Non-Critical" categories, based on their risk profile. The second is the inclusion of a **predictive analytical system for ESLG matters** that enriches the context for decision-making. This implementation, supported by mandatory training for the involved teams in August 2025, structures the process into two distinct stages.

Simplified Due Diligence applies to suppliers and distributors of América Móvil's subsidiaries (through a risk-based approach methodology) and has the following objectives: (i) to determine whether a third party is classified as "Critical" or "Non-Critical" for the organization; (ii) to establish a preliminary assessment of the risk level in the areas evaluated, including ESLG criteria; and (iii) to check the third party against domestic, foreign, and international sanctions lists.

When the result classifies the third party as "Critical" and assigns it a "Medium Risk" or "High Risk" rating; or, when it is classified as a "Non-Critical" third party but receives a "High Risk" rating in any of the areas analyzed, the relevant Compliance Officer may request **Enhanced Due Diligence.**

Enhanced Due Diligence constitutes a **second stage** of analysis within the Due Diligence Process. The objective of this stage is to deepen the assessment through specific questionnaires based on the findings of the first stage, with the aim of quantifying the identified risks and, where appropriate, agreeing with the third party **on a Risk Treatment Plan** with defined deadlines for compliance.

The process is managed through an internally developed platform set up for this purpose, and work is currently underway to integrate it via an Application Programming Interface (API) to automate the workflow between the two stages.

Cumulative Results Since 2022

From the program's inception in 2022 through the end of 2025, 3,871 assessment processes were initiated, of which 2,408 were completed.

During 2025, 1,516 evaluation processes were initiated, of which 1,186 were completed.

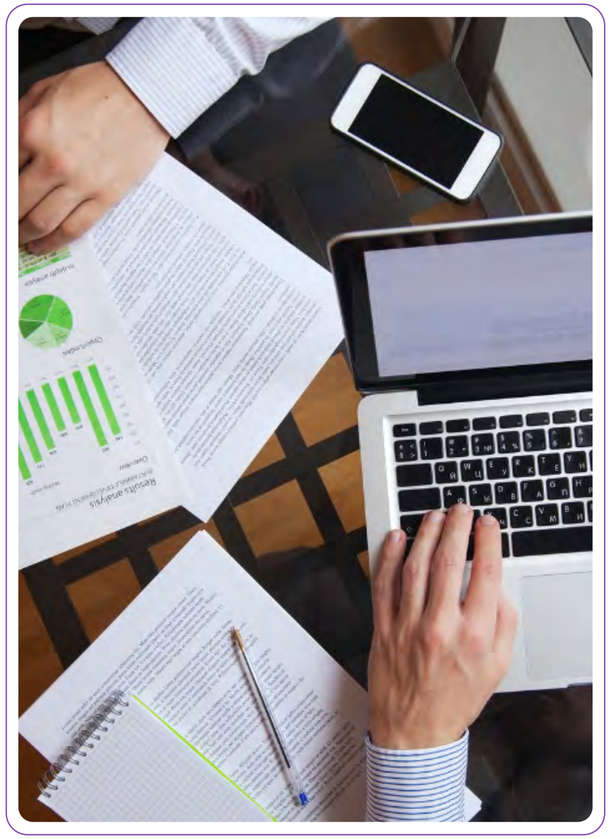
The cumulative results show the following distribution of the risk profile of our supplier base:

CUMULATIVE EVALUATION RESULTS	NUMBER OF THIRD PARTIES
High risk in at least one area	398
Medium risk	1,163
Low risk in all subjects	847
TOTAL ASSESSMENTS COMPLETED	**2,408**

Of the processes completed with medium or high risk **, 1,184 were approved without requiring a Risk Treatment Plan; 1,202 were approved with the implementation of such a plan; and 22 were rejected** by the Compliance Office for failing to meet the established minimum requirements.

The risk profile of this year's assessments shows a significant trend: the proportion of third parties with high risk increased compared to 2024, reflecting both the program's expanded scope and the greater sensitivity of the filters resulting from the incorporation of CIAL.

RESULT	2024	2025
Processes Initiated	1,403	1,516
Cases concluded	675	1,186
High risk (at least one subject)	105 (15.6%)	249 (21.0%)
Medium risk	373 (55.3%)	523 (44.1%)
Low risk	197 (29.1%)	414 (34.9%)
Accepted without a Treatment Plan	249	628
Accepted with a Treatment Plan	415	554
Rejected by the Compliance Office	10	4



When a high risk—and, in some cases, a medium risk—is identified, a **Risk Treatment Plan (RTP)** is agreed with the third party. The plan sets out specific actions, responsible parties, and compliance deadlines. Each risk is monitored through resolution. If the supplier fails to implement the agreed actions within the established timeframes, the responsible Compliance Officer may initiate a third-party replacement process within a reasonable period.

This mechanism turns due diligence into a continuous improvement process with tangible consequences.

However, when a third party poses a very high risk in any of the relevant areas assessed, the responsible Compliance Officer may request that a replacement process be initiated within a reasonable period.

Identification of Environmental, Social, and Human Rights Impacts

The identification of current and potential negative impacts in the supply chain is carried out through the due diligence process, which incorporates specific environmental, human rights, and labor assessments for each third party. As of the end of 2025, we have no records of suppliers at significant risk of forced or compulsory labor or of violations of trade union rights or collective bargaining rights. Risks related to human rights and labor conditions in the value chain are monitored continuously; to this end, the Human Rights Due Diligence Protocol establishes a systematic, periodic process based on dialogue with stakeholders to identify and prevent adverse impacts before they materialize.

Negative environmental impacts in the supply chain are identified through the environmental management and climate change assessment included in the due diligence protocol. As of the end of 2025, the environmental requirements imposed on suppliers correspond, at a minimum, to the applicable regulations in each jurisdiction where we operate. Environmental risk management plans set forth corrective actions with defined deadlines; failure to comply may result in the initiation of a process to replace the third party.

When a third party accepts a Risk Management Plan, the responsible Compliance Office communicates the specific requirements to be implemented and monitors compliance within the established deadlines. If the third party refuses to agree to or implement a Risk Management Plan, the Compliance Office, in conjunction with the internal department requesting the goods or services, will analyze the situation and, if appropriate, may determine that a formal replacement process should be initiated.

Decarbonization and Environmental Collaboration in the Value Chain

As part of our decarbonization strategy, we encourage significant suppliers to maintain a carbon footprint inventory and to establish short- and medium-term reduction targets. As of the end of 2025, **89 significant suppliers and 117 non-Tier 1 suppliers** have reported decarbonization targets. We incorporate sustainability clauses into commercial contracts and apply enhanced due diligence for critical third parties, covering environmental policy, objectives, emissions management, water, waste, and biodiversity.

Environmental collaboration across the value chain is strengthened through the due diligence process, which evaluates environmental management and climate change criteria for each third party. The Procurement department has access to the assessment platform to integrate these criteria into procurement decision-making.



Enabling a **Better Workplace**



Enabling a Better Workplace

GRI (3-3)

Work as a system: culture, talent, and well-being that drive results

At América Móvil, results start with people. Every connection we enable, every customer we serve, and every innovation we develop reflects a strong internal organization: a work community where clarity, collaboration, and well-being allow talent to reach its full potential.

We view the workplace as a strategic system where culture, skills, and working conditions come together to drive sustainable performance and retain talent.

By 2025, we will consolidate this approach through a corporate human capital management model that aligns the operations of all our subsidiaries under common principles, metrics, and standards, strengthening data-driven decision-making, and ensuring consistency in the employee experience across the entire Group: equitable conditions, access to development tools, and real opportunities for growth, regardless of location.

This model is underpinned by a corporate framework of policies and guidelines that coordinates the entire employee lifecycle and ensures that our practices align with international standards, including the United Nations Global Compact Principles, the GRI Standards, and management systems such as ISO 45001.

The result: by the end of 2025, all of our operations were operating under a single corporate Human Capital standard—a milestone achieved through structured by topic, periodic reviews with each country, and between corporate and local teams. Policies are the beginning, not the end; their value lies in our ability to translate them into effective management, consistent decisions, and everyday culture.



Talent management and development

G R I (2-7, 2-8, 2-23, 2-24, 401-1, 404-2, 405-1)

Human capital for the future

Our Corporate Human Capital Strategy defines the vision and strategic objectives for talent management within the Group, ensuring alignment with business needs and promoting the development and well-being of our employees. This framework is structured around **21 corporate policies** that cover the entire talent lifecycle: attraction and selection, hiring, compensation, evaluation, development, well-being, safety, and labor relations.



Human Capital Corporate Policy Framework

POLICY	SCOPE
Code of Ethics	Principles and values of conduct for all employees.
Corporate Human Resources Strategy	Vision and strategic objectives for talent management.
Labor Rights	Wages, working hours, decent working conditions, and freedom of association.
Organizational Structure	Organizational structure, hierarchical levels, and internal processes.
Job Descriptions	Criteria for creating and managing job descriptions.
Talent Acquisition and Candidate Evaluation	Objective, transparent, and unbiased selection processes.
Compensation	Salary structures, external competitiveness, and internal equity.
Variable Compensation	Performance-based incentive and bonus criteria.
Communication of Objectives	Definition, communication, and monitoring of organizational objectives.
Hiring	Corporate and legal standards for hiring employees.
Training	Framework for employee training and development.
Performance Evaluation and Identification of High Potential	Performance measurement and identification of high potential.
Potential Assessment	Criteria and methodologies for identifying and developing leadership.
Talent Development	Strategies for employee growth and development.
360-Degree Evaluation	Comprehensive evaluations with multi-source feedback.
Social Well-being and Personal Development	Programs for physical, mental, and social well-being.
Occupational Health and Safety	Safe and healthy working conditions; a culture of prevention.
Labor Relations and Negotiations with Unions	Freedom of association and management of relations with labor organizations.
Workplace Climate	Measuring and improving the work environment and organizational culture.
Organizational Behavior Indicators	Turnover, promotions, internal mobility, and professional development.
Social Aspects of Sustainability	Social, demographic, and socioeconomic indicators of employees.

Our commitments and policies are communicated to employees through onboarding processes, the corporate intranet, communication campaigns, and training sessions.

Communication with business partners and other stakeholders takes place through contracts, due diligence processes, and compliance requirements.

The system's governance is supported by periodic sessions organized by topic, during which each operation presents its progress, shares challenges, and receives corporate guidance. Success stories from one country serve as recommendations for others.

This is the model we are building: centralized leadership and collaborative learning with common standards.

Our policy framework **explicitly rejects child labor, forced labor, and any form of exploitation,** and requires compliance with applicable labor laws and the Group's values.

Our commitment to labor rights encompasses equal treatment and non-discrimination, decent working conditions, compliance with legally mandated working hours, applicable leave and time off, freedom of association, and mechanisms for addressing complaints.



*Table 1. Total workforce by region**

COUNTRY / REGION	2024	2025	CHANGE (%)
Mexico	75,193	72,960	▼ -3.0%
Brazil	37,525	39,965	▲ +6.5%
Colombia	11,034	10,340	▼ -6.3%
Southern Cone	7,799	7,679	▼ -1.5%
Andean Region	8,245	8,556	▲ +3.8%
Central America	9,966	10,104	▲ +1.4%
United States	399	334	▼ -16.3%
Caribbean	9,777	9,503	▼ -2.8%
Europe	17,499	16,851	▼ -3.7%
Total	**177,437**	**176,290**	▼ **-0.6%**

* Figures in full-time equivalents (FTE). Mexico includes Telcel, Telmex, Global Hitss Mexico, Sección Amarilla, Telvista, AMX Contenido, and Transfer.

*Table 2. Workforce by organizational level and gender among full-time employees**

LEVEL	MEN	WOMEN	TOTAL
Executives	622	182.5	805
Managers	4,372	1,800	6,172
Supervisory staff	10,258	5,183	15,441
Non-supervisory employees	79,494	46,511.5	126,005
Entry-level	14,778	13,089	27,867
Total	**109,524**	**66,766**	**176,290**

* Figures in full-time equivalents (FTE).

Table 3. Distribution by age group

AGE GROUP	2024 (%)	2025 (NUMBER)	2025 (%)
Under 30	17%	32,118	18.2%
Aged 30 to 50	67%	117,996	66.9%
Over 50	16%	26,176	14.8%

Table 4. Type of contract

TYPE	2024	2025	CHANGE
Permanent	174,029	173,872	▼ -0.1%
Temporary	3,408	2,418	▼ -29.0%
Temporary / Total	1.9%	1.4%	▼ -0.5 pp

91% of senior executives
in key operational locations are hired locally.

This reinforces our commitment to developing local and regional talent. For purposes of this indicator, “senior executives” refers to employees in strategic roles positioned up to two organizational levels below the CEO, while “key operational locations” refers to the operations that represent the largest shares of the Group’s revenue and workforce.

Labor relations based on trust

G R I (2-20, 2-21, 2-30, 202-1, 401-3)

América Movil's labor relations are founded on respect for freedom of association, collective bargaining, and compliance with labor rights in accordance applicable legislation in each country.

As of 2025, approximately 59% of our workforce belongs to unions or is covered by collective bargaining agreements.

Over the past three years, there have been no strikes or lockouts with a material impact on our operations, nor have there been any layoffs, mergers, or acquisitions affecting 10% of the workforce or more than 1,000 employees.

These relationships are managed through the Labor Relations and Union Negotiation Policy, which recognizes freedom of association and establishes the principles for engaging with labor organizations in accordance with each country's legal framework. For employees not covered by collective bargaining agreements, working conditions are determined in accordance with local laws and applicable corporate policies.

Employees have formal channels to raise concerns: our Whistleblower Portal, administered by the Compliance Office, ensures the confidential and, where applicable, anonymous receipt of complaints, which undergo a process of classification, investigation, and closure in accordance with a no-retaliation policy. Additionally, the Occupational Safety and Health Committees at each subsidiary provide mechanisms for consultation and direct participation.

In 2025, América Móvil maintained stable labor relations across its operations, with no strikes or lockouts recorded during the year.

Fair and equitable compensation

The Company's compensation policies are designed based on the principles of external competitiveness, internal equity, legal compliance, and financial sustainability. The process includes market-based job evaluations, salary bands, and approval by the relevant corporate bodies. The Corporate Compensation Policy and the Corporate Policy on **Results-Based Variable** Compensation establish the guidelines for salary structures and performance-based incentives.

66% of our global workforce participates in variable compensation plans linked to the achievement of strategic objectives and individual performance.

The Company does not have employee or executive stock ownership plans (ESOP/ESPP).

Several of our subsidiaries—Grupo A1, EuroTelesites, Claro Colombia, Claro Ecuador, and Claro República Dominicana—have incorporated ESLG incentives into executive variable compensation, linked to occupational safety objectives, emissions reduction, zero fatalities, and workplace environment.

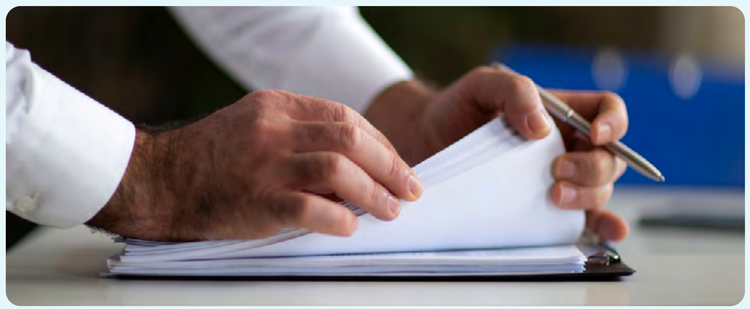


Table 5. Compensation indicators by gender

INDICATOR	MEN	WOMEN	AVERAGE
Average annual base salary (USD)	20,199	15,642	18,455
Average total compensation including incentives (USD)	31,371	24,429	28,714
Average years of service	10.46	9.05	9.92

Table 6. Salary percentage: men | women by organizational Level

LEVEL	BASE SALARY RATIO	TOTAL COMPENSATION RATIO
Executive	0.81	0.79
Managerial	0.96	0.97
Non-managerial	0.79	0.80

Scope: Telcel Mexico, Claro Colombia, and Claro Brazil. For a breakdown by operation, see Appendix: Compensation and Pay Equity.

Diversity, equity, and inclusion

G R I (405-1)

Diversity at América Móvil is an inherent part of operating in 23 countries with more than 50 nationalities represented in our workforce.

This diversity translates into different perspectives, better decision-making, and more creative and resilient teams.

We articulate our DEI framework in the Equality and Respect Policy, which is publicly available and establishes principles of human dignity, non-discrimination, equal opportunity, and respect.

Its management is overseen by Human Resources and the Ethics Committee, which handles cases received through the Whistleblower Portal. The recruitment, promotion, and compensation processes are implemented based on merit and with ongoing review for potential biases.



Highlights

Women make up **38%** of the workforce.

23% of senior executive positions are held by women (+2 percentage points compared to 2024).

18% of STEM (Science, Technology, Engineering, and Mathematics) positions are held by women.

Women hold **32%** of management positions; **28%** of junior management positions are held by women.

56% of managerial positions in revenue-generating functions are held by women.

In 2025, we received multiple external recognitions as an inclusive employer.

A1 Austria ranked among the top 10 companies for Generation Z; **Claro Colombia and Hitss** were recertified with Equipares' Gold Seal for gender equity ; **Claro Puerto Rico** was recognized as a preferred employer for women; and **Telcel Mexico** ranked second in its sector for talent attraction and retention according to Merco Talento.

For more information on human capital awards, visit the Sustainability 360° microsite



Development, well-being, and culture

GRI (404-2)

Training and growth

The Corporate Training Policy establishes the framework under which training is designed, delivered, and evaluated across all Group subsidiaries, covering full-time, part-time, and contract employees. Training is the cornerstone of the Human Capital model. In 2025, the training strategy reached the Group's all-time high in average hours per employee.

An average of 67 hours
of training per employee—an all-time high for the Group, up 24% from 2024.

91% of staff
received training during the year.

7,537 courses
delivered across all operations.

USD 12 million
invested in training and development.

We organize our training offerings in the following areas:

Leadership and talent development.

We strengthen our leaders' capabilities through team management programs, coaching, and the development of strategic skills that directly impact the work environment, as well as performance and productivity evaluations. These programs are in place across 100% of our operations.

Technical skills.

Training in data analysis, cybersecurity, telecommunications, and digital tools maintains the technical competitiveness of our teams. Among these, **the Mobile Access Network Program** stands out in particular: 80 hours of specialized training per person in critical network technologies, aimed at high-performing technical professionals with direct operational experience. Given its success, a second edition with greater technical depth will be launched in 2026.

Compliance, Ethics, and Sustainability.

Training in the code of ethics, regulations, equity and inclusion, and sustainability, strengthening an organizational culture based on integrity. This area includes occupational health and safety (OHS) programs for high-risk field personnel.

Sales and Customer Service Training.

More than 245,000 people have been trained in this area, with a direct impact on the quality of the customer experience and NPS performance.

Learning methods include microlearning, self-paced learning, and training in hybrid, digital, and in-person formats, including part-time and temporary employees.

Table 8. Historical average training hours per employee

YEAR	2021	2022	2023	2024	2025
Average training hours per employee	61	52	43	54	67

Table 11. Key training indicators

INDICATOR	2024	2025
Percentage of employees trained	86%	91%
Average training hours per employee	54	67
Investment in training (USD millions)	$15	$12

The reduction in investment, together with the simultaneous increase in training hours, reflects the greater adoption of internal digital learning platforms, whose marginal cost is significantly lower than that of external training.

In addition, during 2025, we made significant efforts in commercial, customer service, and marketing training, which accounted for nearly half of all employees trained.

PARTICIPATION BY TRAINING PROGRAM	2025
Commercial, customer service, and marketing training	45%
Corporate training	21%
Occupational health and safety and sustainability training	14%
Technology and digital training	7%
Human development training	5%
Talent management and development training	4%
Upskilling and reskilling	4%

Attraction

GRI (404-1)

53% of new hires are employees under the age of 30, strengthening generational balance without compromising the retention of experienced talent.

By region, Mexico has the lowest turnover rate (6.6%), reflecting the maturity of its management model, while the Andean Region (22.2%) and Central America (15.3%) are the areas where we will deepen our retention initiatives during the next cycle.

In 2025, the total turnover rate decreased to 9.74%, a reduction of 1.37 percentage points compared with 2024, while voluntary turnover stood at 7.55%, its lowest level in the past four years.



Performance evaluation and leadership development

GRI (404-3)

Performance evaluation is used as a structured and measurable process to **align individual results with the organization's strategic objectives,** identify key competencies, and strengthen a culture of feedback and continuous improvement.

Under this approach, the evaluation not only measures the achievement of objectives but also allows **for recognizing strengths, identifying areas for improvement, and defining specific action plans for developing skills, competencies, and readiness for critical positions.** This approach is consistent with corporate policy, which establishes **annual performance evaluations, periodic follow-up, and formal documentation of feedback** as central elements of the process.

The table on the left shows the distribution of staff on a Performance and Development matrix, where a score of 1 represents the highest level and 5 the lowest.

The green zones contain employees with **the best performance and greatest development potential,** especially the group located in quadrant **1,1,** which represents **key talent with exceptional performance and high potential.**

Likewise, employees located in nearby combinations, such as 1,2, 2,1, and 2,2, also constitute a relevant group for **development, succession, retention, and filling key positions.**

The distribution shows that **a significant portion of the staff is concentrated at satisfactory levels of performance and development,** particularly in the middle zone of the matrix, which allows us to identify a broad base of employees with stable performance and competencies that are in the process of being consolidated.

At the same time, the matrix makes it possible to distinguish **employees with high potential** from those who require development measures and from cases that call for specific improvement plans.

In this way, the evaluation results serve as **input for decision-making.**

PERFORMANCE \ DEVELOPMENT	1	2	3	4	5
1	17%	5%	1%	0%	0%
2	7%	8%	7%	0%	0%
3	2%	7%	45%	0.2%	0%
4	0%	0%	0.2%	0.1%	0%
5	0%	0%	0%	0%	0%
	17%	20%	62%	0.5%	0%	100%

In 2025, more than 158,000 employees in 23 countries underwent a formal performance evaluation; this represents 90% of our global workforce, an increase of 1.5 percentage points over the previous year.

37.5% of our workforce has been identified as high-potential talent, strengthening leadership continuity and the organization's readiness to face future challenges.

In 2025, we completed the first three-year cycle of 360° evaluations, with 100% coverage of eligible first-line managers—2,584 managers who report to senior leadership and have staff under their supervision. These figures exclude Telmex and European operations, which use their own assessment tools.

Looking ahead to the next cycle, we will drive improvements in the platform's functionality, optimize process planning across all operations, and establish continuous monitoring of each stage, with the goal of achieving full coverage.

The evaluation results serve as input for defining individual career plans, making internal mobility decisions, and formulating training strategies aimed at strengthening leadership.

The subsidiaries use the results as strategic input: **Claro Chile** integrates them into the 9-Box tool for mobility decisions; **Claro Ecuador** uses them to design the training plan for middle managers; **CES USA** uses them as the basis for leadership initiatives; and **AMX Contenido** designs individualized leadership courses based on the results.



Listening to improve: a workplace climate strategy for the past 15 years

América Móvil has been actively measuring and managing its organizational climate since 2010, establishing one of the Group's most consistent listening practices. The strategy combines a periodic internal survey with external assessments conducted by specialized third parties, including Great Place to Work, which serve as a benchmark for the sector. The positive correlation between these two tools validates the methodological rigor of our internal measurement and reinforces confidence in the results as a basis for decision-making.

In 2025, the **internal Organizational Climate survey** was administered across all operations in Latin America. Operations in Europe use their own measurement tools, in accordance with the regulatory and data protection frameworks applicable in each country. In all cases, the commitment is the same: to understand and improve the work environment at each of our locations, regardless of the tool used by each operation.

90.2% participation rate, exceeding the corporate target of 90%.

85.3% overall satisfaction the highest level ever recorded by the Group.

A + 2.61 percentage point improvement over the previous survey—more than double the two-year target of +1%.

The survey uses an internally developed platform with a **74-item questionnaire that assesses nine dimensions of the work environment,** with a Cronbach's alpha coefficient of **0.983**, an indicator of high statistical reliability.

The results are translated into action plans that help identify both areas of progress and those requiring additional support.

Notable best practices include digital recognition for outstanding leaders, campaigns promoting the idea that each person is the protagonist of their own development, as well as programs focused on women's leadership, high performance, and middle management.

Table 15. Organizational Climate Survey History

PERIOD	PARTICIPATION	RATING
2018–2019	88.0%	79.5%
2020–2021	91.8%	82.7%
2025	90.2%	85.3%

The figures exclude Telmex and Europe, which use their own measurement tools. The survey is conducted every two years.



Comprehensive Well-Being: Developing the Individual as a Human Being

G R I (403-6)

ASUME

At América Móvil, we promote the ASUME program, which fosters individual development through eight fundamental areas of personal growth: economic, aesthetic, social, emotional, physical, moral, spiritual, and intellectual. The program has had a positive impact on our employees for more than four decades.

It is offered both **in person and virtually,** expanding its reach and allowing employees and their families in different geographies and contexts to participate.

In 2025, ASUME expanded its regional presence to **15 Latin American countries.**

Social Well-Being

Our well-being strategy supports employees and their families across three mutually reinforcing dimensions.

Personal and Family Development

Conferences, workshops, and talks focused on personal growth, stronger family relationships, and the development of everyday life skills, including personal finance, positive parenting, effective communication, stress management, and resilience, among others.

Physical and Preventive Health

Physical activities, vaccination campaigns, health fairs, nutritional guidance, and early detection programs, complemented by conferences and workshops on emotional management and stress management.



Culture and Recreation

Cultural, artistic, and recreational activities, including theater performances, concerts, art exhibitions, guided tours, and traditional celebrations, which foster a sense of belonging, social interaction, and the preservation of local cultural traditions and values. In 2025, **579 cultural and recreational events** were held, with more than **54,000 attendees,** including employees, family members, and the general public.

Volunteer Network

We have also developed a volunteer network with the participation of employees, family members, and friends who, with responsibility and commitment, seek to provide meaningful social service and create lasting impact by pursuing their vocation to serve for the common good and the benefit of society.

3,679 events
held under the Comprehensive Well-Being Program in 2025.
+8.5% vs. 2024.

+827,000
people reached including employees, family members, and communities across 15 countries.

Health, safety, and quality of life at work

G R I (3-3, 403-1, 403-2, 403-5, 403-9, 403-10)

Governance of the Occupational Health and Safety System

Occupational Health and Safety (OHS) is managed through a corporate model that combines global standards with decentralized implementation. **The Corporate Occupational Health and Safety Policy,** developed with the active participation of OHS managers in all countries where we operate, establishes guidelines applicable to all subsidiaries, including principles that go beyond local regulatory compliance.

We have processes in place for identifying, assessing, and controlling OSH risks, implemented through our local management systems and OSH Committees.

These processes include identifying hazards associated with operational, administrative, and field activities, including road-related risks, falls, blows, work at heights, electrical and ergonomic risks, and unsafe conditions at facilities. Assessments are conducted periodically and updated whenever there are changes in processes or facilities, relevant incidents, or operating conditions. The findings are used to define preventive measures, operational controls, training, and corrective actions.

Based on these assessments, the subsidiaries define action plans aimed at reducing the frequency and severity of occupational accidents. These plans include training, operational controls, preventive campaigns, inspections, incident analysis, and monitoring of accident-rate indicators. At the corporate level, the zero-fatalities target remains in place. For example, Claro Colombia implemented a Road Safety Strategic Plan that reduced occupational road accident rates by 60%, demonstrating the application of quantified targets linked to identified critical risks.

Subsidiaries conduct periodic internal inspections of facilities, workplaces, and operational areas to identify unsafe conditions, verify compliance with preventive controls, and follow up on findings.

The frequency and scope of these inspections are determined based on the level of risk, type of operation, and local regulatory requirements.

OSH management is multidisciplinary in nature: although each operation has a designated department in charge, implementation involves the active participation of Human Resources.

Workers have multiple channels to report hazards: surveys, consultation processes, committees, and open forums, in addition to the corporate Reporting Portal, which operates under a no-retaliation policy. Incident investigation processes are based on identifying root causes to determine corrective actions and prevent recurrence, in accordance with current local regulations.

In 2025, Occupational **Safety and Health Committees** were standardized across all operations: these bodies, comprising representatives from both the company and the workers, are responsible for identifying hazardous conditions, encouraging participation, and promoting preventive measures.

Operations have emergency preparedness and response protocols and plans, defined according to the nature of their facilities and operational risks. These plans include emergency response teams, civil protection, drills, communication mechanisms, and procedures for responding to critical events. In 2025, training in civil protection and emergency response teams reached 28,477 participants, strengthening contingency response capabilities.

Likewise, **the fatality reporting protocol** was strengthened: in the event of any workplace fatality, the relevant subsidiary submits a report detailing the circumstances, a root cause analysis, and corrective actions. This mechanism allows us to identify high-risk areas and ensure that preventive measures are implemented.

These cases are shared across countries during regional sessions, generating collective lessons learned that strengthen the culture of prevention throughout the Group.



OSH Criteria in the Supply Chain

América Móvil incorporates Occupational Health and Safety criteria into the management of contractors and suppliers who perform operational or high-risk activities, particularly in field services, maintenance, construction, installation, and network operations.

These criteria may include regulatory compliance, the use of personal protective equipment, training, work permits, and incident reporting, with the aim of ensuring that third parties performing activities for the Company maintain adequate standards for risk prevention and control.

ISO 45001 Certification: Goal Achieved

In 2025, we achieved our established goal: all countries where América Móvil operates are certified in occupational health and safety management systems, including ISO 45001 and equivalent standards. These certifications are granted by accredited independent third parties, demonstrating the existence of formal processes for risk identification, operational control, auditing, continuous improvement, and external verification. The long-term goal is to maintain and consolidate this coverage across all operations.

Progress in Operational Safety

Assessment of Progress towards Targets

América Móvil regularly monitors OSH performance using indicators that are comparable across periods, including fatalities, work-related illnesses by category, accidents, and coverage of certified management systems.

These results are evaluated against the corporate goal of zero fatalities and help identify progress, gaps, and priorities for action in the next management cycle.

A 43% reduction in fatalities compared to 2024, the lowest level in the past four years.

The four fatalities occurred during field activities involving high electrical risk (Telmex Mexico: 3; Claro El Salvador: 1). In all cases, personnel were wearing their personal protective equipment.

The main causes of accidents identified are: vehicle collisions (35.6%), falls at the same level (24.9%), being struck by objects (10%), and ergonomic risks (5.9%).

Various programs have been implemented at the subsidiaries to strengthen the culture of prevention and prevent the recurrence of workplace incidents.

In terms of occupational health, we recorded 94 cases of work-related illness across 18 operations (total workforce: 62,158 workers). Musculoskeletal disorders accounted for 77.7% of the cases, neurological diseases for 19.1%, and mental and behavioral disorders for 2.1%. In **11 of the 18 operations, no work-related illnesses were reported. There were no work-related fatalities during the period.**

Table. OSH Training Programs — Participants

PROGRAM	PARTICIPATIONS
Occupationally exposed personnel (work at heights, electrical work, Personal Protective Equipment)	218,382
General safety and health (ergonomics, safe routes, nutrition)	132,019
Civil protection and emergency response teams	28,477
Total	**378,878**

OHS training is aimed at personnel exposed to risks, operational staff, emergency response teams, and employees in general.

When the nature of the activities requires it, training is also extended to contractors and third parties, particularly those involved in fieldwork or activities with higher risk exposure.



Preventive Health: From Data to Habit

GRI (403-6)

MIDO Program — Mexico

In 2025, the Comprehensive Health Program was consolidated in Mexico, focused on the timely identification of risk factors and chronic diseases in the workplace through health assessments (blood glucose, blood pressure, waist circumference, weight) conducted by trained in-house experts. Each employee receives a personalized report with recommendations and follow-up through the Smart Health App, a tool that allows them to track their health status, view personalized recommendations for maintaining healthy habits, and access information on various health topics.

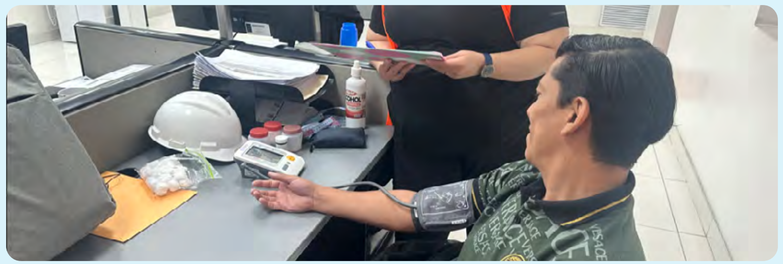
In 2025, Telcel assessed 93% of its workforce, equivalent to 21,195 employees. Given the health benefits this program provides to employees, the company decided to expand it to other companies in Latin America, resulting in the program's rollout at Claro Ecuador with a target of 1,000 screenings; the result was more than 1,400 employees screened, equivalent to 90% of the operation's workforce.













Digital transformation of the employee experience

The digital transformation of talent operates as a decentralized process: each business area and operation actively integrates digital tools into its processes, under a corporate governance framework that establishes standards for data, information security, and quality.

Data discipline, standardized indicators, and the adoption of shared platforms form the basis of a more agile and adaptable organization.

In 2025, **12,480 employees, 7.1% of the workforce,** were trained in digital transformation and advanced technology skills through **739 specialized courses,** totaling **308,697 training hours.** This reflects a shift toward greater technical depth and specialized programs with a direct operational impact.

As part of the effort to strengthen these capabilities, a **pilot internal mentoring initiative focused on data analysis** was launched. Employees with greater technical expertise served as mentors, supporting other teams in the use of analytical tools, data interpretation, and report generation.

The initiative promoted **collaborative learning across business areas,** accelerated the **adoption of analytical capabilities,** and generated **productivity improvements** by reducing the time required to prepare analyses and reports, while also providing **more accurate and timely information for decision-making.**

The Company is developing a **Responsible Use of Artificial Intelligence Policy** that will establish guidelines for all operations regarding the use of these tools, with an emphasis on protecting sensitive data.

Telcel México serves as an innovation laboratory, with **30 active initiatives** across engineering, IT, Human Resources, Procurement, and Finance. The initiatives with the greatest potential are identified for replication in other operations, consolidating an incubation model in the largest operation, followed by selective deployment across the rest of the Group.



Enabling a **Better Society**



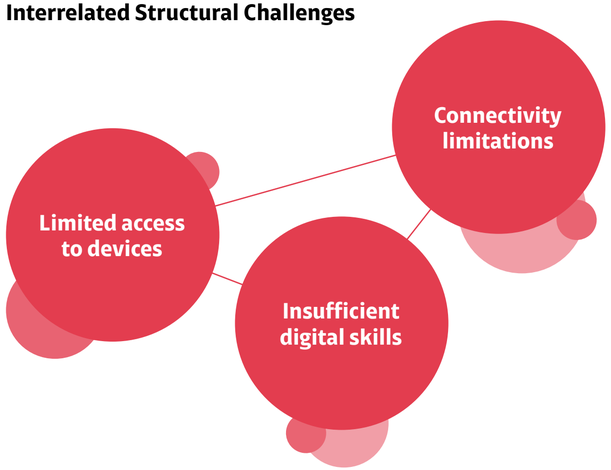
Connectivity, digital inclusion, and purpose-driven development

G R I (3-3, 203-2)

Connectivity is no longer just a service, it is an essential need for learning, working, and advancing. América Móvil, with 1.5 million km of fiber-optic cable in 23 countries, the largest 5G network in Latin America, 41 data centers, and 5 satellites, reaches millions of people who, without it, would be left out of the digital economy. This reach commits us to making connectivity a tangible driver of inclusion and development as a central part of our strategy, and it strengthens the business's long-term resilience by driving the adoption of digital services in historically underserved segments.

The digital divide manifests itself in three structural and interrelated challenges: connectivity limitations, limited access to devices, and insufficient digital skills. In 2025, we addressed all three simultaneously through an integrated strategy that this year reached a scale unprecedented in América Móvil's history:

Interrelated Structural Challenges



15.6M
people benefited from digital inclusion programs in 2025.

+18.84%
growth in the total number of beneficiaries compared to 2024.

4.2M
trained in basic digital skills (vs. 185,776 in 2024).

3.1M
with skills for employability and entrepreneurship.

65,754
children and adolescents in digital safety programs (+130% compared to 2024)

5.8M
people with access to connectivity enabled by the Group.

The growth recorded in 2025 reflects both the actual acceleration of the programs and an expansion of the scope of measurement. For the first time, the results from Aprende con Claro, a platform active in multiple Latin American countries, are included on a consolidated basis in the report, along with high-impact initiatives that were not previously covered by the strategy's scope.

This greater traceability is, in itself, a step forward: it allows América Móvil to have a more comprehensive and comparable view of its contribution to digital inclusion and lays the foundation for future increases to be strictly comparable.

At América Móvil, social impact is integrated into the financial structure. Digital inclusion initiatives are eligible under the Sustainable Financing Framework, aligning social objectives with the cost of capital and financial performance for investors.

América Móvil's sustainable syndicated loan (SLL) links the financial cost of the instrument to compliance with three ESLG performance KPIs, one of which measures the Group's social impact: the number of people in vulnerable situations who benefit from digital inclusion programs. The target set for 2025 was to reach **221,410 people.** Although the digital inclusion programs have had a significantly greater reach, as of the end of the fiscal year, **30,224* people had completed one of the digital inclusion courses.**

These figures were reviewed by an independent third party and are **included in the assurance report in accordance with ISAE 3000.** This result stems from a process of methodological strengthening that the Company has rigorously undertaken, ensuring that each reported beneficiary is supported by solid and verifiable evidence that backs up the information related to the financial terms of the instrument.



* The reported figure corresponds to the sum of the results from the Digital Rooms program in Colombia; the In-Person Internal and Digital Library programs in Mexico; and the Better Online program in Bulgaria.

1. Connectivity That Transforms: Our Network as a Platform for Development

GSMA (2.1) | SASB (TC-TL-550a.2) | GRI (203-2) | ODS (9, 10.)

It all starts with connectivity: without a network, digital inclusion is impossible. In 2025, we continued to expand our reach to the communities that need it most.

We drive meaningful connectivity. Our LTE network serves 553.6 million people, 4.9 million more than the previous year. We have more than 116,000 cellular sites with 2G, 3G, 4G, and/or 5G technologies in operation across Latin America and Europe, and we have deployed 5G in 19 of our 23 markets.

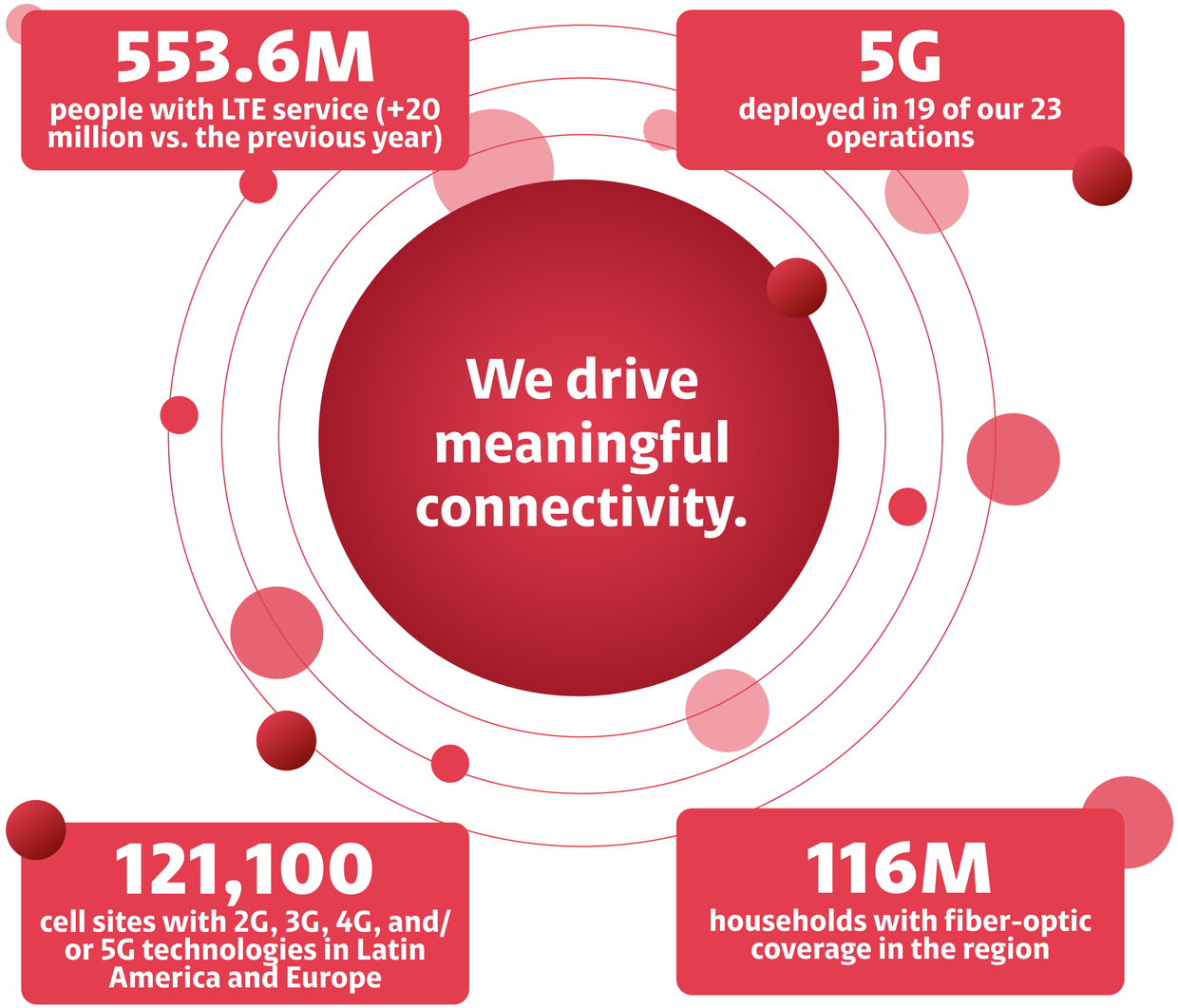
At the same time, our fixed infrastructure reaches 118 million households with fiber optics. This combination of state-of-the-art mobile and high-capacity fixed networks positions us as the operator with the greatest potential for social impact in the region: we have the network to reach people, the technology to grow, and the local presence to ensure that every connection translates into real, recurring, and productive use, generating development, inclusion, and well-being in the communities we serve.

5G represents more than just speed; it offers greater energy efficiency per transmitted gigabyte, the capacity to support industrial IoT, and serves as an enabler of quality telemedicine and remote education, as well as a driver of productive sectors in markets where high-performance connectivity remains scarce. The rollout of 5G expands capacity and energy efficiency and enables new use cases in industry and digital services.

In Colombia, we connect rural areas with fewer than **1,000** residents to 4G mobile internet, creating opportunities for digital business, education, and entrepreneurship. **In Peru,** the ***"Canon por Cobertura"*** program channeled radio spectrum fees to **144 new locations** in 2024, a **67% increase** over the previous year, benefiting more than 733,000 people, of whom more than 88,000 come from rural areas. **In Argentina**, the ***"Cobertura en Zonas Remotas"*** initiative brought **3G and 4G** coverage to communities along remote roads where there had previously been no infrastructure whatsoever.

Every kilometer of fiber laid in a rural area, every 4G site in a community with fewer than 1,000 residents, and every free Wi-Fi hotspot in a community center is a business decision that has a direct impact on people's development opportunities. That is the logic that links our operations to our sustainability strategy.

CONNECTIVITY INDICATOR	2025 TARGET
People with LTE service (mobile network)	553.6 million
Active cellular sites (2G/3G/4G/5G)	121,100
Operations with a deployed 5G network	19 out of 23
Households with fiber-optic coverage	116 million
Network investment in 2024	130.8 billion MXN
People connected, Coverage Quota for Peru 2024	733,538 (88,622 rural)
Monthly users of free Wi-Fi, Brazil	4.9 million
Students with internet in schools, Colombia	385,619



2. Our strategy to bridge the digital divide: three pillars, one system

GRI (3-3, 203-2) | GSMA | MSCI Accesibilidad | ODS (4, 9, 10)



To turn connectivity into opportunities, we decided to structure our digital divide strategy around three interdependent pillars, each addressing the divide at different levels.

Our digital divide strategy comes to life in the market. Through their programs, América Móvil's subsidiaries adapt each pillar to their specific context, combine it with local partnerships, and implement it alongside communities, designing specific programs to understand and address the needs of each region.

The Corporate Sustainability Committee oversees the three pillars and reports to the Board of Directors through the Audit and Corporate Practices Committee (CAPS, for its acronym in Spanish). The subsidiaries implement local plans with autonomy to adapt them to their specific contexts, and the results are consolidated through a reporting system currently being harmonized with ISAE 3000 standards.

Despite rapid growth, structural challenges persist, which we recognize as priorities for the coming cycles. The affordability of devices remains a barrier in certain markets, and sustained adoption among adult populations requires ongoing support beyond initial training. The gender gap in advanced digital skills, although addressed by initiatives such as Innováticas and Emprende Conectado, remains significant. And the harmonization of impact metrics across subsidiaries, initiated this year, is a necessary condition for future growth to be fully verifiable and comparable. Addressing these challenges is central to the 2026 agenda.

DIMENSION / OBJECTIVE	2023	2024	2025[1,2]
Basic digital skills	15,893	185,776	4,194,536
Employability and Entrepreneurship	64,708	46,220	3,147,204[3]
Advanced and Technical Skills	182	218	116,500[3]
Digital Security for Children and Adolescents	1,089	28,551	65,754
Online Safety/Trust (General)	1,089	137,717	179,781
Enabled access (hotspots, schools, etc.)	555,512	6,046,006	5,834,011
Device affordability (units)	–	1,711,176	460,000
Programs for Vulnerable Populations (people)	100,917	562,253	229,746
Social inclusion (women, rural areas, people with disabilities)	43,484	139,724	396,539
TOTAL BENEFICIARIES	**2.2M**	**12.3M**	**15.6M**

[1] The decline in affordable devices reflects a model cycle rather than a contraction of the program; Telcel adjusted the distribution scale based market demand.
[2] The variation in plans for vulnerable populations stems from a shift in the beneficiary base in Ecuador—the program's main market—rather than a reduction in coverage.
3 The increase is due to greater inclusion in the reporting of advanced skills programs during 2025, which already existed in previous years but had not been reported by the subsidiaries. Additionally, the Telmex Digital Library was included, which made significant progress during the period.

Pillar 1: Inclusive Access

GSMA 2.1 | SASB TC-TL-550a.2 | GRI (203-2, 203-2) | ODS 9, 10

The first barrier is the most concrete: without available network coverage, devices, or a plan that fits users' financial means, all other efforts lose their impact. This pillar directly addresses the access and affordability indicators defined by the GSMA, as well as the equitable access guidelines promoted by the Sustainable Development Goals (SDGs).

By 2025, we will act simultaneously on three fronts: community access infrastructure, affordable devices, and tailored plans for vulnerable populations.

The result: more than **5.6 million people** gained access through various programs, **460,000 devices** distributed for less than USD 73, and **229,000 people** benefited from plans designed for older adults, people with disabilities, and low-income households.

Digital inclusion does not depend solely on network access; it also involves the design of digital environments. The **Inclusive Button,** a project developed by Claro Guatemala and replicated on Claro's portals—with a presence in 11 of our operations in Latin America, among other markets—adapted the browsing experience for people with dyslexia, color blindness, low vision, or eye strain, reaching more than **223,000 active users** by 2025.

Claro Wi-Fi Hotspots in Brazil

The most efficient model for scaling access: no new infrastructure investment

Brazil faces an access challenge that goes beyond network coverage: millions of people live in areas with network coverage but lack home connectivity. Claro's solution did not require building new infrastructure.

Since 2024, Claro Brazil has been leveraging the broadband already installed in existing customers' homes to deploy **more than 10,000 free Wi-Fi hotspots** in high-traffic community locations. The result: **more than 4 million monthly users** with free internet access, sustained at a stable level through 2025. The marginal cost of each new access point is minimal because the asset already exists; what changes is its use.

The model demonstrates that scaling access does not always require greater investment: it requires creative engineering of the operating model and a willingness to put the infrastructure at the service of the community.



+10,000 free
Wi-Fi hotspots

Pillar 1: Inclusive Access

GSMA (2.1)| SASB (TC-TL-550a.2) | GRI (203-2) | ODS (9, 10)



Escuelas Conectadas | Colombia

América Móvil's Largest-Scale Educational Program by 2025

385,619 students in Colombian public schools now have free internet access in their computer labs thanks to Escuelas Conectadas, the largest program in the portfolio in terms of direct educational beneficiaries, with a presence in **378 institutions** in 2025—an 11.2% increase from the previous year.

The program prioritizes vulnerable educational institutions that have a technology lab and at least 50 enrolled students. Connectivity doesn't come alone: access is accompanied by guidance for teachers on the effective adoption of digital tools, which transforms the infrastructure into real learning.

The key lesson from this program is clear: connectivity in educational settings has a greater impact when teachers are empowered to use it. Without that support, access fails to realize its transformative potential. The most cost-effective programs of 2025 share a common trait: they leverage existing assets—network infrastructure, educational institutions, and regulatory mechanisms—rather than starting from scratch. Scaling up access in the next phase depends not only on greater investment but also on continuing to identify areas where current infrastructure can create community value without duplicating costs. The goal is for each new market to learn from models that are already working.

Details of all inclusive access programs by country and subsidiary are presented in the **Appendix: Programs by pillar, country, and subsidiary.**

385,619 students
in Colombian public schools now have internet access

Pillar 2: Education and Digital Skills

GRI (203-2) | ODS (4, 8) | GSMA

Connecting people is the first step. Empowering them to transform that connection into opportunities is where long-term value is generated, both for them and for the business. This pillar ranges from basic digital literacy to training in job skills, entrepreneurship, and the technical professions of the future.

By 2025, we will train 4.2 million people in basic digital skills, 3.1 million in employability skills, and 116,000 in advanced STEM skills.

These figures represent growth ranging from 2,000% to 53,000% compared to 2024—increases that reflect both the actual acceleration of the programs and the inclusion in the reporting scope of high-impact initiatives that were not yet consolidated in previous cycles, including Aprende con Claro and the Telmex Digital Library in partnership with Hidalgo State College of Scientific and Technological Studies.

The leap in scale was not uniform: it was driven by programs that achieved a critical mass of institutional partnerships, allowing them to multiply their reach without a proportional expansion of resources. That is the pattern we seek to replicate.

Digital Library + Aldea Digital | Telmex, Mexico

From an educational platform to a nationwide technical training ecosystem

Since 2008, the Aldea Digital Telmex has been offering free training in digital skills to students, teachers, and the general public. In 2025, it took the most significant leap in its history.

1,323,443 people benefited more than double the number in 2024—thanks to a partnership with the Hidalgo State College of Scientific and Technological Studies, which enrolled thousands of high school students in monthly online courses on Telmex's educational platform.

What was once an open-access program becoming, through this partnership, a curricular component with systematic enrollment and institutional oversight.

The result confirms that we are on the right path to scaling up: when an already established platform partners with a far-reaching educational institution, a state government, a ministry, and a high school system, growth multiplies without requiring a proportional expansion of infrastructure or budget.

1,323,443 people
benefited by the Aldea Digital Telmex México



Pillar 2: Education and Digital Skills

GRI (203-2) | ODS (4, 8) | GSMA

Aprende con Claro in Ecuador

The Tripartite Partnership Model: How to Scale Up Without Increasing the Budget

Ecuador has 24 provinces. Many of them are home to rural communities where the digital divide is not only technical but also cultural, linguistic, and economic. Connecting these communities required more than just infrastructure: it required a program that would reach them where they are, speak to them in their own context, and provide them with a credible credential that holds real value in the job market.

By 2025, Aprende con Claro had reached **more than 750,000** cumulative **learning hours** and **issued more than 61,000 certificates (+125% compared to 2024),** strengthening employability skills. With an active presence in all **24 provinces** of the country, the program partners with the Ministry of Telecommunications through its more than **900 free Digital Hubs** which serve as in-person training centers.

The results go beyond the number of beneficiaries: more than **750,000 cumulative learning hours** and more than **61,000 certificates issued,** which strengthen employability skills.

The *Innováticas* component specifically promotes women's access to technology careers through training, mentoring, and networking opportunities. The GSMA recognized Aprende con Claro during its Sustainability Week 2025 as a sector-leading example of the use of adapted language and digital inclusion.

The key lesson from Ecuador is that scalability does not depend on the budget: it depends on building the right partnerships. The model, which has the Ministry as the institutional anchor with its network of physical locations as an access channel and a digital platform as scaling layer, is documented and under active evaluation for replication across the rest of our operations in 2026.

A 125% increase

in the number of people benefiting from the platform.

The growth recorded reflects significant progress in both the reach and management maturity of the Pillar, driven by the consolidation of flagship programs—particularly Aprende con Claro—and the broader coverage of its initiatives. The increase from 185,000 to 4.2 million beneficiaries reflects not only program expansion, but also stronger traceability and measurement mechanisms.

This result marks a turning point and lays a more solid foundation for comparability and decision-making. Moving forward, the strategy will focus on consolidating these advances, prioritizing the quality and sustainability of the impact.

Details of all digital education and skills programs by country and subsidiary are presented in the Appendix: Programs by pillar, country, and subsidiary.





Spotlight story

Digital Lab in Mexico and Brazil

We bring programming and robotics to places where the education system has not yet reached

Digital Lab was born from a fundamental question: **Why are skills in programming, robotics, and artificial intelligence, which are increasingly critical for accessing the future job market, still out of reach for many girls and boys due to their educational and social context?**

In response to this question, Digital Lab was launched as a commitment to deeper digital inclusion: to demonstrate that technical talent exists everywhere and that opportunities to develop it must be equally accessible.

In partnership with Ericsson, América Móvil brings accessible labs to public schools in communities that need them most. The workshops are held during school hours so as not to place a burden on families with limited resources, and they are taught by volunteers from América Móvil and Ericsson using materials that do not require prior knowledge.

In 2025, Digital Lab operated in Mexico (Iztapalapa, Mexico City) and Brazil (Rio de Janeiro), reaching **499 students** aged 9 to 15, with **35 trained teachers** and more than **140 volunteers** from both companies involved.

The goal for 2026 is to launch at least two new operations in Latin America, with joint investment and the transfer of technical knowledge from Ericsson in each market.

499 students, 35 teachers, and more than 140 volunteers from both companies were involved.

The GSMA recognized *Digital Lab* in its strategic document **"The Business Imperative for Digital Inclusion"** as a standout example of digital inclusion, due to its integrated model of infrastructure, hands-on training, personal support, and strategic partnerships.

The common denominator among the fastest-growing programs in 2025 is institutional partnership. Not the budget, not the technology, not the program's initial scale. When an established platform partners with a government, a ministry, or an educational system that provides local reach and legitimacy, growth multiplies. This logic is replicable and has become a methodology: identifying the right anchor institution in each market is now a strategic competency as important as the program design itself.





Discover Digital Lab (VIDEO)

Pillar 3: Responsible and Safe Use of Technology

GRI (203-2) | ODS (4, 16) | GSMA

Digital access and skills generate value only when people can use them with confidence. Online harassment, digital fraud, exposure to inappropriate content, and compulsive use of technology are barriers to inclusion that can lead to people abandoning the digital environment, especially among populations encountering it for the first time. This third pillar addresses this aspect and is becoming increasingly relevant in the telecommunications sector's social risk assessment frameworks.

In 2025, we reached 65,754 children and adolescents through digital safety programs (+130% compared to 2024) and 179,181 people through initiatives promoting trust and responsible online behavior.

This pillar's portfolio is the most diverse in terms of geography and approach: it combines in-person programs in schools, tools integrated into commercial products, educational gaming platforms, and safe physical spaces equipped with connectivity.

A distinguishing feature of the A1 European portfolio in Austria, Croatia, Belarus, Bulgaria, Slovenia, Macedonia, and Serbia is that its digital safety programs are among the largest in scale and with the longest track records: several have been in continuous operation for more than eight years and have developed proven methodologies that are now benchmarks in their respective countries. We leverage this maturity to strengthen the newer programs in Latin America.

Over 50,000 participants
received free sessions from Online Brainiacs

Online Brainiacs, A1 Slovenija, Slovenia

Digital safety for the entire educational community, not just the classroom

Internet safety requires the involvement of everyone in a child's environment. Digital risks, online harassment, exposure to inappropriate content, and excessive screen time occur at home just as much as at school, which is why the adults around children need the same tools as the children themselves.

Online Brainiacs is based on this premise. The program offers free sessions designed simultaneously for elementary school girls and boys, parents, and teachers, covering internet safety, digital tools, and responsible online behavior. By 2025, it had reached more than **50,000 participants,** establishing itself as one of the largest-scale programs and one of the fastest-growing, up from 20,983 beneficiaries in 2024.

The free, in-person format, integrated with the school system and targeting the three key stakeholders in the educational community simultaneously, explains its ability to scale without requiring its own infrastructure. Digital safety has greater buy-in and a greater impact when it works simultaneously with the child, the teacher, and the family, rather than treating each as a separate audience.



Spotlight story

Plan Más Seguro, Claro Chile

The first commercial product in Latin America designed for digital protection for families

Most digital safety programs in the sector operate as corporate social responsibility initiatives: free, company-funded, and disconnected from commercial offerings. **Plan Más Seguro proposed a different approach.**

Launched in October 2025 as a pilot program in Chile, the initiative sought to integrate digital protection and well-being tools into the commercial telecommunications ecosystem, combining connectivity with parental guidance solutions and digital education for families.

During its pilot phase, it incorporated features such as screen time management, blocking of inappropriate content and apps, alerts for potential digital risks, and educational content to promote safer and more mindful digital coexistence.

In its first three months on the market, 683 activations were recorded. Based on the lessons learned, the initiative evolved toward a more flexible approach, aimed at offering family protection apps and services as standalone solutions separate from traditional mobile plans.

This new approach seeks to expand access to digital well-being through simple and accessible value-added services.

The strategic lessons from this program extend beyond Chile: they demonstrate that integrating digital well-being and safety tools into the commercial offering, rather than relying solely on educational campaigns, opens opportunities to develop replicable and sustainable initiatives across Latin America.

The approach to the responsible and safe use of technology varies in maturity across regions. While Europe has established programs with more developed methodologies and broader scope, in Latin America the ecosystem is still under development, featuring recent initiatives and significant opportunities for growth.

The opportunity lies in accelerating the adoption of these methodologies and integrating digital protection tools into technology services aimed at families, thereby expanding their reach and potential impact.

Details of all responsible and safe use programs by country and subsidiary are presented in the ***Appendix: Programs by pillar, country, and subsidiary.***

Integrating digital safety into the business proposition—and not just into educational campaigns—is the key to developing sustainable and replicable initiatives in Latin America.



3. Enablers: Volunteering, Partnerships, and Crisis Response

GRI (203-1, 203-2) | ODS (1, 3, 4, 11)

The network as first-response infrastructure

G R I (201-1, 203-1, 203-2)

Brecha Digital's strategy is not implemented solely through programs, it is implemented through people.

The Volunteer Network, present in all operations, serves as the human infrastructure that connects América Móvil's technology platform with the communities that need it most, especially in contexts where online training is insufficient and in-person support makes the difference between access and actual use.

In 2025, 5,796 employees dedicated more than 99,000 hours to community initiatives in digital education, preventive health, disaster relief, and sports and cultural development.

In emergency situations, our network ceases to be a service and becomes critical infrastructure. Maintaining active communication during a disaster is not just an operational commitment, it can be crucial to saving lives. In 2025, emergency response protocols were activated in four markets:

In Mexico, rapid-response teams, preventive maintenance, and infrastructure redundancy ensured the early restoration of service in areas affected by hurricanes. The deployment of ***the Emergency Alert System (SAE, Spanish acronym)*** allows for the simultaneous sending of georeferenced alerts to the population in high-risk situations.

In Chile, preparedness drills involving employees and local communities reduced the effective response time to seismic events. The close relationship with authorities and the network's reach have been recognized by the industry as key differentiators. The GSMA has highlighted the use of cellular broadcast technologies as an industry best practice in emergency management.

In Brazil, in response to the 2025 floods, Claro deployed rapid-response teams, offered free communication services to affected residents, and collected more than 207,000 essential items through its corporate volunteer program. The Claro Institute donated R$200,000 to the Acción Ciudadana project for the purchase of basic food baskets and emergency supplies.

Abrigo Amigo, in partnership with Eletromidia, illustrates how connectivity can also function as safety infrastructure in everyday life: more than 635 overnight shelters at bus stops in 8 cities, equipped with real-time video calls, cameras, and fiber + 5G connectivity, which handled 16,047 calls in 2025, of which 1,400 involved active risk situations. The program protects women and vulnerable groups in public spaces at night.

In Austria, the activation of operational resilience protocols in response to flooding ensured service continuity. A1 mobilized 400 volunteers, logged 10,000 volunteer hours, and made a donation of USD 200,000 to affected communities.



In Mexico alone, the Telcel Volunteer Network benefited more than 77,000 people with an investment of more than USD 141,000 in time and resources. América Móvil's total investment in the community—including cash and in-kind donations, volunteer hours, and administrative costs for social projects—reached USD 18.5 million in 2025 (+6.8% vs. 2024), benefiting 15.6 million people (+14.47% vs. 2024).*

* The total economic contribution reported in 2024 was USD 65.5 million. However, due to an omission in applying the correct exchange rate for Claro Colombia, the correct figure should have been USD 17.3 million.

4. Economic Contribution: The Value We Generate and Distribute

GRI (201-1, 203-1) | ODS (8, 10)

América Móvil is one of the largest generators of direct economic value in Latin America. In 2025, the economic value generated was

Economic value generated in 2025

USD 52,522 million,

distributed among payments to suppliers and operators, salaries and benefits for employees, payments to lenders, taxes to governments, and community investment.

Beyond the aggregate figure, our economic contribution has a regional dimension that consolidated numbers do not reflect: we are the largest private employer in several of the countries where we operate, one of the region's leading taxpayers, and the anchor of local supply chains in markets with a limited pool of qualified suppliers.

ECONOMIC INDICATOR	2023	2024	2025
Economic value generated	48,303	42,886	52,522
Economic value distributed	43,521	41,524	47,617
Economic value retained	4,782	1,362	4,905

The change in value generated between 2024 and 2025 primarily reflects exchange rate fluctuations in our markets, not a contraction in the company's economic activity. A breakdown by component and by market is presented in Appendix J: Economic Value Generated, Distributed, and Retained.

Investment in digital adoption programs increased from USD 845,000 in 2024 to USD 3.3 million in 2025.

This is consistent with the growth of the Digital Divide portfolio and the inclusion of new initiatives within the scope of reporting. Closing the digital divide in Latin America is not just a social challenge: it is one of the region's greatest opportunities for economic development. América Móvil, due to its scale, infrastructure, and integrated strategy, is positioned to lead this process with measurable and traceable impact.



Enabling a **Better Planet Possible**



Our network connects people in 23 countries; its operation also has an impact on the natural environment. This chapter outlines how we manage that responsibility: through ambitious goals, sustained investment in efficiency and clean energy, as well as concrete projects that demonstrate that reducing environmental impact and business resilience are compatible.

Climate strategy

G R I (3-3, 201-2, 302-4, 305-4, 305-5)

Climate change and environmental management are strategic pillars for América Móvil. Operating critical telecommunications infrastructure in environments exposed to extreme natural events, growing regulatory pressures, and investor expectations regarding decarbonization means that climate management directly impacts business continuity and operational efficiency.

Our strategy integrates robust governance, ambitious goals, and a portfolio of initiatives that simultaneously advance mitigation, efficiency, and climate resilience.



INDICATOR	2025 TARGET	BASELINE
Scope 1+2 Emissions vs. 2019 Base Year	−27%	**Target: −52% by 2030**
Scope 3 Emissions vs. 2019 Base Year	−20%*	**Target: −14% by 2030**
Carbon intensity (tCO_2e/TB transmitted)	0.0081	−79% vs. 2019 (0.0381)
Share of renewable/clean energy	44%	vs. 42% in 2024
Electricity grid consumption	56%	vs. 58% in 2024
Emissions Avoided Through Efficiency by 2025	77,680 tCO2e	236 S1+S2 initiatives completed by 2025

Integrated climate governance

Through CAPS, the Board is regularly briefed on the Company's climate strategy.

The Head of Investor Relations and Sustainability reports to CAPS at least once a year, **presenting a detailed update on sustainability, climate change, and the Company's risk management.**

The Mobile Operations Director participates at the Committee's request to report on progress in the decarbonization strategy and the implementation of the transition plan. To strengthen oversight, two Board members have knowledge in sustainability and climate change, and one of them completed, **Chapter Zero's climate governance program.****

At the executive level, the Chief Mobile Operations Officer **leads the corporate climate strategy** through bimonthly sessions with the CEOs of subsidiaries to review progress, prioritize decarbonization investments, and promote the replication of best practices across operations.

Implementation is led by the **Energy and Emissions Working Group,** with corporate and local participation, as well as monthly meetings. Management is supported by **two digital platforms:** one for emissions reporting and another for tracking decarbonization initiatives, which centralizes emissions and projects in real time, enabling **traceability, as well as internal and external auditing.** In 2025, **five operations, A1 Telekom Austria Group, EuroTeleSites, Colombia, Ecuador, and the Dominican Republic, maintained executive incentives linked to climate targets.**

Decarbonization targets and progress

Since 2019, América Móvil has been operating with ambitious emissions reduction targets. In 2020, its short-term targets were validated by the SBTi under the **1.5°C Business Ambition: to reduce our absolute Scope 1 and 2 GHG emissions by 52% by 2030, and to reduce our absolute Scope 3 GHG emissions by 14% by 2030,** aboth relative to the 2019 baseline.

Additionally, América Móvil remains committed to achieving net-zero emissions by 2050.

In 2025, the reduction in Scope 1 and 2 emissions reached 27% compared to the base year.

Carbon intensity per terabyte was 0.0081 tCO2e/TB, a −79% decrease compared to 2019 (0.0381).

During 2025, in Mexico, **the electricity emission factor increased by 14% compared to fiscal year 2024,** resulting in an approximate increase of **81,000 tCO2e in Scope 2 emissions,** which partially offset the energy efficiency gains achieved by the companies of the América Móvil Group. This exposure to the carbon intensity of the electricity supply in the countries where we operate poses a significant risk to our decarbonization strategy.

To mitigate this risk, the company continues to promote the expansion of renewable or cleaner energy contracts (PPAs), the development of self-generation projects, and the diversification of energy efficiency initiatives.

To achieve the Scope 1 and 2 targets, emissions must be reduced at an annual rate of 8% through 2030. In this context, the Energy and Emissions Task Force program is focused on driving the necessary actions to advance along this path, in collaboration with the subsidiaries.

* Considering the six Scope 3 categories currently reported, emissions decreased by 20% between 2019 and 2025. As part of our ongoing efforts to improve the consistency and accuracy of Scope 3 measurement, we standardized the methodologies applied across our operations in 2021. In 2024, our European subsidiaries further refined the calculation of Category 1 – Purchased Goods and Services and Category 2 – Capital Goods by adopting a hybrid method. On a comparable methodological basis, using 2021 as the earliest available baseline, Scope 3 emissions decreased by 8.5% through 2025. For more information, please refer to the Climate Transition Plan.

** To strengthen oversight, two members of the Board have knowledge in sustainability and climate change. In addition, one of them completed Chapter Zero's climate governance program.

Management of climate-related exposures and opportunities

We identify and manage risks and opportunities through a continuous cycle aligned with IFRS S2 and the TCFD: context definition, assessment, treatment, and ongoing monitoring.

One transition risk we monitor is limited access to renewable energy in Latin America, where regulatory frameworks requiring minimum consumption per site limit eligibility for PPAs. Far from viewing this solely as a barrier, this dynamic drives us to develop our own solutions: self-generation, diversification of mechanisms, and active participation in regulatory reforms through chambers of commerce.

On the physical front, 10 out of 23 operations experienced weather events in 2025; the total financial impact was estimated at USD 1.7 million (0.004% of service revenue), partially covered by insurance, reflecting the maturity of our resilience protocols.

The main opportunities we are pursuing include: the transition to clean energy (cost reduction and diversification of the energy mix); sustainable financing on preferential terms, where we have issued five sustainable financial instruments since 2021, including a 20,000 million peso bond in 2024 earmarked for energy efficiency and digital inclusion; and the development of low-carbon solutions for business customers: IoT fleet management, smart water metering, smart grids, and connected cities.

América Móvil's Environmental Policy, which is mandatory for all employees and third parties in every country where the company operates, establishes the principles of environmental management under the MRV (measurable, reportable, and verifiable) methodology. Compliance with this policy is audited by the Compliance Office and the Corporate Sustainability department. The GHG inventory undergoes annual internal and external verification.

Complete emissions data by country, subsidiary, and Scope 3 category can be found in the Environmental Performance Appendices of this Report.



Mitigation and path to carbon neutrality

G R I (201-2, 305-3)

Reducing emissions in a continuously growing network requires working simultaneously on three fronts: direct emissions from fuels and refrigerants (Scope 1), the grid's electricity consumption (Scope 2), and the value chain (Scope 3).

During 2024 and 2025, the Group implemented and completed 236 decarbonization initiatives—30 under Scope 1 and 206 under Scope 2—with results that translate into avoided emissions, real operational savings, and lessons that can be replicated across subsidiaries.

Scope	*2025 Emissions (tCO_2e)*	*Change vs. 2019*
Scope 1 *(direct)*	295,036	−5%
Scope 2 *— market-based*	1,364,431	−31%
Scope 2 *—location-based*	1,899,379	−9%
Scope 3 *(6 categories)*	2,314,990	−8.5%*
Total (A1 + A2 market + A3)	**3,974,457**	−23%

The details of our trajectory, scenario analysis, and management of climate-related risks and opportunities are documented in our **Climate Transition Plan,** developed in accordance with IFRS S2, the TPT framework, and the GSMA Climate Planning Guide, among others.

1 Scope 1: fuel efficiency

The Group's direct emissions totaled 295,036 tCO_2e in 2025, a reduction of 5% compared to the base year.

The 30 initiatives completed under this scope—primarily the migration to hybrid systems and the reduction of diesel use at remote base stations—avoided 9,318 tCO_2e and generated USD 35,700 in savings between 2025 and 2024.

Diesel consumption fell by 4.67 million liters compared to 2024, primarily due to the stabilization of electricity generation nationwide in the Andean region, the implementation of photovoltaic systems, projects to switch to commercial power, and optimization at the company's power generation plants, thereby avoiding the use of diesel generators during 2025.



Scope 3 emissions are compared against 2021, the first year available under our standardized methodology for all reported categories.

2 Scope 2: the lever with the greatest impact

Electricity consumption from the grid is the largest component of the Group's carbon footprint.

The 206 Scope 2 initiatives completed to date (including initiatives from 2024 and 2025) avoided 68,362 tCO_2e and generated USD 9.9 million in operational savings, across three main areas: renewable energy procurement (31,282 tCO_2e avoided), HVAC modernization (16,321 tCO_2e), and decommissioning of legacy technology (12,034 tCO_2e).

3 Scope 3: value chain management

As part of our value chain management strategy, we incorporate sustainability clauses into the Group's commercial contracts, thereby promoting compliance with all applicable environmental laws, regulations, and standards in both its own operations and those of its subcontractors. We also implement initiatives aimed at raising awareness and building capacity among our suppliers regarding decarbonization. Among these actions, we highlight the availability of courses on sustainability and environmental footprint, delivered through our Partner Training Platform.

Furthermore, we conduct **internal assessments of our suppliers through our Due Diligence program, focusing on criteria related to transparency, regulatory compliance, and business ethics; suppliers** must also declare their compliance with all applicable environmental laws, regulations, and standards. For more information, review the chapter "Enabling a Better Business Framework" in the responsible supply chain section.

Across the six reported categories, **Scope 3 emissions totaled 2,314,991 tCO_2 in 2025, representing a cumulative reduction of 8.5% compared to 2021,** the first year for which data is available under our validated methodology. The largest decreases in these emissions occurred in Categories 1 and 2.

Complete GHG inventory data by country, subsidiary, and Scope 3 category are available in the Emissions Performance Appendix.



Clean energy and operational efficiency

G R I (3-3, 302-1, 302-3, 302-4, 305-1, 305-2, 305-5)

Energy is the critical input for our network and the main contributor to our carbon footprint. Since 2019, we have consumed an average of 6.7 TWh annually, associated with operating hundreds of thousands of cell sites, data centers, and corporate buildings simultaneously across 23 countries.

Reducing that footprint without compromising service quality is the central challenge of our decarbonization strategy and the area where we focus the Group's greatest technical investment.

2025 ENERGY INDICATOR	RESULT
Total Energy Consumption	7'037,426 MWH
Share of renewable/clean energy	44%
Subsidiaries covered by contracted renewable energy*	46%
Reduction in energy intensity	–14 MWh / TB vs. 2024

Fossil fuel consumption in our operations is primarily associated with the operation of our vehicle fleet, as well as the use of diesel generators for backup power. Among the most commonly used fuels are gasoline, diesel, ethanol, and natural gas, which are essential for sustaining our operational activities and ensuring the continuity of our telecommunications network.

In line with our sustainability strategy, our approach to managing this consumption focuses on energy optimization, the adoption of more efficient technologies, and the evaluation of lower-impact energy alternatives, moving toward reduced dependence on fossil fuels.

Scope 1 | Dominican Republic Hybrid Systems: Phasing Out Diesel

The program to transition to hybrid systems prioritizes the use of batteries before starting diesel generators at ***Claro Dominicana's cell sites.***

1,166 sites with identified potential (2023–2026 program)

786 sites migrated to date; 402 to be completed by 2025

1.39 million liters of diesel saved cumulatively; 565,030 liters in 2025

3,680 tCO2e avoided cumulatively; 1,492 tCO2e in 2025

Cumulative operational savings of **USD 1.15 million**

Dominican Republic



Complete emissions data by country, subsidiary, and Scope 3 category are available in the Environmental Performance Appendices to this Report.
The electricity data include purchased electricity plus stationary combustion to reflect the network's total energy consumption.

Energy transition: PPAs, on-site generation, and renewables

Our primary Scope 2 strategy involves **procuring renewable energy through** long-term **Power Purchase Agreements (PPAs),** on-site self-generation, and the purchase of renewable energy certificates.

We have encountered regulatory barriers in several Latin American markets, where regulations require a minimum consumption per site to qualify for PPAs—a requirement we do not meet, as our demand is distributed across thousands of small connections at cell sites. In response, we are indirectly promoting regulatory reforms through chambers of commerce, seeking to make access to alternative electricity markets more flexible.

Scope 2 | Claro Roosevelt
Energy Project - Puerto Rico

Given the climate impacts associated with operating on a Caribbean island, in Puerto Rico a natural gas cogeneration project is currently being evaluated for the coming years. This initiative aims to reduce dependence on the conventional power grid and will lower Scope 2 emissions. This project is expected to include the installation of two natural gas-fired engines, with an approximate production capacity of 3.1 MW of electrical energy and will feature a battery-based energy storage system.

This initiative is designed to strengthen the resilience, reliability, and energy sustainability of one of ***Claro Puerto Rico's*** critical telecommunications facilities, which would support voice, broadband, data, and communications services for residential, commercial, government, healthcare, and emergency response users throughout Puerto Rico.

Scope 2 | Argentina
Clean Energy

Claro Argentina is working on self-generation and Virtual Community Distributed Generation (VCDG) projects:

Self-Generation: Construction of the 120-kW Córdoba solar farm, which is currently operating at full capacity and provides 100% clean energy to one of our logistics centers. Excess energy is fed into the grid.

Virtual Community Distributed Generation: The 750 kW Santa Fe solar farm will begin operations in 2026. The energy generated at this site can be offset against the electricity consumption of 70 cell towers distributed throughout the province under the VCDG scheme.

In addition to the energy and economic benefits these projects generate for ***Claro Argentina***, they also have a positive impact on our employees, as they showcase the achievements made through an initiative developed entirely by our in-house talent. Furthermore, externally, they strengthen our relationship with our customers by providing transparency regarding our clean energy consumption, positioning us as a leader in the region.

Argentina



Scope 2 | Brazil Energía da Claro:
the Group's most extensive renewable energy portfolio

The ***Energía da Claro*** program operates 120 solar and wind power plants under distributed generation and remote self-consumption.

It supplies operational units, cell towers, and corporate buildings throughout Brazil. It is the Group's most extensive renewable self-generation portfolio in Latin America and the benchmark for scale in the Scope 2 strategy.

Brazil



Scope 2 | Mexico Telcel
Operational efficiency: Modernization, AI, and thermal management

Energy efficiency goes hand in hand with the renewable energy transition. Its main areas of focus in 2025 were network technology modernization, climate control management, and the decommissioning of legacy equipment. In Mexico, ***Telcel*** began modernizing its radio access network (RAN) in 2025—the Group's largest-scale project—with a four-year plan (2025–2029) and 3,050 sites modernized in the first year. The project is also advancing in the virtualization of the CORE and the modernization of transport networks, replacing dedicated servers with more efficient shared architectures. Energy savings will be realized as we continue with the modernization.

Scope 2 | Ecuador
Air conditioning modernization and refrigerant management

Claro Ecuador conducted a comprehensive survey of its inventory of approximately 1,170 air conditioning units (network and administrative buildings). Of these, 131 were identified as suitable for immediate replacement; 39 had been modernized by the end of 2025.

2025 Achievements:

- **156 tCO_2e saved through energy efficiency**
  = USD 65,000 in savings
- **The complete phase-out of R22 refrigerant across all Claro Ecuador operations prevented the generation of 60 tCO_2e—classified under "Out-of-Scope Emissions"—a gas with high global warming potential and ozone-depleting potential during the reporting year.**
- **Three initiatives at the Quito data center:**
  indirect free cooling, refrigerant replacement at three facilities, and removal of inactive equipment.

This project can be replicated across other subsidiaries: the Group is working on similar inventories and phased replacement plans across all its operations.

América Móvil | Data center energy management

The Group's data centers operate under continuous monitoring of the **Power Usage Effectiveness (PUE)** metric. A specialized working group conducts bimonthly monitoring of the Level 1 PUE measurement automation project across all corporate data centers, as a preliminary step toward identifying more granular initiatives in the next phase.

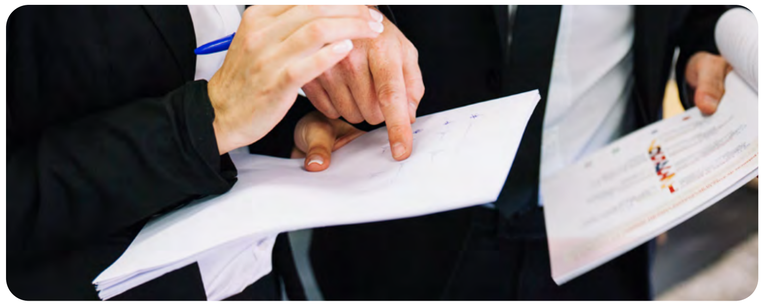
Thermal management and the optimization of cooling systems are the for improvement, given that cooling accounts for a significant portion of energy consumption at these facilities.

Certifications and management systems

***Claro Chile*, like its European subsidiaries, maintained in 2025 the Energy Management System Certification (ISO 50001).** This certification validates the systematic approach to measurement, continuous improvement, and accountability in energy matters.

79% of operations (weighted by total revenue) hold environmental and/or energy management certifications.

Historical data on energy consumption by country, fuel type, and renewable energy mix can be found in the Energy and Fuel Performance Appendix.



Circular economy: from waste to resources

G R I (3-3, 306-1, 306-2, 306-4)

We operate in a hardware-intensive industry: millions of modems, set-top boxes, antennas, SIM cards, and pieces of network equipment move through our value chain each year. For us, the circular economy is not a peripheral initiative, but a core management pillar that reduces demand for virgin materials, lowers the carbon footprint associated with manufacturing and transportation, and generates cost savings that enhance the Group's operational efficiency.

We adopt the 9R principles (Rethink, Refuse, Reduce, Reuse, Repair, Renew, Remanufacture, Recycle, and Recover) as our framework, prioritizing extending the useful life of products over recycling when life-cycle analysis supports it. Our customer service centers serve as natural collection points for equipment recovery programs.

*Circular economy indicator 2025**	*Result*
Recovered Materials (collection programs)	**26,045 Metric tons**
Recycled or remanufactured	**98% of the total recovered**
Reused materials	**2% of the total recovered**
Materials sent to landfills	**0% of total recovered**

Scope 3 | The impact of our digital transformation
Dominican Republic

In 2025, ***Claro Dominicana*** formally completed one of the most significant transformation projects in its history: thirteen years after beginning the transition to electronic billing, **it reached 100% of its customer base in digital format.**

What began in 2012 with an adoption rate of just 5% evolved into a process of cultural, technological, and environmental change that today serves as a benchmark for the entire Group.

Period: 2012–2025 | Status: Closed — goal 100% achieved

Cumulative paper savings: 5,036,093 kg (2016–2025)

Cumulative direct cost savings of USD 2.2 million

5,864 tCO_2e avoided (Scope 3) +

93 tCO_2e from fuel (Scope 1)

21 distribution vehicles eliminated;

25 positions reassigned

* The 2025 circularity indicator considers the total weight of materials recovered at the end of their useful life through formal recovery programs, including equipment and devices collected for recycling, refurbishment, or reuse; retired network and infrastructure parts and components; and materials collected by third parties contracted for this purpose. It excludes equipment returned under warranty for repair, materials sent for incineration—including energy recovery—and materials sent to landfill.

Scope 3 | Colombia Reverse Logistics: 16 years building a circular economy

The most developed circular economy initiative at América Móvil is ***Claro Colombia* Reverse Logistics program,** which has been in operation since 2009 and is now one of the telecommunications sector's most mature practices in the region.

The program operates along two main lines: the remanufacturing and reinstallation of equipment recovered from customers and infrastructure, and the environmentally controlled final disposal of materials that have reached the end of their useful life.

2025 Results:

2,438,754
pieces of equipment remanufactured

2,670,513
remanufactured accessories

2,151 tCO_2e
avoided (equivalent to not manufacturing ~2.4 million new units)

2,893 metric tons
of WEEE managed in an environmentally responsible manner

1,229,137 m^3 of water
saved ≈ 491 Olympic-sized swimming pools

614 metric tons
of reused plastic

1,026 metric tons of WEEE avoided



Economic impact:

- **Annual investment**
  USD 12 million → CAPEX savings on new equipment purchases: USD 85 million
- **Remanufacturing accounts for**
  ~9% of the cost of new equipment, with a highly positive ROI
- **Cumulative CAPEX savings by 2025:**
  88.9 million USD
- **Reduction of**
  ~500 international shipping containers; reduced transportation footprint through the use of electric vehicles for last-mile delivery.

This model is being evaluated for replication in other Group operations. ***Claro Colombia´s*** accumulated experience in national logistics coordination, environmental traceability, and working with certified suppliers is shared in internal best-practices sessions.

Colombia

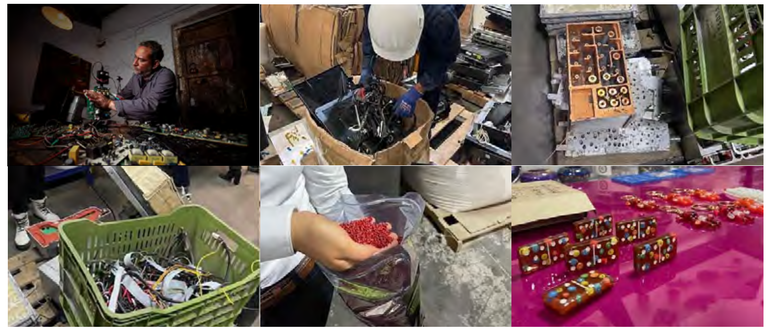


Collection programs at other subsidiaries

Claro Colombia — Circular Christmas:

During the 2025 holiday campaign, ***Claro Colombia*** made electronics recycling a central creative focus, turning the drop-off of used devices into part of the holiday spirit. The campaign achieved 78% brand awareness and a satisfaction rating of 8.8/10, with participants highlighting the message of recycling and environmental stewardship as distinctive brand attributes.

Colombia



Mexico Telcel | Responsible recycling:

In Mexico, for ***Telcel***, circularity is a fundamental part of our strategy. In line with this commitment, we actively promote actions among our customers and employees that strengthen environmental awareness through campaigns aimed at responsibly recycle electronic waste.

Recycling Drive for Unused Cell Phones

In 2025, we collected 78,793 cell phones through specialized collection bins in our corporate buildings and at more than 400 Customer Service Centers, ensuring proper disposal of the materials and promoting the circular economy in our industry.

WEEE Recycling drive with our employees

In the 2025 edition of the event, we collected and recycled 923 kilograms of electronic waste (monitors, speakers, cables, computers, appliances, keyboards) over three days, ensuring proper end-of-life management and preventing this waste from ending up in a public landfill.

Data on waste by country, recycling rates, and a breakdown of WEEE can be found in the Waste Performance Appendix.

Mexico



Claro Nicaragua — Reciclatón:

6,020 metric tons of electronic waste collected in 2025, with 687 donors and more than 30 partner institutions, including companies and educational centers. The program is part the operation's *"Salvá lo Bonito"* environmental initiative.

Nicaragua



Water: responsible use and operational continuity

G R I (303-1, 303-5)

Water is not a key input in telecommunications operations as it is in physically intensive industries; however, its responsible management is a commitment under our Environmental Policy and an obligation at sites where we operate within or adjacent to sensitive ecosystems.

Our approach prioritizes minimizing the use of potable water, maximizing the use of treated water, and ensuring that our discharges do not affect receiving ecosystems.

Brazil - Guaratiba Wastewater Treatment Plant:
Water returned to the mangrove swamp meets certified quality standards

The Group's most representative water-related project is the (PTAR) that ***Claro Brasil*** built and implemented in Pedra de Guaratiba, Rio de Janeiro, located within an Environmental Protection Area (APA, Brazilian acronym).

Faced with the need for proper treatment of its effluents in this sensitive area, ***Claro Brasil*** developed an autonomous and sustainable solution within its own facilities.

The plant has been operating at full capacity since its commissioning, with results verified during a technical inspection conducted in May 2025:

Volume treated:
523.5 m^3/month on average = 6.28 million liters of treated water per year

Organic load reduction:
97.84%

CO_2 removed from the ecosystem:
estimated at 51.7 tCO_2e per year

The treated effluent is returned directly to the mangrove ecosystem with high quality, reinforcing local sanitation goals and establishing ***Claro Brasil's*** position as a leader in responsible water management in protected areas.

Brazil



América Móvil | Data centers and water management

Water consumption at the Group's data centers is primarily attributed to air conditioning systems. Only 14% of América Móvil's data centers use water as a cooling medium; the remaining 86% operate with air conditioning systems, which structurally limits the Company's water exposure and explains why water is not a material issue for the business.

Nevertheless, we rigorously manage this consumption by modernizing air-conditioning equipment—replacing open-loop systems with more efficient solutions—and by continuously monitoring usage and regulatory compliance in each jurisdiction.

Data on water withdrawal, consumption, and discharge by country and source can be found in the Water Performance Appendix.

Biodiversity: protecting life around us

GRI (3-3, 304-2, 304-3)

The deployment and operation of telecommunications infrastructure can have impacts on the ecosystems where it is installed. Beyond compliance, we promote conservation and restoration projects in partnership with scientific and community organizations, with a special focus on Mexico.

Wildlife: jaguar recovery in Mexico

In Mexico, ***Telcel*** is the main sponsor of the national jaguar census, coordinated by the National Alliance for Jaguar Conservation (ANCJ, Spanish acronym) with scientific support from the National Autonomous University of Mexico (UNAM, Spanish acronym).

The 2024 census, funded primarily by ***Telcel***, yielded a historic result: **the jaguar population in Mexico grew by 10%.** UNAM participates in the Alliance's scientific decision-making alongside the Carlos Slim Foundation, the BBVA Foundation, Telmex, and Similfarmacias (a local pharmacy chain). This project illustrates how digital connectivity and biodiversity conservation can share a common funder: Telcel provides the resources that enable continuous monitoring and science-based decision-making.

Full article: UNAM Gazette — Mexico's jaguar population grew by 10%.



Ecosystems: Strategic Alliance for Biodiversity by 2030

Through ***Telcel***, América Móvil has been committed to preserving Mexico's natural wealth for more than 20 years. The strategy has evolved from protecting iconic species—such as the monarch butterfly, the jaguar, and the blue whale—toward a vision of comprehensive conservation of the **ecosystems that sustain them.**

In 2025, we formalized a network of partnerships with **Alternare, Conservation International Mexico, and Pronatura Noroeste** to connect territories from the north to the south of the country, integrating science, technology, and community development. The programs are aligned with the **Kunming-Montreal Global Biodiversity Framework** and structured around three pillars: restoration of priority ecosystems, protection of habitats and iconic species, and strengthening the autonomy of local communities—with an emphasis on women and Indigenous peoples—as agents of conservation.

PARTNER	PROJECT	APPROACH
Conservation International Mexico	Veracruz and Oaxaca	Restoration of 20 ha of mangrove forest (Tuxpan Ramsar Site) and 27 ha of secondary forest in the Sierra Sur of Oaxaca; monitoring of carbon sequestration and aquifer recharge
Alternare	Monarch Butterfly Biosphere Reserve	Bioclimatic Corridor: restoration and conservation of 3,500 ha; sustainable fire management; agroecological training for women; environmental education for children and youth
Pronatura Northwest	Gulf of California	Platform for Ocean Health in the Gulf (PSGC): sustainable small-scale fisheries; restoration of reefs, mangroves, and wetlands; monitoring of the vaquita, humpback whales, sea turtles, and coastal birds

The programs have specific monitoring indicators: hectares restored, species diversity, area of mangrove forest recovered, carbon sequestration, and people trained. **This approach links the Group's biodiversity goals with its social inclusion goals, contributing to the global "30x30" Target 3.**

Projects at Other Subsidiaries

Brazil — Pé-de-Pincha Program:

Since 2014, Instituto Claro has sponsored this project led by the Federal University of Amazonas (UFAM), which protects the Amazon river turtle through the collection of eggs during the dry season and their release into protected areas during the flood season. The project combines wildlife conservation, scientific research, and community participation in the Amazon.

Nicaragua — Salvá lo Bonito Reforestation:

Claro Nicaragua planted more than 1,500 native trees in vulnerable areas affected by deforestation, including the El Polvorín Nature Reserve, with the participation of 138 volunteers—including employees and their families—and the support of four partner companies.

Chile — Huechuraba Reforestation:

Claro Chile carried out a reforestation project in the Huechuraba area as part of its local sustainability program, complementing its ISO 50001 certification in energy management.

Uruguay

Claro Uruguay launched an initiative to plant native trees as part of its local environmental program.

Together, these projects reflect a vision of biodiversity that goes beyond regulatory compliance: we build partnerships with the scientific community, local communities, and conservation organizations to contribute to the recovery of ecosystems in the regions where we operate.

Report **Appendices**

CONTACT INFORMATION

GRI [2-3]

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- Telephone: +52 (55) 2581 3700 cxt. 5809
- Website: http://www.americamovil.com



Appendix A. Relationships with Key Stakeholders

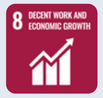
G R I (2-29)

MAIN STAKEHOLDER GROUPS	DESCRIPTION	RESPONSIBILITY	COMMITMENT AND PURPOSE	EXAMPLES OF RESULTS
Employees and Works Council	Current and potential employees. Employee representatives.	Group and local Human Resources departments. Employee representatives.	Ongoing engagement through internal channels, surveys, meetings, and opportunities for dialogue. The goal is to strengthen trust, productivity, and well-being, as well as to attract and retain talent, and to foster cooperation based on trust with employee representatives.	Labor agreements aligned with operational needs. Process optimization. Well-being and development programs. Health, safety, and compensation standards.
Customers	Residential customers (B2C) and business customers (B2B).	Business Units, Transformation, and Business Acceleration.	Active listening through surveys, direct contact, and handling complaints to understand expectations and tailor products and services. The goal is to ensure reliable connectivity, quality of service, commercial transparency, and consistent experiences.	Improved satisfaction and loyalty. Services tailored to customer needs. Timely resolution of issues.
Financial Community	Institutional and private investors, analysts, and financial media.	Investor Relations.	Transparent and regular communication through reports, meetings, conference calls, participation in international conferences, and roadshows, with the goal of addressing information needs and strengthening market confidence.	Ongoing relationship with investors. Support for the stability and preservation of the company's value.
Suppliers and Contractors	Strategic, medium, and small suppliers; distributors. Workers in the value chain	Procurement Compliance.	Relationships based on collaboration, compliance, and due diligence. Use of digital platforms to ensure responsible practices, delivery quality, and alignment with corporate standards.	Optimization of delivery processes. Compliance with the Supplier Code of Conduct. Strengthening the supply chain.
Media	Journalists, editors, publishing houses.	Corporate Communications.	Proactive engagement through press conferences, press releases, and direct dialogue to ensure access to information and promptly address reputational issues.	Strengthening corporate credibility and brand image.

MAIN STAKEHOLDER GROUPS	DESCRIPTION	RESPONSIBILITY	COMMITMENT AND PURPOSE	EXAMPLES OF RESULTS
Competitive Landscape	Industry and business associations, chambers of commerce, companies in the sector.	Regulatory Affairs, Public Affairs, ESLG, Senior Management.	Participation in multi-stakeholder initiatives and sectoral dialogue to exchange best practices and contribute to the development of common standards.	Harmonization of sustainability practices. Joint initiatives along the value chain. Coordinated regulatory feedback.
Officials and authorities	Government authorities and intergovernmental organizations.	Regulatory, Public Affairs, ESLG.	Ongoing technical dialogue to ensure regulatory compliance, drive connectivity and innovation projects, and strengthen data protection and integrity.	Cooperation on regulatory and connectivity projects. Regulatory feasibility.
Local communities	Municipalities, customers, and local organizations; priority groups; NGOs.	ESLG, EMF, Marketing, and Communications.	Engagement to address concerns related to infrastructure, health, and safety, as well as to promote connectivity, digital skills, and community programs.	Social acceptance of projects. Bridging the digital divide. Joint initiatives with local stakeholders.
Distributors	Authorized corporate and retail distributors.	Information not available for this period.	Support through certifications, training, communication platforms, and e-commerce to ensure quality, transparency, and business growth	Improved business performance and alignment with corporate standards.
Universities and think tanks	Educational and research institutions.	Information not available for this period.	Collaboration in research, training, and capacity building to strengthen digital literacy, innovation, and emerging technologies.	Strategic academic partnerships. Training and applied research programs.

Appendix B.
Contribution to the Sustainable Development Goals (SDGs)

At América Móvil, we seek to actively contribute to the achievement of the Sustainable Development Goals (SDGs) of the United Nations 2030 Agenda. To that end, we have aligned our materiality assessment and identified the key projects that contribute to the SDG targets. As one of the world's leading tele communications operators, and given our geographic presence, we have the opportunity to make a significant impact on at least these thirteen goals:

SDGS	SDG INDICATOR	AMÉRICA MÓVIL PROGRAM	PROGRESS 2025
	• 3.d.1 International Health Regulations (IHR) capacity and health emergency preparedness	• ISO 45001 certification and equivalent standards • Comprehensive Health Program / MIDO Program • Occupational Safety and Health Committees	The goal of achieving ISO 45001 certification or equivalent in all countries where América Móvil operates was met. The MIDO Program assessed 93% of Telcel's workforce (21,195 employees) and was expanded to Claro Ecuador, where more than 1,400 employees were assessed.
	• 4.3.1 Equitable Access to Technical and Higher Education • 4.4.1 ICT Skills • 4.a.1 Safe learning environments	• Training Programs • Digital Divide Strategy • Aprende con Claro • Escuelas Conetadas • Biblioteca Digital Telmex • Digital Lab	An average of 67 hours of training per employee was achieved, and 91% of staff received training. 15.6 million people benefited from digital inclusion programs (+18.84% compared to 2024). Escuelas Conectadas reached 387,761 students; Aprende con Claro reached 84,085 people; the Biblioteca Digital had 47,398 unique users; and Digital Lab served 499 students and 35 teachers.
	• 5.1.1 Equality and Non-Discrimination • 5.5.2 Women in Management • 5.c.1 Monitoring of Gender Equality	• Integrity and Compliance Program • Equality and Respect Policy • Women in the Workforce • Innováticas and Emprende Conectada	Women make up 27% of the Board of Directors. Women represent 38% of the workforce and 32% of management positions. STEM and entrepreneurship programs for women were promoted in several countries.
	• 7.2.1 Renewable Energy • 7.3.1 Energy Intensity	• Climate Transition Plan • GHG Reduction Targets • Energy Efficiency and Renewables	The share of renewable/clean energy reached 44%. Energy intensity was reduced by 14 MWh/TB compared to 2024.
	• 8.3.1 Employment • 8.5.1 Pay Equity • 8.7.1 Child Labor • 8.8.1 Occupational Safety	• Digital Divide Strategy • Pay Equity • Third-Party Due Diligence • ISO 45001	53% of new hires were people under 30 years of age. No suppliers were identified as posing a significant risk of forced labor. Workplace fatalities decreased by 43% compared to 2024.
	• 9.4.1 CO_2 Emissions • 9.c.1 Mobile Coverage	• Climate Transition Plan • Grid Modernization • Digital Divide Strategy	Carbon intensity was 0.0081 tCO_2e per TB transmitted (-79% compared to 2019). The LTE network provided coverage to 553.6 million people, and 5G operates in 19 countries.

SDGS	SDG INDICATOR	AMÉRICA MÓVIL PROGRAM	PROGRESS 2025
	• 10.3.1 Discrimination and Harassment	• Integrity Program • Whistleblower Portal • Human Rights Due Diligence	45.31% of complaints involved unequal treatment or discrimination, and 25.71% involved workplace harassment. There were no complaints regarding corruption or freedom of expression.
	• 11.6.1 Solid Waste Management	• Circular Economy • Environmental Policy • Reverse Logistics and Collection	A total of 26,805 metric tons of materials were recovered; 69% were recycled and 1% were reused. WEEE programs in Colombia and Nicaragua stood out.
	• 12.5.1 Recycling • 12.6.1 ESG Reports • 12.7.1 Sustainable Procurement • 12.8.1 Sustainable Education • 12.a Sustainable Technology	• Circular Economy • Sustainability Report • Due Diligence Regarding Third Parties • Environmental Digital Platforms	26,805 metric tons of materials were recovered. The 2024 Sustainability Report, with ISAE 3000 assurance, was published. The CIAL platform for supplier ESLG analysis was implemented.
	• 13.1.3 Climate Risks • 13.2.2 GHG Emissions • 13.3.1 Climate education	• Climate Transition Plan • SBT Targets • Net Zero 2050 Commitment	Total emissions were 3,974,457 tCO_2e. The cumulative reduction in Scope 1 and 2 emissions reached 27% compared to 2019.
	• 15.2.1 Ecosystem Management • 15.a.1 Biodiversity Funding	• Jaguar Conservation • Strategic Alliance for Biodiversity • Reforestation	Mangroves and rainforests were restored, along with a 3,500-hectare bioclimatic corridor. The national jaguar census recorded a 10% increase in the population.
	• 16.5.2 Anti-Corruption • 16.a.1 Human Rights • 16.b.1 Discrimination	• Integrity Program • ISO 37001 • Whistleblower Portal • Human Rights	No confirmed incidents of corruption were reported in five years. Anti-corruption training reached 95.63% of staff. Brazil obtained ISO 37001 certification.
	• 17.3.1 Funding • 17.8.1 Internet Use • 17.16.1 Partnerships • 17.17.1 Multisectoral partnerships	• Sustainable Financing • Sustainable Syndicated Loan • Digital Divide • Responsible Supply Chain	A sustainable loan of USD 1.5 billion was renewed. The LTE network reached 548.7 million people, and 5.6 million gained access to connectivity through the Group's programs.

Note: All social impact activities of América Móvil's related parties (unconsolidated) are reported separately. This report includes only initiatives by América Móvil and its subsidiaries. References to pages and appendices refer to the corresponding sections of the 2025 Sustainability Report.

Appendix C.
Contribution to the United Nations Global Compact Principles United Nations

Since 2016, América Móvil and our subsidiaries have made a tangible effort to comply with the Ten Principles of the United Nations Global Compact and align our operations with them. Below are the Principles and the 2025 initiatives and results through which we address each of them:

PRINCIPLE	CORPORATE DISCLOSURE
HUMAN RIGHTS	
Principle 1. **Businesses should support and respect the protection of internationally proclaimed human rights.**	In 2025, América Móvil strengthened its human rights framework through the Integrity and Compliance Program, which includes the Code of Ethics, the Human Rights Policy, the Human Rights Due Diligence Protocol, and the Equality and Respect Policy. In February 2025, we published **the Human Rights Due Diligence Protocol,** which is aligned with the United Nations Guiding Principles on Business and Human Rights and the OECD Guidelines, and formalizes the ongoing process for identifying, assessing, preventing, mitigating, and remedying adverse human rights impacts. See the chapter “Enabling a Better Business Environment.” Human Rights Due Diligence Protocol.
Principle 2. **Businesses must ensure that they are not complicit in human rights abuses.**	The Human Rights Due Diligence Protocol adopts a risk-based approach focused on people and establishes dialogue with stakeholders as a cross-cutting element applicable to all lines of business in the countries where we operate. Through the Third-Party Due Diligence Protocol, we assess human rights and labor risks in the supply chain. As of the end of 2025, we have no records of suppliers at significant risk of forced or compulsory labor or of violations of trade union rights or collective bargaining rights. See the chapter “Enabling a Better Business Framework,” specifically the sections on Corporate Ethics and Compliance, and Responsible Supply Chain. Third-Party Due Diligence Protocol.
LABOR STANDARDS	
Principle 3. **Companies must uphold freedom of association and the effective recognition of the right to collective bargaining.**	América Móvil’s labor relations are based on respect for freedom of association, collective bargaining, and compliance with labor rights in accordance with the applicable legislation in each country, as governed by the Policy on Labor Relations and Negotiations with Unions. In 2025, approximately **59% of the workforce** belonged to unions or was covered by collective bargaining agreements. Throughout the year, América Móvil maintained stable labor relations, with no strikes or lockouts. See the chapter “Enabling a Better Workplace,” section “Labor Relations Based on Trust,” and the Code of Ethics.

PRINCIPLE	CORPORATE DISCLOSURE
LABOR STANDARDS	
Principle 4. **Companies must advocate for the elimination of all forms of forced and compulsory labor.**	Our policy framework explicitly rejects child labor, forced labor, and any form of exploitation, and requires compliance with applicable labor laws and the Group's values. The Third-Party Due Diligence Protocol assesses suppliers' human rights and labor risks; as of the end of 2025, no suppliers were identified as being at significant risk of forced or compulsory labor. See the **Code of Ethics**, **the Human Rights Policy,** and the chapter "Enabling a Better Business Framework."
Principle 5. **Companies must advocate for the effective abolition of child labor.**	Human Capital's corporate policy framework explicitly rejects child labor. Its commitment to labor rights encompasses equal treatment and non-discrimination, decent working conditions, compliance with legally mandated working hours, and freedom of association. See the **Code of Ethics** and the Human Rights Policy.
Principle 6. **Companies should promote the elimination of discrimination in respect of employment and occupation.**	We have outlined our framework for diversity, equity, and inclusion in the Equality and Respect Policy, which establishes principles of human dignity, non-discrimination, equal opportunity, and respect. Its implementation is overseen by Human Resources and the Ethics Committee. In 2025, we operated in 23 countries, with more than 50 nationalities represented in our workforce. Women accounted for **37.9% of the total workforce.** We received recognition as an inclusive employer: Claro Colombia and Hitss were recertified with Equipares' Gold Seal for gender equality, and Claro Puerto Rico was recognized as a preferred employer for women. See the chapter "Enabling a Better Workplace," section on Diversity, Equity, and Inclusion, and the chapter "Enabling a Better Business Framework," section on Corporate Ethics and Compliance.
ENVIRONMENT	
Principle 7. **Businesses should support a precautionary approach to environmental challenges.**	América Móvil's Environmental Policy, which is mandatory for all employees and third parties in every country where we operate, establishes environmental management principles based on the MRV (measurable, reportable, and verifiable) methodology. Compliance with this policy is audited by the Compliance Office and the Corporate Sustainability department. We manage climate-related risks and opportunities through a continuous cycle aligned with IFRS S2 and TCFD. In 2025, we published our disclosures for the first time in accordance with IFRS S1 and IFRS S2. See the chapter "Enabling a Better Planet" and the Appendix on Risks and Opportunities. **Environmental Policy**
Principle 8. **Businesses should undertake initiatives to promote greater environmental responsibility.**	In 2025, the Group **implemented 236 decarbonization initiatives** across all three scopes (30 in Scope 1 and 206 in Scope 2). The cumulative reduction in Scope 1 and 2 emissions reached 27% compared to the 2019 baseline year, and carbon intensity was 0.0081 tCO_2e/TB transmitted (−79% vs. 2019). We adhere to the 9R principles of the circular economy: in 2025, we recovered 26,805 metric tons of materials (69% recycled). Our GHG inventory undergoes annual internal and external verification. See the chapter "Enabling a Better Planet" and the Environmental Performance Appendices (Emissions, Energy and Fuels, Waste, and Water).

PRINCIPLE	CORPORATE DISCLOSURE
ENVIRONMENT	
Principle 9. **Companies should encourage the development and dissemination of environmentally friendly technologies.**	We develop low-carbon solutions for business customers: IoT fleet management, smart water metering, smart grids, and connected cities. The rollout of 5G delivers greater energy efficiency per gigabyte transmitted. Network modernization (including the modernization of Telcel's radio access network and the virtualization of the CORE), the transition to renewable energy through PPAs and self-generation, and operational efficiency are the Group's main drivers for reducing its environmental impact. See the chapter "Enabling a Better Planet" and the chapter "Enabling a Better Business Framework," under the Innovation section.
FIGHT AGAINST CORRUPTION	
Principle 10. **Businesses should work against corruption in all its forms, including extortion and bribery**	Our Anti-Corruption Policy applies to internal and external employees and third parties across all operations, with formal mechanisms for prevention, monitoring, and response. **Over the past five years, we have not recorded any confirmed incidents of corruption.** By the end of 2025, anti-corruption training coverage reached 95.63% of employees. Regarding anti-bribery certification (ISO 37001), following Peru in 2024, we obtained certification in Brazil in 2025, with a coverage plan extending through 2030. We have a Whistleblower Portal that serves as a secure, confidential, and anonymous channel. See the chapter "Enabling a Better Business Environment," section on Anti-Corruption Management. Anti-Corruption Practices | Whistleblower Portal

Note: References to chapters and appendices refer to the corresponding sections of the 2025 Sustainability Report. The figures correspond to fiscal year 2025 and are detailed in the indicated chapters and appendices.

Appendix D.
Description of Risks and Opportunities Associated with Net Neutrality, Paid Peering, Zero-Rating, and Related Practices

TC-TL-520a.3

Position on the Open Internet and Net Neutrality

América Móvil recognizes and supports the principle of an open Internet, under which users may access services, applications, and content without discrimination. The Company operates under the principle of nondiscrimination in traffic management and promotes transparency in the management of its network, in accordance with the regulations in force in each country where it operates. Efficient traffic management and responsible network administration are considered essential to ensuring service quality, continuity, and security. The Company promotes transparency in network management and operates under the principle of nondiscrimination of traffic, in accordance with the regulations applicable in the countries where it operates. América Móvil implements network management practices necessary to ensure optimal levels of service capacity, speed, and availability, while maintaining a balance between operational efficiency and regulatory compliance.

The Company also continuously monitors business model alternatives compatible with the principle of net neutrality, thereby ensuring transparency in the treatment of traffic and the provision of services.

Associated Risks

Regulatory risk: Changes in regulation, particularly in jurisdictions where the Company is classified as a preponderant economic agent, may limit operational flexibility, increase administrative burdens, or result in penalties in the event of noncompliance.Regulatory uncertainty affects strategic planning and may have reputational implications with regulators and the markets.

Operational and Innovation Risk: Strict net-neutrality regulation could restrict the ability to manage network resources efficiently, affecting the introduction of new services and applications, as well as the pace of technological innovation.

Peering and Service-Quality Risk: In markets where data traffic exchange through peering agreements is permitted, failures or inefficiencies in such agreements with Internet service providers may result in service interruptions, reduced capacity, or deterioration in service speed and availability, affecting the user experience and the Company's reputation.

Risks Associated with External Events: Macroeconomic and regulatory factors, or disruptive events—including natural disasters—may affect infrastructure and service continuity, increasing operating and investment costs.

Associated Opportunities

- ***Investment certainty:*** A flexible regulatory environment based on general principles provides the legal certainty required to promote infrastructure investment, which is essential to meeting the exponential growth in data traffic and demand for emerging technologies such as 5G and IoT.
- ***Network optimization and service quality:*** Efficient traffic management and peering agreements, understood as mechanisms for exchanging data traffic between providers, can improve service capacity, speed, and availability, strengthening the Company's competitiveness.
- ***Development of new services:*** Technological evolution and the continued expansion of the network facilitate the introduction of new digital services and applications, creating new sources of value for customers and shareholders.

Regulatory Classification

In certain markets, América Móvil operates as a preponderant economic agent, which entails additional regulatory obligations that may affect the operation and business strategy. The Company manages this risk by continuously strengthening its regulatory-compliance capabilities, ensuring that its internal processes are aligned with applicable regulations and maintaining a proactive and transparent relationship with regulatory authorities and relevant

Applicable Regulatory Framework: Mexico.

1. **Telecommunications and Broadcasting Law -** Published in the Official Gazette of the Federation on July 16, 2025. Available for consultation **here.**
2. **Guidelines for traffic management and network administration to be observed by concessionaires and authorized entities providing Internet access services –** Published in the Official Gazette of the Federation on July 5, 2021. Available for consultation **here.**
3. **Asymmetric measures applicable to América Móvil and Telcel as preponderant economic agents –** Most recent resolution through which the Plenary Session of the Federal Telecommunications Institute removes, modifies, and adds to the measures imposed on the Preponderant Economic Agent under resolutions P/IFT/EXT/060314/76, P/IFT/EXT/270217/119, and P/IFT/021220/488. Available for consultation here (Annex 1).

Peering Policy (Paid Peering and Settlement-Free Peering)

In markets where permitted by applicable regulations, América Móvil enters into peering agreements—that is, data traffic exchange agreements—with multiple Internet service providers (ISPs), both directly and indirectly, in accordance with performance standards applicable at the national and international levels. These agreements are continuously updated to ensure the efficient exchange of traffic, maintain high levels of quality, capacity, and availability, and adapt to technological and commercial developments. The agreements may include arrangements with or without financial compensation, always in accordance with the principles of operational efficiency, service quality, and full regulatory compliance.

Internal-use note / conceptual distinction: In América Móvil's internal terminology, the term peering refers to the exchange of data traffic between providers, while the term interconnection is reserved for the exchange of voice and SMS traffic. This distinction is applied consistently throughout this response.

Zero-Rating Policy

América Móvil offers plans that include access to certain platforms and applications without consuming the data allowance purchased by the user—known as zero-rating—in markets where this practice is consistent with applicable regulations and the principles of transparency and net neutrality.

For illustrative purposes, in Mexico, through Telcel:

- **Telcel Libre Plans (postpaid):** Use of the following social media platforms does not consume data: Facebook, WhatsApp, X, Snapchat, Instagram, and Uber.
- **Prepaid plans:** Recharge packages of MXN 100 or more include access without data consumption to Facebook, Instagram, Facebook Messenger, Snapchat, and X.

América Móvil continuously evaluates the evolution of these business models, ensuring that any implementation of zero-rating is consistent with the regulations in force in each jurisdiction and aligned with the Company's commitments to transparency and nondiscrimination.

Risk Management and Resilience

As part of its comprehensive risk-management approach, América Móvil invests in resilient infrastructure, strengthens its critical assets, and maintains insurance coverage to protect its facilities. These actions reinforce its ability to respond to and recover from adverse events, helping ensure service continuity for its customers.

Appendix E. Tax Contribution

GRI (207-4, 207-1)

For more information about our Tax Policy, please visit América Móvil's corporate website.

In 2025, América Móvil accrued MX 53,870 million in corporate income taxes on a consolidated basis. This amount corresponds to an effective tax rate of 37.94% on our worldwide earnings.

AMÉRICA MÓVIL GROUP TAXES PAID BY COUNTRY — INFORMATION AS OF DECEMBER 31, 2025

NO.	TAX JURISDICTION	TOTAL REVENUE	ACCOUNTING PROFITS (LOSSES) BEFORE INCOME TAX FOR THE REPORTED FISCAL YEAR	INCOME TAX ACTUALLY PAID	INCOME TAX ACCRUED	NUMBER OF EMPLOYEES FOR THE REPORTED TAX YEAR
1	**Germany**	168,052,019	-19,587,502	403,535	403,535	28
2	**Argentina**	44,049,551,423	13,168,930,789	1,945,807,018	1,945,807,018	3,809
3	**Austria**	59,700,540,284	3,508,931,087	1,188,026,252	1,187,535,160	6,453
4	**Belarus**	8,952,820,320	2,961,078,566	851,871,561	851,871,561	2,125
5	**Bosnia and Herzegovina**	5,683,786	-55,279	50,594	50,594	0
6	**Brazil**	210,929,210,544	-8,706,271,651	466,107,650	466,107,650	33,277
7	**Bulgaria**	16,683,475,962	3,800,940,057	404,526,980	404,527,129	3,884
8	**Canada**	0	0	0	0	0
9	**Chile**	21,167,640,881	-13,526,238,175	50,884,598	0	3,146
10	**Cyprus**	150,104,290	-1,022,533,404	30,429,848	30,429,848	1
11	**Colombia**	71,735,301,441	6,482,440,976	1,854,017,956	1,854,017,956	10,517
12	**Costa Rica**	5,924,013,415	465,947,264	0	0	1,013
13	**Croatia**	11,320,114,294	1,685,385,926	292,268,769	344,849,292	1,948
14	**Ecuador**	19,185,189,409	3,560,820,662	1,167,639,736	1,167,639,735	3,591
15	**El Salvador**	10,958,491,079	1,370,464,932	256,951,108	257,004,827	2,135

NO.	TAX JURISDICTION	TOTAL REVENUE	ACCOUNTING PROFITS (LOSSES) BEFORE INCOME TAX FOR THE REPORTED FISCAL YEAR	INCOME TAX ACTUALLY PAID	INCOME TAX ACCRUED	NUMBER OF EMPLOYEES FOR THE REPORTED TAX YEAR
16	**Slovenia**	4,561,187,387	-371,845,426	0	0	601
17	**Spain**	380,922,974	8,718,367	2,179,585	2,179,593	18
18	**United States of America**	8,077,430,988	3,662,452,509	798,741,353	664,662,803	495
19	**Guatemala**	20,703,202,814	4,252,753,728	779,109,667	862,297,940	3,763
20	**Honduras**	6,268,116,399	403,218,310	163,817,508	163,817,508	1,144
21	**Hungary**	22,026,322	93,116	630,791	97,477	0
22	**Italy**	6,543,122	448,686	45,245	45,245	0
23	**Macedonia**	3,268,182,417	416,620,125	46,414,638	51,922,345	784
24	**Mexico**	628,191,200,869	144,182,109,594	38,519,824,561	37,601,091,894	76,309
25	**Nicaragua**	6,885,707,314	1,051,266,765	507,597,314	540,131,244	354
26	**Panama**	0	0	0	0	0
27	**Paraguay**	2,531,297,882	-396,125,854	0	0	468
28	**Netherlands**	79,366,013,621	-22,782,412,823	0	6,752,463,539	0
29	**Peru**	36,295,706,320	3,578,171,703	1,490,334,810	1,490,334,810	3,890
30	**Poland**	2,121,027	322,420	10,732	10,741	0
31	**Puerto Rico**	17,089,265,615	-1,967,455,151	9,152	0	2,355
32	**United Kingdom of Great Britain and Northern Ireland**	8,367,040	122,303	0	311,978	0
33	**Czech Republic**	10,600,074	79,010	129,774	129,774	0
34	**Republic of Serbia**	7,915,730,280	959,552,810	148,743,818	148,743,818	1,613
35	**Dominican Republic**	20,282,242,012	7,006,862,295	1,881,444,642	1,881,444,642	7,626

NO.	TAX JURISDICTION	TOTAL REVENUE	ACCOUNTING PROFITS (LOSSES) BEFORE INCOME TAX FOR THE REPORTED FISCAL YEAR	INCOME TAX ACTUALLY PAID	INCOME TAX ACCRUED	NUMBER OF EMPLOYEES FOR THE REPORTED TAX YEAR
36	**Slovak Republic**	6,375,175	60,942	0	38,018	0
37	**Romania**	14,289,204	-869,972	6,529	237,087	0
38	**Switzerland**	368,582,249	-10,039,107	0	28,675	43
39	**Türkiye**	17,886,259	8,497,728	0	0	0
40	**Uruguay**	1,775,270,278	-96,965,014	0	0	254
Total		**1,324,978,456,789**	**153,635,891,312**	**52,848,025,724**	**58,670,233,436**	**171,644**

Figures expressed in Mexican pesos (MXN), except for the number of employees. Information prepared in accordance with the Country-by-Country Report. [GRI 207-4]

Appendix F.
Tax Organizational Structure

GRI (207-4, 207-4)

AMÉRICA MÓVIL GROUP
XES PAID BY COUNTRY — INFORMATION AS OF DECEMBER 31, 2025

NO.	TAX JURISDICTION	TOTAL REVENUE	ACCOUNTING PROFITS (LOSSES) BEFORE INCOME TAX FOR THE REPORTED TAX YEAR
1	Germany	168,052,019	-19,587,502
2	Argentina	44,049,551,423	13,168,930,789
3	Austria	59,700,540,284	3,508,931,087
4	Belarus	8,952,820,320	2,961,078,566
5	Bosnia and Herzegovina	5,683,786	-55,279
6	Brazil	210,929,210,544	-8,706,271,651
7	Bulgaria	16,683,475,962	3,800,940,057
8	Canada	0	0
9	Chile	21,167,640,881	-13,526,238,175
10	Cyprus	150,104,290	-1,022,533,404
11	Colombia	71,735,301,441	6,482,440,976
12	Costa Rica	5,924,013,415	465,947,264
13	Croatia	11,320,114,294	1,685,385,926
14	Ecuador	19,185,189,409	3,560,820,662
15	El Salvador	10,958,491,079	1,370,464,932
16	Slovenia	4,561,187,387	-371,845,426
17	Spain	380,922,974	8,718,367
18	United States of America	8,077,430,988	3,662,452,509
19	Guatemala	20,703,202,814	4,252,753,728
20	Honduras	6,268,116,399	403,218,310
21	Hungary	22,026,322	93,116
22	Italy	6,543,122	448,686
23	Macedonia	3,268,182,417	416,620,125
24	Mexico	628,191,200,869	144,182,109,594
25	Nicaragua	6,885,707,314	1,051,266,765
26	Panama	0	0
27	Paraguay	2,531,297,882	-396,125,854
28	Netherlands	79,366,013,621	-22,782,412,823
29	Peru	36,295,706,320	3,578,171,703
30	Poland	2,121,027	322,420
31	Puerto Rico	17,089,265,615	-1,967,455,151
32	United Kingdom of Great Britain and Northern Ireland	8,367,040	122,303

NO.	TAX JURISDICTION	TOTAL REVENUE	ACCOUNTING PROFITS (LOSSES) BEFORE INCOME TAX FOR THE REPORTED TAX YEAR
33	**Czech Republic**	10,600,074	79,010
34	**Republic of Serbia**	7,915,730,280	959,552,810
35	**Dominican Republic**	20,282,242,012	7,006,862,295
36	**Slovak Republic**	6,375,175	60,942
37	**Romania**	14,289,204	-869,972
38	**Switzerland**	368,582,249	-10,039,107
39	**Türkiye**	17,886,259	8,497,728
40	**Uruguay**	1,775,270,278	-96,965,014

Appendix G.
Key Human Resources Policies

G R I (2-23, 401-1, 404-2)

Talent management at América Móvil is based on the Corporate Human Capital Strategy, which is structured around 21 corporate policies covering the entire employee lifecycle: attraction and selection, hiring, compensation, evaluation, development, well-being, safety, and labor relations. In 2025, all our operations closed the fiscal year in alignment with this corporate framework, bringing together 176,290 employees across 23 countries under common principles, metrics, and standards.

This framework ensures the uniform application of standards across all subsidiaries and aligns our practices with international benchmarks, including the United Nations Global Compact Principles, GRI Standards, and management systems such as ISO 45001. The following are the main policies that comprise it:

POLICY	SCOPE
Code of Ethics	It forms the foundation of the Integrity and Compliance Program and establishes the principles and values that guide the conduct of all employees, promoting transparency, integrity, and respect in all operations.
Corporate Human Resources Strategy	It defines the vision and strategic objectives of talent management, ensuring alignment with business needs and promoting the development and well-being of employees.
Labor Rights	It regulates wages, working hours, decent working conditions, freedom of association, unionization, and guidelines regarding dismissals, among other issues.
Organizational Control	It regulates the organizational structure, establishing criteria for the assignment of responsibilities, hierarchical levels, and internal processes that ensure efficiency and control in talent management.
Job Descriptions	Defines the criteria for creating, updating, and managing job descriptions, ensuring clarity regarding the duties, responsibilities, and competencies required for each position.
Talent Acquisition and Candidate Assessment	It establishes guidelines for recruiting new talent, ensuring that selection processes are objective, transparent, free of bias, and aligned with the business's strategic needs.
Compensation	Regulates compensation structures, ensuring external competitiveness in the market and internal equity in compensation based on performance and responsibilities.
Performance-Based Variable Compensation	Define the criteria for awarding incentives and bonuses, ensuring that they are aligned with the achievement of strategic objectives and individual performance.
Communication of Objectives	Establishes the process for defining, communicating, and monitoring organizational objectives.
Hiring	Regulates the hiring processes across all subsidiaries, ensuring compliance with corporate and legal standards when onboarding employees.
Training	Establishes the framework for employee training and development, ensuring that employees have the tools and knowledge they need to improve their performance and grow professionally.
Performance Evaluation and Identification of High Potential	It governs the process of measuring performance and identifying employees with high potential, ensuring that development plans are in place.
Potential Assessment	Define the criteria and methodologies for identifying and developing employees with the greatest potential for leadership and growth within the organization.

POLICY	SCOPE
Talent Development	Establish strategies to foster the growth and development of employees, aligning professional development with business needs.
360-Degree Evaluation	Oversees the implementation of comprehensive performance evaluations, incorporating multi-source feedback from supervisors, peers, and subordinates to support professional development.
Social Welfare and Personal Development	It supports physical, mental, and social well-being programs for employees, promoting a work-life balance.
Occupational Safety and Health	Establishes guidelines to ensure safe and healthy working conditions, reducing occupational hazards and promoting a culture of prevention.
Labor Relations and Negotiations with Unions	It recognizes the freedom of association and establishes the principles for managing relationships with unions and labor organizations in accordance with each country's legal regulations.
Workplace Environment	Defines strategies to measure and improve the work environment, fostering a positive and motivating organizational culture.
Organizational Behavior Indicators	Defines guidelines for measuring and analyzing turnover, promotions, internal mobility, and professional development, supporting strategic decision-making in talent management.
Social Aspects of Sustainability	It establishes the collection and analysis of social, demographic, and socioeconomic indicators, facilitating the development of welfare policies and strategies tailored to the needs of employees.

More than just a set of documents, this regulatory framework translates into effective management, consistent decision-making, and an everyday culture. Its governance is supported by periodic meetings organized by topic, in which each operation presents its progress, shares challenges, and receives corporate guidance, so that success stories from one country become recommendations for others: centralized leadership and collaborative learning with common standards.

Appendix H. Talent Management (Hiring, Rotation, and Training)

G R I (2-7 , 404-1, 405-1, 405-2)

HISTORICAL WORKFORCE DATA

TOTAL NUMBER OF EMPLOYEES	2021	2022	2023	2024	2025
	181,205	175,867	176,268	178,691	177,741

* The difference in the totals is due to the calculation of full-time equivalent (FTE) employees.

TOTAL FULL-TIME WORKFORCE BY COUNTRY/REGION

COUNTRY/REGION FULL-TIME EQUIVALENT EMPLOYEES (FTES)	2025	
	EMPLOYEES	PERCENTAGE
Mexico	72,959.5	41.39%
Brazil	39,964.5	22.67%
Colombia	10,340	5.87%
Southern Cone	7,678.5	4.36%
Andean Region	8,556	4.85%
Central America	10,104	5.73%
United States	333.5	0.19%
Caribbean	9,502.5	5.39%
Europe	16,851	9.56%
Total	**176,290**	**100.00%**

*This calculation includes employees of Telcel, Telmex, Global Hitss México, Sección Amarilla, Telvista, AMX Contenido, and Transfer.

FULL-TIME WORKFORCE BROKEN DOWN BY AGE

AGE FULL-TIME EQUIVALENT EMPLOYEES (FTES)	2025	
	TOTAL NUMBER	PERCENTAGE
Under 30 years old	32,118	18.22%
Ages 30–50	117,996	66.93%
Over 50 years old	26,175	14.85%

TOTAL FULL-TIME WORKFORCE BY ORGANIZATIONAL LEVEL AND GENDER

ORGANIZATIONAL LEVEL FULL-TIME EQUIVALENT EMPLOYEES (FTES)	2025		
	MEN	WOMEN	TOTAL
Executives	182.5	622	804.5
Managers	1,800	4,372	6,172
Supervisory staff	5,183	10,258	15,441
Non-supervisory employees	46,511.5	79,493.5	126,005
Entry-level	13,089	14,778	27,867
Total full-time equivalent employees (FTEs)	**66,766**	**109,523.5**	**176,289.5**

TOTAL STAFF** (FULL-TIME AND PART-TIME, GENDER, AGE, ORGANIZATIONAL LEVEL, COUNTRY OR REGION, PERMANENT AND TEMPORARY)

COUNTRY/REGION (FULL-TIME EQUIVALENT EMPLOYEES)	PERMANENT CONTRACT			TEMPORARY CONTRACT		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Mexico	45,930	26,956.5	72,887	49	24	73
Brazil	23,411	16,459.5	39,871	71	23	94
Colombia	6,372	3,961	10,333	5	2	7
Southern Cone	4,815.5	2,863	7,679			0
Andean Region	4,169.5	2,899.5	7,069	1112	375	1,487
Central America	6,941.5	3,162.5	10,104			0
United States	207	126.5	334			0
Caribbean	5,603.5	3,867.5	9,471	23	9	32
Europe	10,354	5,772	16,126	426	299	725
Total	**107,804**	**66,068**	**173,872**	**1,686**	**732**	**2,418**

*In the United States, includes only CES USA
** Figures in full-time equivalent (FTE) employees

ORGANIZATIONAL CLIMATE SURVEY FOR EMPLOYEES

Participation Rate	90.23%
Rating	85.34%

In 2024, various action plans were implemented based on the results of the GPTW survey. In 2025, the internal Organizational Climate survey was administered. Both processes provide us with valuable indicators, which will be analyzed with the aim of improving the work environment for our employees. The figures exclude Telmex and Europe.

STATEMENT ON THE WORKPLACE CULTURE SURVEY

In 2025, the internal Organizational Climate survey was conducted. A total of **107,362 employees** participated in the process, representing a **90.23% response rate,** and the overall result showed an **85.34% satisfaction rate** with their work environment. This assessment enabled a detailed analysis of the evaluated dimensions, thereby leading to significant improvements in the work environment. The top priority for 2026 will be to develop action plans to address the dimensions with low scores and to follow up on the established plans and commitments.

RELEVANT INDICATORS IN WORKFORCE MANAGEMENT

REQUIREMENTS	2025	
	NUMBER	PERCENTAGE
Percentage of the workforce covered by unions/ collective bargaining agreements	103,427	59%
Estimated number of employees affected by strikes, work stoppages, and lockouts	0	0%
Percentage of senior executives at significant operating locations hired from the local community	734	91%

RETURN ON INVESTMENT IN HUMAN CAPITAL (ROI) (FIGURES IN MEXICAN PESOS)

ROI DE CAPITAL HUMANO	2021	2022	2023	2024	2025
Total Revenue	$830,687,452,000	$844,501,397,000	$816,012,844,000	$869,220,584,000	$943,638,000,000
Total operating expenses	$684,356,420,000	$685,071,940,000	$666,858,470,000	$689,120,494,000	$752,230,000,000
Total employee-related expenses	$114,714,876,000	$111,912,192,000	$109,871,000,000	$118,025,000,000	$128,810,088,000
ROI	$2.28	$2.42	$2.36	$2.53	$2.49

ANNUAL TURNOVER RATE (TOTAL AND VOLUNTARY)

G R I (401-1)

REQUIREMENT	2022	2023	2024	2025
	TOTAL			
Total turnover rate	12.78	12.16	11.11	9.74
Voluntary turnover rate	10.62	9.86	8.81	7.55
Employee coverage included in the turnover calculation	91.3	91.4	91.6	91.6

* The reported employee turnover rate excludes call center employees.

ANNUAL TURNOVER RATE BY GENDER (TOTAL AND VOLUNTARY)

REQUIREMENT	2024			2025		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Total turnover rate	11.12	11.09	**11.11**	9.33	10.44	**9.74**
Voluntary turnover rate	8.83	8.77	**8.81**	7.14	8.26	**7.55**

ANNUAL TURNOVER RATE BY AGE (TOTAL AND VOLUNTARY)

AGE	2024		2025	
	TOTAL TURNOVER RATE	VOLUNTARY TURNOVER RATE	TOTAL TURNOVER RATE	VOLUNTARY TURNOVER RATE
Under 30 years	26.43	23.3	**27.28**	24.34
Between 30 and 50 years	9.97	7.73	**7.68**	5.7
Over 50 years	7.97	5.34	**6.31**	-

ANNUAL TURNOVER RATE BY REGION

COUNTRY/REGION	2025	
	TOTAL TURNOVER	VOLUNTARY TURNOVER
Mexico	6.6	4
Brazil	10.4	8
Colombia	8	7
Southern Cone	11	9
Andean Region	22.2	17
Central America	15.3	11
Caribbean	7	4
Europe	13.5	9

HISTORICAL HIRING RESULTS

REQUIREMENT	2021	2022	2023	2024	2025
Total number of newly hired employees	24,971	33,277	30,559	32,981	31,400
Number of women hired in new hires	11,136	16,605	14,435	14,703	15,397

TOTAL NUMBER OF HIRES AND PERCENTAGE OF INTERNAL PROMOTIONS (ORGANIZATIONAL LEVEL AND GENDER)

G R I (401-1)

REQUIREMENT	NUMBER OF EMPLOYEES HIRED								PERCENTAGE OF POSITIONS FILLED BY INTERNAL							
	2024		2024		2024		2025		2022		2023		2024		2025	
	MEN	WOMEN	MEN	WOMEN	MEN	WOMEN	MEN	WOMEN	MEN	WOMEN	MEN	WOMEN	MEN	WOMEN	MEN	WOMEN
Executives	58	36	15%	7%	15	11	23%	17%	22	5	41%	6%	20	6	54%	17%
Management	121	63	32%	19%	123	35	51%	21%	152	62	35%	18%	137	70	55%	26%
Employees with supervisory responsibilities	322	225	34%	24%	296	165	36%	27%	511	230	39%	27%	3,359	3,956	23%	9%
Employees without supervisory responsibilities	7,511	7,613	13%	8%	8,385	7,806	15%	11%	13,499	10,578	19%	18%	8,755	7,558	29%	22%
Entry level	8,660	8,668	3%	2%	7,305	6,418	5%	2%	4,094	3,828	2%	2%	3,732	3,807	2%	3%
Total hires	16,672	16,605	97%	60%	16,124	14,435	130%	78%	18,278	14,703	136%	71%	16,003	15,397	163%	77%
Totals		**33,277**		-		**30,559**		-		**32,981**		-		**31,400**		-

AVERAGE HIRING COST IN MEXICAN PESOS

ORGANIZATIONAL LEVEL	2024		2025	
	MEN	WOMEN	MEN	WOMEN
Executives	10,575	10,575	9,742	9,742
Management				
Employees with supervisory responsibilities				
Employees without supervisory responsibilities				
Entry level				

* Average cost per Full-Time Equivalent [FTE].

HIRING RATE BY AGE

AGE	2025
Under 30 years	53%
Between 30 and 50 years	42%
Over 50 years	5%

PERCENTAGE OF EMPLOYEES WHO RECEIVED A REGULAR PERFORMANCE AND CAREER DEVELOPMENT REVIEW, BY GENDER AND REGION

G R I (404-3)

COUNTRY/REGION	2024				2025			
	MEN	WOMEN	TOTAL	PERCENTAGE OF EMPLOYEES	MEN	WOMEN	TOTAL	PERCENTAGE OF EMPLOYEES
Mexico	34,377	20,608	75,592	73%	42,976	24,271	73,293	92%
Brazil	18,401	14,066	37,525	87%	19,425	10,847	39,965	76%
Colombia	5,873	3,745	11,034	87%	6,341	3,923	10,340	99%
Southern Cone	4,504	2,850	7,799	94%	4,695	2,881	7,679	99%
Andean Region	3,832	2,842	8,245	81%	4,905	3,032	8,556	93%
Central America	6,359	2,810	9,966	92%	6,580	2,953	10,104	94%
Caribbean	5,277	3,920	9,777	94%	4,998	3,273	9,503	87%
Europe	12,107	8,143	17,499	100%	10,780	6,071	16,851	100%
Total	90,730	58,984	177,437	89%	100,700	57,251	176,289.5	90%

AVERAGE TRAINING HOURS BY GENDER AND ORGANIZATIONAL LEVEL

G R I (404-1)

ORGANIZATIONAL LEVEL	2025				
	MANDATORY TRAINING	MANDATORY TRAINING	NON-MANDATORY TRAINING	NON-MANDA-TORY TRAINING	TOTAL
	MEN	WOMEN	MEN	WOMEN	
Executives	13	16	12	29	29
Management	13	18	9	23	27
Employees with supervisory responsibilities	23	26	28	74	67
Employees without supervisory responsibilities	24	24	22	29	49
Entry level	81	137	41	71	162
Total average	**31**	**47**	**25**	**41**	**67**

AVERAGE TRAINING HOURS BY AGE AND TRAINING TYPE

AGE	2024		2025	
	MANDATORY TRAINING	NON-MANDATORY TRAINING	MANDATORY TRAINING	NON-MANDATORY TRAINING
Under 30 years	89	35	125	73
Between 30 and 50 years	26	21	27	21
Over 50 years	23	12	17	15
Total average training	**36**	**22**	**40**	**27**

WORKFORCE TRADE UNION AND COLLECTIVE BARGAINING COVERAGE

REQUIREMENT	2022	2023	2024	2025
Unionized employees	109,168	107,205	107,225	103,427
Percentage	59%	61%	60%	59%

AVERAGE TRAINING HOURS BY REGION, GENDER AND TRAINING TYPE

COUNTRY/REGION	2024				2025			
	MANDATORY TRAINING		NON-MANDATORY TRAINING		MANDATORY TRAINING		NON-MANDATORY TRAINING	
	MEN	WOMEN	MEN	WOMEN	MEN	WOMEN	MEN	WOMEN
Mexico	48	50	14	14	34	40	10	11
Brazil	4	5	6	8	1	2	7	10
Colombia	45	44	100	149	15	18	89	159
Southern Cone	1	1	21	12	13	10	36	35
Andean Region	22	21	18	19	13	15	19	28
Central America	28	54	19	14	55	50	6	8
Caribbean	46	103	28	73	211	428	156	316
Europe	4	10	21	28	3	6	27	33
Total	**32**	**37**	**19**	**24**	**31**	**47**	**25**	**41**

INVESTMENT IN TRAINING AND DEVELOPMENT (IN MILLIONS)

COUNTRY/REGION	2024				2025			
	USD		MXP		USD		MXP	
	MEN	WOMEN	MEN	WOMEN	MEN	WOMEN	MEN	WOMEN
Mexico	80	45	1,621	912	42	27	750	491
Brazil	147	166	2,979	3,365	74	147	1331	2,647
Colombia	162	158	3,283	3,202	103	118	1849	2114
Southern Cone	38	41	770	831	140	142	2507	2,554
Andean Region	106	80	2,148	1,621	70	79	1258	1411
Central America	113	128	2,290	2,594	133	124	2395	2,236
Caribbean	162	211	3,283	4,277	249	117	4472	2103
Europe	-	-	-	-	-	-	-	-
Total	**94**	**87**	**1,905**	**1,763**	**70**	**77**	**1,262**	**1,384**

* Note: Figures are presented in millions of U.S. dollars (USD) and millions of Mexican pesos (MXN).

TRAINING AND DEVELOPMENT HISTORICAL INVESTMENT (IN MILLIONS OF USD)

REQUIREMENT	2022	2023	2024	2025
Historical expenditure on training and development (in millions of USD)	10	11	15	12

TRAINING AND DEVELOPMENT INVESTMENT BY MANAGEMENT LEVEL AND GENDER DURING THE PERIOD (IN MILLIONS)

ORGANIZATIONAL LEVEL	MANDATORY TRAINING				NON-MANDATORY TRAINING			
	USD		MXP		USD		MXP	
	MEN	WOMEN	MEN	WOMEN	MEN	WOMEN	MEN	WOMEN
Executives	44	134	793	2,412	66	97	1177	1,736
Management	50	166	905	2,974	49	154	881	2,767
Employees with supervisory responsibilities	37	32	656	580	42	62	753	1109
Employees without supervisory responsibilities	31	31	556	563	26	39	473	704
Entry level	43	18	764	332	81	38	1448	689
Total	**34**	**33**	**609**	**588**	**36**	**44**	**652**	**790**

* Note: Figures are presented in millions of U.S. dollars (USD) and millions of Mexican pesos (MXN).

HISTORICAL AVERAGE ANNUAL TRAINING HOURS PER EMPLOYEE

REQUIREMENT	2021	2022	2023	2024	2025
Annual training hours per employee	61	52	43	54	67

Average annual training hours per FTE. The database includes part-time and temporary employees. The table notes tab requested that any modifications to the table notes be indicated; no comments were generated at that time.

Appendix I. Compensation and Pay Equity

HISTORICAL TREND IN THE NUMBER OF EMPLOYEES AND WOMEN IN SENIOR MANAGEMENT

REQUIREMENT	2022	2023	2024	2025
Number of employees in senior management	820	832	828	805
Number of women in senior management	178	184	176	183

DISTRIBUTION OF EMPLOYEES WITH DISABILITIES BY TYPE OF DISABILITY

TYPE OF DISABILITY	PERCENTAGE BY TYPE OF DISABILITY	
	2024	2025
Motor	65%	66%
Auditory	9%	9%
Visual	15%	14%
Intellectual	4%	4%
Emotional	5%	5%
Multiple	3%	2%

* Note: 1.4% of américa móvil's total workforce corresponds to employees with disabilities (2,518 employees).

PERCENTAGE OF WOMEN IN THE WORKFORCE

REQUIREMENT	2024	2025
Women in the total workforce	38%	0.38
Women in all management positions, including junior, senior, management, and executive positions	32%	0.32
Women in first-level leadership or junior management positions	28%	0.28
Women in senior executive positions	21%	0.23
Women in management positions in revenue-generating functions (commercial function)	56%	0.56
Women in positions related to Science, Technology, Engineering, and Mathematics (STEM)	18%	0.18

AVERAGE YEARS OF SERVICE BY GENDER

REQUIREMENT	2023	2024	2025
Female Employees	8.65	9.14	9.05
Male Employees	10.36	10.74	10.46

GENDER-BASED COMPENSATION INDICATORS

YEAR	CURRENCY	ANNUAL BASE SALARY			ANNUAL BASE SALARY + INCENTIVES		
		AVERAGE ANNUAL COMPENSATION FOR MALE EMPLOYEES	AVERAGE ANNUAL COMPENSATION FOR FEMALE EMPLOYEES	SALARY PER EMPLOYEE	AVERAGE ANNUAL COMPENSATION FOR MALE EMPLOYEES	AVERAGE ANNUAL COMPENSATION FOR FEMALE EMPLOYEES	SALARY PER EMPLOYEE
2023	[MXN]	370,698	259,438	327,909	550,922	396,406	492,112
2023	[USD]	21,943	15,357	19,410	32,611	23,465	29,130
2024	[MXN]	446,926	322,748	399,568	604,081	446,531	543,943
2024	[USD]	22,051	15,924	19,714	29,804	22,031	26,837
2025	[MXN]	362,907	281,028	331,573	563,628	438,905	515,897
2025	[USD]	20,199	15,642	18,455	31,371	24,429	28,714

AVERAGE SALARY BY GENDER AND EMPLOYEE LEVEL

EMPLOYEE LEVEL	2025		
	AVERAGE SALARY FOR MEN (MXN)	AVERAGE SALARY FOR WOMEN (MXN)	PERCENTAGE
Executive level (base salary only)	2,443,817.57	1,980,990.40	81%
Executive level (base salary + other cash incentives)	4,438,659.83	3,505,462.89	79%
Managerial level (base salary only)	836,398.38	804,809.79	96%
Management level (base salary + other cash incentives)	1,298,000.94	1,265,016.24	97%
Non-management level (base salary)	328,108.11	260,122.26	79%
Non-managerial level (base salary + other cash incentives)	505,690.05	404,827.78	80%

*In the case of Telcel, the management category does not include certain senior executives in order to avoid bias in the statistical representation of that category.

AVERAGE SALARY BY GENDER AND EMPLOYEE LEVEL

OPERATION	2025		
	WAGE RATIO BETWEEN WOMEN AND MEN	MONTHLY RATIO	ANNUAL RATIO
TELCEL MEXICO	Executive Positions	0.82	0.78
	Management positions	0.98	0.98
	Non-managerial positions	0.89	0.89
	Total	**0.85**	**0.85**
COLOMBIA	Executive positions	0.65	0.67
	Managerial positions	0.92	0.92
	Non-managerial positions	0.79	0.87
	Total	**0.76**	**0.82**
BRAZIL	Executive positions	0.69	0.69
	Managerial positions	1.02	1.04
	Non-managerial positions	0.7	0.71
	Total	**0.66**	**0.65**

PERCENTAGE OF FULL-TIME EMPLOYEES BY COUNTRY OR REGION

COUNTRY/REGION	SHARE OF TOTAL WORKFORCE				SHARE OF ALL MANAGEMENT POSITIONS, INCLUDING MIDDLE AND JUNIOR MANAGEMENT (AS % OF TOTAL WORKFORCE)		
	2023	2023	2024	2025	2023	2024	2025
Mexico	48.50%	48.50%	41.80%	41.4%	40.0%	39.0%	37.8%
South America	29.50%	29.50%	36.00%	37.7%	38.0%	40.0%	40.8%
Central America	5.80%	5.80%	6.00%	5.7%	7.0%	7.0%	7.6%
United States	0.20%	0.20%	0.2%	0.2%	0.4%	0.0%	0.5%
Caribbean	6.00%	6.00%	6.00%	5.4%	6.0%	6.0%	6.0%
Europe	10.00%	10.00%	10.00%	9.6%	8.0%	7.0%	7.3%
Total	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.0%**	**100.0%**	**100.00%**

Appendix J. ESG Incentives

	A1 TELEKOM GROUP	EUROTELESITES	CLARO COLOMBIA	CLARO ECUADOR	CLARO DOMINICAN REPUBLIC
Incentive for	CEO, COO, CFO, Energy Manager, Facilities/Fixed Assets Manager, Sustainability Manager, Procurement Manager, Field Technicians	CEO, CFO, and CEOs at all subsidiaries & CFO at one subsidiary	Chief Sustainability Officer (CSO), Chief Technology Officer, Chief Human Resources Officer, Chief Commercial Officer / Chief Customer Experience Officer, Chief Procurement Officer, Sustainability Manager, Health, Safety, and Environment Manager, Procurement Manager	Mass Market Commercial Director, Finance and Administration Director, Legal Director, Human Resources Director, Customer Service Director, Technology and Information Director	Vice Presidents, Directors, Managers, Supervisors, Project Leaders, functional executives, and heads of departments related to ESLG indicators, operations, finance, compliance, organizational climate, sustainability, safety, efficiency, quality, and customer service.
Senior executives	YES	YES	YES	YES	YES
Middle managers	-	-	YES	-	YES
Managers	YES	-	YES	-	YES
Other employees	-	-	YES	-	Yes, in specific roles such as supervisors, project leaders, and functional executives with assigned performance metrics.
Type of incentive	Bonus as a percentage of salary, non-monetary reward (public recognition)	Bonus as a percentage of salary	Bonus as a percentage of salary and bonus as part of variable compensation in commissions	Bonus in addition to salary	Integrated into the Business Plan incentive; corresponds to a variable incentive linked to the achievement of metrics defined for each position or area.
Part of an incentive plan	Some are part of the short- and long-term plan	Some are part of both short- and long-term plans	Some are part of the short-term plan	Part of the short-term plan	Yes, it is part of the short-term incentive plan
Topics Covered	Progress toward environmental goals, implementation of the climate transition plan, emissions reduction, energy efficiency, fuel efficiency, renewable energy, recycling and reuse, circular economy, social programs, engagement with suppliers, climate and human rights due diligence, Scope 3 emissions, diversity, training hours	Achievement of the zero-fatality goal, reduction in accidents, renewable energy, emissions reduction, due diligence in the supply chain	Decarbonization roadmap toward carbon neutrality, renewable energy, efficiency, fuel, supplier training (code of ethics, anti-corruption policies, carbon footprint), employee fatalities, performance evaluation, digital divide, NPS, due diligence.	Distributor training (code of ethics, anti-corruption policies, carbon footprint); supplier training (carbon footprint, environmental management system), energy and water consumption; renewable energy initiatives; 0 employee fatalities, ISO 45001, employee performance evaluations, work environment (GPTW); digitization of documentation (paperless); reduction in energy and fuel consumption in generators. Date	Sustainability, environmental management, energy efficiency, waste, occupational safety, organizational climate, talent development, employee satisfaction, NPS, customer service, regulatory compliance, ethics, cybersecurity, internal control, risk management, suppliers, operational quality, business continuity, process efficiency, and network performance.
ESLG Incentive Implementation Date	2020	2024	2021	2023	2006

Appendix K. Occupational Health and Safety

G R I (403-8, 403-9, 403-10)

LOST TIME INJURY FREQUENCY RATE AND RECORDABLE WORK-RELATED INJURY RATE

TOTAL RECORDABLE INJURIES AND ACCIDENTS	2021			2022			2023			2024			2025		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Frequency rate of lost-time injuries*	1.03	0.71	0.91	1.09	0.71	0.94	1.76	1.71	1.74	1.06	0.92	1.01	1.48	1.37	1.44
Reportable workplace injury rate**	1.07	0.76	0.95	1.02	0.61	0.86	1.69	1.46	1.6	1.01	0.81	0.93	1.39	0.99	1.23

*Lost-time injury frequency rate based on 200,000 hours worked.
**Workplace accident rate based on 200,000 hours worked.

MAIN TYPES OF WORK-RELATED ILLNESSES AND DISEASES

Eighteen operations that shared information reported 94 cases among a total of 62,158 workers with the following illnesses:

* Musculoskeletal disorders, accounting for 77.66% (73) of all cases
* Neurological diseases, accounting for 19.15% (18)
* Mental and behavioral disorders: 2.13% (2 cases)
* Dysphonia - Hiatus: 1.06% (1 case still under review)

TELMEX, HITSS, AND EUROPA ARE THE ONLY OPERATIONS NOT INCLUDED

HISTORY OF TOTAL FATALITIES BY OPERATION

OPERATION	2021	2022	2023	2024	2025
Telmex	1	1	2	5	3
Brazil	1				
Dominican Republic	1				
Peru		1			
Colombia			1		
Austria			1		
Ecuador				1	
Bulgaria				1	
El Salvador					1
Total fatalities	**3**	**2**	**4**	**7**	**4**

The causes of fatalities are as follows:

· Accidental contact with electricity
· Electric shock and fall from a rooftop
· Thermal trauma due to electrocution
· No cause was identified, nor is there any evidence of contact with electrical current or a fall from a height; however, it was classified as a work-related accident since the incident occurred in the field.

In all cases, the personnel were wearing their personal protective equipment.
Among the actions taken by the subsidiaries where these incidents occurred are strengthening training on electrical hazards and the use of personal protective equipment, improving the identification of unsafe conditions, and reviewing the risk matrix.
The investigation into these accidents identified worker error in two of them; therefore, it will be essential to reinforce training and raise awareness regarding the importance of following safety measures and ensuring that the appropriate authorization is obtained at all times to perform high-risk work.
In 2025, as part of the actions to advance the Zero Fatalities objective, the communication protocol to be followed in the event of a fatality was shared with the subsidiaries. The protocol's main purposes are to involve the subsidiary's Human Resources department, notifying América Móvil, and, most importantly, verifying that the appropriate immediate actions were taken, conducting a timely investigation of the incident, and establishing and implementing corrective actions and preventive measures to prevent recurrence. During 2026, a mechanism will be established to gather evidence and monitor these actions.

INCIDENT HISTORY

REQUIREMENTS	2025	
	NUMBER	PERCENTAGE
Company incident rate (injuries per worker) (during the reporting period)	3,107	2%
Employees and non-employee workers covered by the Health Management System Health Management System	42,007	49%

Of the operations that provided information, we recorded 3,107 incidents. Of these, 48.41% were accidents that occurred while performing duties within the workplace. The next highest category consists of incidents occurring during commutes (home-office-home), accounting for 38.30%. Incidents during commutes accounted for 7.05%, field work for 4.76%, and work at customer facilities for 1.48%.

Although there is no precise information on how many days of lost time these accidents resulted in, 85% of the incidents resulted in lost time, compared to 15% that did not require medical leave for recovery. The severity rate, calculated using data from 20 operations in the Americas, is 26.73 days of lost time per 200,000 hours worked. In 2026, we will be working to verify that the appropriate methodology is being used to determine root causes, as well as to confirm the implementation of corrective actions and preventive measures to prevent recurrence and evaluate their effectiveness. It is important to note that accidents occurring during the commute between home and work are not dependent on the actions companies may implement; however, we will seek to raise awareness of the preventive measures that workers themselves can implement to ensure their own safety and well-being.

Regarding the issue of employees covered by the Occupational Health and Safety Management System, this includes workers from 21 operations in the Americas that are certified and that provided information on the number of workers at the certified process or workplace. Information is included for Telcel and Ecuador, where 100% of their operations are certified. The management systems include internal and external audits.

Appendix L.
Operations Certified to ISO 45001 by 2025

G R I (403-1)

COUNTRY	OPERATIONS
Argentina	Claro Argentina
Paraguay	Claro Paraguay
Uruguay	Claro Uruguay
Austria	A1 Austria
Belarus	A1 Belarus
Bulgaria	A1 Bulgaria
Croatia	A1 Croatia
Macedonia	A1 Macedonia
Serbia	A1 Serbia
Slovenia	A1 Slovenia
Colombia	Claro Colombia
Ecuador	Claro Ecuador
Guatemala	Claro Guatemala
Costa Rica	Claro Costa Rica

COUNTRY	OPERATIONS
Honduras	Claro Honduras
El Salvador	Claro El Salvador
Nicaragua	Claro Nicaragua
Mexico	Telcel Mexico
Mexico	Telmex Mexico
Mexico	Global HITSS
Mexico	AMX Content (AMCO)
Peru	América Móvil Peru
Puerto Rico	Claro Puerto Rico
Chile	Claro Chile
Brazil	Claro Brazil and BCC
Colombia	Global Hits
Dominican Republic	Claro Dominican Republic
Total number of operations with ISO 45001 certifications	**27 Operations**

Appendix M. Connectivity

TYPE OF TECHNOLOGY

COUNTRY	GSM	UMTS	LTE
Argentina	99.29%	98.55%	99.01%
Austria	99.99%	0.00%	99.14%
Belarus	99.90%	99.90%	0.00%
Brazil	95.47%	97.23%	97.24%
Bulgaria	99.85%	99.69%	99.54%
Chile	95.03%	92.51%	96.68%
Colombia	88.83%	89.69%	88.09%
Costa Rica	74.92%	97.19%	98.66%
Croatia	99.00%	80.86%	98.59%
Dominican Republic	99.12%	98.71%	91.50%
Ecuador	96.02%	85.74%	85.41%
Slovenia	82.85%	97.66%	91.76%
El Salvador	88.19%	94.15%	93.26%
Guatemala	72.59%	88.55%	85.68%
Honduras	99.76%	99.85%	97.50%
Macedonia	94.69%	97.09%	95.82%
Mexico	69.67%	88.06%	80.12%
Nicaragua	76.86%	81.24%	85.00%
Paraguay	88.03%	85.46%	85.85%
Peru	0.00%	96.95%	98.97%
Puerto Rico	99.80%	0.00%	99.50%
Serbia	99.90%	0.00%	99.40%
Uruguay	99.54%	99.23%	98.82%
Total AMX (for GSMA)	**87.80%**	**81.23%**	**89.81%**

TECHNOLOGY TYPE

TECHNOLOGY	POPULATION COVERED (MILLIONS)	POPULATION COVERED IN UNSERVED COMMUNITIES (MILLIONS)
UMTS (3G)	547.4	57.1
LTE (4G/4.5G)	562.6	55.1
5G	293.5	3.4

5G SERVICES (MAJOR MARKETS)

COUNTRY	2025
Argentina	48.15%
Austria	85.51%
Brazil	62.56%
Bulgaria	88.89%
Chile	49.46%
Colombia	18.76%
Costa Rica	35.27%
Croatia	96.08%
Dominican Republic	61.85%
Ecuador	1.51%
Guatemala	30.77%
Macedonia	98.48%
Mexico	56.41%
Paraguay	30.29%
Peru	45.29%
Puerto Rico	96.54%
Serbia	38.00%
Slovenia	86.60%
Uruguay	54.38%
AMX Total	**57.09%**

NUMBER OF DIGITAL DIVIDE BENEFICIARIES

PROGRAM	TOTAL PEOPLE		
	2023	2024	2025
Education	836,640	2,553,189	5,008,103
Internet Access	601,199	8,041,155	5,648,357
Digital Adoption	839,824	2,543,188	4,957,374
Total	**2,277,633**	**13,137,530**	**15,613,834**

Appendix N.
Economic Value Generated, Distributed, and Retained

G R I (201-1)

YEAR	ECONOMIC VALUE GENERATED	DISTRIBUTED ECONOMIC VALUE	ECONOMIC VALUE RETAINED
	MILLIONS OF DOLLARS (USD)		
2022	43,499	38,955	4,544
2023	48,303	43,521	4,782
2024	42,886	41,524	1,362
2025	52,522	47,617	4,905

Appendix Q. Programs by Pillar, Country, and Subsidiary

The following tables consolidate all digital inclusion programs across operations, organized by strategic pillar, with performance indicators and the number of beneficiaries in 2025. The programs highlighted in the main text of this chapter also appear in this list to ensure complete traceability of the portfolio.

1. INCLUSIVE ACCESS. 34 PROGRAMS

COUNTRY	SUBSIDIARY	PROGRAM NAME	BRIEF DESCRIPTION	KEY INDICATOR	BENEFICIARIES 2025
CONNECTIVITY					
NETWORK COVERAGE AND EXPANSION					
Argentina	Claro Argentina	Coverage in Remote Areas	Claro Argentina has launched the “Coverage in Remote Areas” initiative to provide voice and data services (3G and 4G) to communities traveling along remote routes, specifically in locations such as the Desert Route at Km 202 and Km 155. At By deploying infrastructure and technological improvements, the program aims to expand connectivity and improve living conditions by providing internet access in areas without mobile communication services. In 2024, the initiative successfully provided coverage to numerous communities, improving connectivity and promoting digital inclusion, thereby contributing to the well-being and overall development of the people it serves.	# of people covered	2,511
Brazil	Claro Brazil	Claro Brazil hotspots	In order to significantly improve connectivity in underserved areas, the company has installed Wi-Fi hotspots in community centers in São Paulo, offering free Internet access to students and local residents. Since 2024, more than 10,000 free Wi-Fi hotspots have been installed, providing Internet access to more than 5 million users each month. The #CLARO WIFI project uses customers’ broadband infrastructure to provide free Internet access.	# of people affected	4,000,000
Dominican Republic	Claro Dominican Republic	Improving Connectivity for the Digital Transformation of the Dominican Republic (Southern Zone Project)	An initiative involving the installation of fiber-optic infrastructure in vulnerable communities in the southern region of the Dominican Republic, in partnership with Indotel and strategic stakeholders, to ensure access to high-speed internet. The program aims to bridge the digital divide and promote social inclusion by enabling critical services such as online education, telemedicine, e-commerce, and local economic development. This initiative is part of the national digital transformation strategy and contributes to the Sustainable Development Goals (SDGs 4, 9, and 10). The goal is to ensure inclusive digital connectivity in vulnerable communities in the southern region through the installation of fiber-optic infrastructure, thereby helping to bridge the digital divide and enable access to essential services such as education, healthcare, and economic opportunities.	# of customers connected to fixed-line Internet (FTTH)	14,337
Paraguay	Claro Paraguay	Access Points	Delivery of fiber-optic Internet access points to various recipients (Ministry of Health, Ministry of Education, and Ministry of Security) with the goal of bridging the digital divide in Paraguay.	Access Points	227
Paraguay	Claro Paraguay	Telecenters	Telecenters are digital learning centers located in public educational institutions whose goal is to bridge the digital divide in Paraguay. They also offer courses from the “Capacítate para el empleo” platform and other in-person courses led by a facilitator.	# of course participants, # of: - courses - Training hours. - Number of users without assigned specific training (2024).	1,578

COUNTRY	SUBSIDIARY	PROGRAM NAME	BRIEF DESCRIPTION	KEY INDICATOR	BENEFICIARIES 2025
NETWORK COVERAGE AND EXPANSION					
Peru	Claro Peru	Coverage Fee	It involves the deployment of infrastructure and technological upgrades in various locations throughout Peru. This program expands the country's connectivity, allowing the fees collected for the use of the radio spectrum to be channeled into telecommunications investments in areas without coverage.	# of people connected	64,092
Mexico	Telcel	Digital Divide Sites	The Telcel sites identified under the Digital Divide initiative are primarily intended to connect communities with fewer than 5,000 residents in Mexico, providing them with access to telecommunications and connectivity services. This strategic investment aims to reduce the digital divide in vulnerable communities, where access to the internet and mobile communications is limited or nonexistent.	# of sites in communities with fewer than 5,000 residents	331
CONNECTIVITY IN EDUCATION					
Colombia	Claro Colombia	Connected Schools	This program is led by Claro por Colombia, Claro's sustainability strategy, which aims to provide free internet access to the technology labs of educational institutions across the country, fulfilling our mission to transform lives through technology. In 2025, 278 schools were included; in 2024, 340; and in 2023, 128.	# of students benefiting	385,619
Costa Rica	Claro Costa Rica	Digital Villages	A digital literacy program aimed at helping to bridge the digital divide in Costa Rica. Spaces offering connectivity, access to devices, and digital literacy training—all completely free of charge.	# of youth, children, and adults; municipalities served	1,200
Guatemala	Claro Guatemala	Connected Schools	It provides free internet access in the technology labs of educational institutions, promoting digital inclusion, gender inclusion, and equal opportunities for students and teachers. The goal is to facilitate access to technological tools and educational content in schools in vulnerable communities through free internet access and digital literacy workshops that promote inclusion and educational development.	# of students and teachers with continuous access to internet connectivity and digital tools in schools in vulnerable communities.	1,232
Honduras	Claro Honduras	Connected Schools / Internet for All	To help strengthen education by providing internet access in schools, with the goal of bridging the digital divide, facilitating access to educational content, and supporting teaching and learning through the use of technology. Contribute to educational development and digital inclusion by facilitating access to learning tools that strengthen digital knowledge, skills, and competencies, promoting employability, personal growth, and the reduction of educational gaps through the responsible use of technology.	# of students	910
CONNECTIVITY FOR SPECIFIC GROUPS					
Guatemala	Claro Guatemala	Connecting Education	A Claro initiative that promotes higher education by providing computer equipment and mobile connectivity to high-achieving college students who have received scholarships from their universities, with the aim of advancing their academic and professional development. To advance higher education through access to mobile connectivity, promoting digital inclusion and ensuring the academic continuity of high-achieving scholarship recipients by establishing strategic partnerships with universities and institutions of higher education that enable the integration of technological solutions and expand the program's reach and benefits, thereby creating greater educational opportunities for students.	# of students who benefited	10
Guatemala	Claro Guatemala	Connecting Education	Provide internet connectivity to this educational project, which is part of the Escuelas México program that serves children with high IQs who, due to their poverty, lack access to education. Co-sponsored by the Mexican Business Leaders Foundation (FUNDAMEX), the Mexican Embassy, and the Rotary Club of Guatemala Sur. We provide two 200 Mbps internet services for elementary, middle, and high school students.	# of children benefiting	318

COUNTRY	SUBSIDIARY	PROGRAM NAME	BRIEF DESCRIPTION	KEY INDICATOR	BENEFICIARIES 2025
ACCESSIBILITY AND AVAILABLE TECHNOLOGY					
ACCESS TO DIGITAL DEVICES AND SPACES					
Austria	Claro Austria	A1 Campus	A space for connectivity, access to devices, and digital literacy—completely free of charge.	# of participants in our workshops and initiatives	70,000
Colombia	Claro Colombia	Digital Rooms	A program designed to strengthen users' digital skills and facilitate educational and community development. It provides a free digital space equipped with technological tools that offer access to training platforms, digital literacy resources, and educational materials.	# of youth, children, and adults; municipalities that benefited	19,376
Costa Rica	Claro Costa Rica	Digital Villages	A digital literacy program aimed at helping to bridge the digital divide in Costa Rica. Spaces offering connectivity, access to devices, and digital literacy training—all completely free of charge.	# of youth, children, and adults; municipalities served	1,200
Mexico	Telmex	Telmex Digital Library + Digital Village	Teaching and learning spaces designed to offer educational content and facilitate access to information and communication technologies. They are equipped with advanced technological resources and connectivity that provide a suitable environment for innovation, research, and educational experimentation. In addition, the activities are free of charge and enable the development of educational, productive, communicative, and recreational activities. The major change from 2024 to 2025 was that we received a request for collaboration from the authorities at the Hidalgo State ollege of Scientific and Technological Studies, which led to monthly enrollment in courses from our online educational offerings (www.telmexeducacion.com).	# of children, youth, and adults who benefited	1,323,443
INCLUSIVE ACCESSIBILITY					
Austria	A1 Austria	Mintchangers @ A1 Digital Campus	This is an outreach and mentoring program in which women with technical training from A1 Austria lead hands-on sessions at the A1 digital .campus to inspire girls to pursue studies and careers in technology. The program explains why girls' participation in STEM is key to driving innovation, diversity, and equal opportunities, while also providing relatable role models who share their career paths, skills, and experiences to build the participants' confidence and aspirations. Its purpose is to reduce the gender digital divide through training in basic technology skills and the safe use of digital tools, promoting the inclusion and empowerment of women and girls in digital environments.	# of female minors trained	100
Brazil	Claro Brazil	Customer Service in Libras (Sign Language)	*SAC* in Libras is an accessible customer service solution designed by Claro Brasil to guarantee the right to access information and services by eliminating communication barriers for people with hearing impairments. People with hearing impairments can receive customer service through: -An accessible interface adapted for videos in sign language -AI to improve processes -Video support and technical assistance -An accessible post-call menu -Interfaces certified for accessibility The program won first place in the 2025 Accessibility Ranking as one of the country's best practices in digital inclusion. The program's social focus: -Inclusive digital services -Universal access to services -Design centered on people with disabilities -Accessible communication in Libras -Reducing barriers to service	# of people trained to provide the service	22

COUNTRY	SUBSIDIARY	PROGRAM NAME	BRIEF DESCRIPTION	KEY INDICATOR	BENEFICIARIES 2025
INCLUSIVE ACCESSIBILITY					
Peru	Claro Peru	Virtual Customer Service in Quechua	In February 2025, we introduced service for Quechua-speaking customers at all our Customer Service Centers nationwide, using a real-time virtual agent (Virtual Service) via a telepresence booth. The goal is to enable virtual customer service in Quechua at all Claro Customer Service Centers and Claro Retailers.	# of Enabled Booths	120
Peru	Claro Peru	Virtual interpreter in Peruvian Sign Language (LSP)	In January 2025, in partnership with our ally ASSORELI (Lima Region Association of the Deaf), we rolled out this service at all our Customer Service Centers (CAC) nationwide. This service mechanism allows a real-time interpreter to act as an intermediary between the customer service representative and the customer via a video call from a mobile device.	# of people served	62
Peru	Claro Perú	Asorelli Program (Yapaykuy)	The initiative involves training 40 employees to serve as inclusive guidance advisors at four Customer Service Centers. These advisors will provide specialized assistance to visitors with hearing impairments, ensuring they receive inclusive and accessible service.	# of customers with disabilities served	0
Multi-Country	El Salvador, Brazil, Colombia, Costa Rica, El Salvador, Puerto Rico, Peru, Guatemala	Inclusive Button	The *Accessibility Button* is a digital tool built into Claro's websites that allows users to customize their browsing experience for people with dyslexia, color blindness, low vision, or eye strain. Its purpose is to make reading easier, improve content comprehension, and reduce invisible barriers that affect daily interaction with our platforms. Costa Rica, Chile (28,000), El Salvador, Puerto Rico (1,400).	# of users	201,280
TECHNOLOGICAL INCLUSION WITH A SOCIAL FOCUS					
Brazil	Claro Brazil	*Abrigo Amigo*	El *Abrigo Amigo* is a public-private initiative by Eletromidia, with Claro as its exclusive sponsor, that transforms bus stops into safe spaces at night through: - Real-time video calls with a call center staffed by women. -Cameras, microphones, speakers, and fiber-optic + 5G connectivity. -Escort services for women and vulnerable groups between 8 p.m. and 5 a.m. -The ability to contact SAMU, the Metropolitan Civil Guard, or the police, as needed. The goal is to reduce vulnerabilities while waiting for public transportation at night by providing companionship, support, and rapid escalation of emergencies. In 2025, we had the following data: 16,047 total calls / 14,760 requests for companionship. 1,400 incidents / 1,358 people taken in / 15 police interventions / 18 medical interventions. Average call duration: 09m17s. Geographic coverage: 8 cities / 635 shelters set up.	Total assistance calls	16,047
Chile	Claro Chile	*Plan mas Seguro*	*Plan Más Seguro* is the pilot program for the first purpose-driven product with a responsible approach designed to support families in raising their children in the digital age. It is a comprehensive solution that combines connectivity, protection tools, and digital education. It includes a data plan with a parental control app that allows parents to set time limits and schedules for cell phone use, block inappropriate content and apps, and receive alerts for risky messages such as those involving violence or harassment. It also includes an educational kit to guide and support parents and children as they take their first steps in the digital world, as well as a web platform with educational resources for parents. "The goal is to contribute to the creation of a safer and more inclusive digital environment, in line with the commitment to the digital well-being of children and adolescents, by providing families with concrete tools.	# of plans sold	683

COUNTRY	SUBSIDIARY	PROGRAM NAME	BRIEF DESCRIPTION	KEY INDICATOR	BENEFICIARIES 2025
AFFORDABILITY					
ACCESSIBLE DEVICES					
Mexico	Telcel	Affordable Devices	Telcel's Affordable Devices initiative aims to provide low-cost smartphones and tablets, helping to bridge the digital divide and improve digital inclusion for low-income families in Mexico. Telcel, in collaboration with device manufacturers, coordinated the production of affordable devices that meet the needs of low-income families and are widely available through Telcel's extensive network of retail stores and online shops. In 2024, Telcel sold more than affordable devices throughout Mexico. This includes 1,234,935 units priced at less than $50 (USD) and 476,241 units priced at no more than $73 (USD).	Units distributed	460,000
AFFORDABLE PLANS AND SERVICES					
Chile	Claro Chile	Plan mas Seguro	*Plan Más Seguro* is the pilot program for the first purpose-driven product with a responsible approach designed to support families in raising their children in the digital age. It is a comprehensive solution that combines connectivity, protection tools, and digital education. It includes a data plan with a parental control app that allows parents to set time limits and schedules for cell phone use, block inappropriate content and apps, and receive alerts for risky messages such as those involving violence or harassment. It also includes an educational kit to guide and support parents and children as they take their first steps in the digital world, as well as a web platform with educational resources for parents. "The goal is to contribute to the creation of a safer and more inclusive digital environment, in line with the commitment to the digital well-being of children and adolescents, by providing families with concrete tools.	# of plans sold	683
Ecuador	Claro Ecuador	Aprende con Claro	*"Aprende con Claro "* is a program that aims to help bridge the digital divide and create opportunities for growth for Ecuadorians. Through our network of volunteers and in partnership with various stakeholders—including public and private institutions, academia, and social organizations—we provided in-person training sessions to 17,000 young people and adults in 2024. We have reached every province in the country in collaboration with the Ministry of Telecommunications, through more than 900 Free Digital Hubs, offering training on free online platforms, resulting in more than 400,000 hours of learning and more than 24,000 certificates issued. We also create initiatives such as Innováticas, which promote equality and inclusion for women in technology careers through training, mentoring, and networking.	# of beneficiaries	72,000
Ecuador	Claro Ecuador	Plans and Benefits for Vulnerable Populations	*Claro Ecuador* offers internet, mobile, and landline plans to vulnerable populations to help bridge the digital divide among seniors, low-income individuals, and people with disabilities. There are three specific plans: the "Senior Plan," the "Disability Benefit," and the "Social Plan," all of which provide more affordable mobile and landline services through discounts and enhanced special benefits.	# of affordable plans, # of people benefiting	229,746
INDIRECT AFFORDABILITY MODELS					
Brazil	Claro Brazil	Claro Brazil hot spots	In order to significantly improve connectivity in underserved areas, the company has installed Wi-Fi hotspots in community centers in São Paulo, offering free Internet access to students and local residents. Since 2024, more than 10,000 free Wi-Fi hotspots have been installed, providing Internet access to more than 5 million users each month. The #CLARO WIFI project uses customers' broadband infrastructure to provide free Internet access.	# of people affected	4,000,000
Colombia	Claro Colombia	*Escuelas Conectadas*	This is a program led by Claro por Colombia, part of Claro's sustainability strategy, which aims to provide free internet access to the technology labs of educational institutions across the country, fulfilling our mission to transform lives through technology. In 2025, 278 schools were connected; in 2024, 340; and in 2023, 128;	# of students benefited	385,619

COUNTRY	SUBSIDIARY	PROGRAM NAME	BRIEF DESCRIPTION	KEY INDICATOR	BENEFICIARIES 2025
INDIRECT AFFORDABILITY MODELS					
Guatemala	Claro Guatemala	*Escuelas Conectadas*	It provides free internet access in the technology labs of educational institutions, promoting digital inclusion, gender inclusion, and equal opportunities for students and teachers. The goal is to facilitate access to technological tools and educational content in schools in vulnerable communities through free internet access and digital literacy workshops that promote inclusion and educational development.	# of students and teachers with continuous access to internet connectivity and digital tools in schools in vulnerable communities.	1,232
Honduras	Claro Honduras	*Escuelas Conectadas* / Internet for All	To contribute to strengthening education by providing internet access in schools, with the aim of reducing the digital divide, facilitating access to educational content, and supporting teaching and learning through the use of technology. Contribute to educational development and digital inclusion by facilitating access to learning tools that strengthen digital knowledge, skills, and competencies, promoting employability, personal growth, and the reduction of educational gaps through the responsible use of technology.	# of students	910
Paraguay	Claro Paraguay	Access Points	Delivery of fiber-optic internet access points to various recipients (Ministry of Health, Ministry of Education, and Ministry of Security) with the goal of bridging the digital divide in Paraguay.	Access Points	227

2. DEVELOPMENT OF EDUCATIONAL CAPACITIES AND DIGITAL SKILLS. 59 PROGRAMS

COUNTRY	SUBSIDIARY	PROGRAM NAME	BRIEF DESCRIPTION	KEY INDICATOR	BENEFICIARIES 2025
DIGITAL LITERACY					
Austria	A1 Austria	*Seniorenakademie* (Senior Citizen Academy)	*A1 Seniorenakademie* is a free educational initiative for people aged 60 and older, designed to promote lifelong learning and encourage safe and confident use of the Internet through webinars and in-person courses in-person courses. Having been awarded the Digital Senior Education seal of quality three times, the initiative contributes to the Digital Competence Offensive by strengthening basic digital skills and reaffirms A1's social commitment to accessible digital education. Its goal is to bridge the digital divide among older adults by equipping them with essential technological skills and fostering their inclusion and autonomy in digital environments.	# of people benefited	5,000
Austria	A1 Austria	*"Schultüte" Website*	Providing parents and teachers with digital educational tools. The digital *"Schultuete"* provided digital educational tools, games, and information sheets for parents and teachers to ease the transition from the holiday season to the start of school.	# of downloads in website	100,000
Argentina	Claro Argentina	Adult Literacy Program	To train the general public, especially older adults, in the use of devices, applications, and security tools, as well as to promote corporate educational platforms.	# of people trained	100
Belarus	A1 Belarus	*Ionline*	*IONLINE* is a digital graphic novel that follows the life of a teenager navigating the online world. This initiative is part of A1's campaign to improve digital literacy among young people.	# of participants in training sessions	50
Bulgaria	A1 Bulgaria	Digital literacy training for older adults	The core of the project is to help older adults acquire technological skills, which is part of A1's long-term strategy to develop sustainable projects and bridge the generational digital divide in Bulgaria. Thanks to the hundreds of classes taught as part of the initiative, thousands of people have already improved their internet skills. In 2025, the campaign is being implemented in partnership with the Global Libraries Foundation – Bulgaria, which allows for an even more personalized approach for each participant and helps them acquire new knowledge.	# of older adults trained	3,019

COUNTRY	SUBSIDIARY	PROGRAM NAME	BRIEF DESCRIPTION	KEY INDICATOR	BENEFICIARIES 2025
DIGITAL LITERACY					
Costa Rica	Claro Costa Rica	Digital Villages	A digital literacy program aimed at helping to bridge the digital divide in Costa Rica.	# of youth, children, and adults; municipalities that benefited	1,200
Ecuador	Claro Ecuador	Digital Workshops	Talks led by the Volunteer Network group focused on helping people become digitally literate, in partnership with educational and social institutions.	# of beneficiaries	11,456
El Salvador	Claro El Salvador	Talks on online dangers	Through dynamic and educational sessions, topics such as online safety, privacy, cyberbullying, and best digital practices are addressed, promoting a culture of mindful internet use within the community. The goal is to raise awareness about the safe, responsible, and positive use of the Internet, providing practical tools so that children, youth, and adults can navigate the web in an informed manner and protect themselves from digital risks.	# of participants	295
Nicaragua	Claro Nicaragua	Girls in ICTs	An initiative that promotes the development, empowerment, and advancement of technology, providing training to dozens of adolescents, young people, and women in our country, while also spreading a message of strengthening education, personal growth, and the empowerment of women in the fields of innovation and technology. The goal is to encourage girls and young women to pursue studies and careers in the field of technology.	# of women benefiting from the program	48
Peru	Claro Peru	Claro Volunteer Network: Digital Education Program	Through this program, developed with volunteers, we seek to empower beneficiaries by providing them with tools to improve their quality of life and expand their opportunities for personal and professional development through the use of technology. The program is designed to adapt to the specific needs of each group, offering flexible and personalized training. The “Digital Education” initiative, led by the Claro Volunteer Network, aims primarily to train and support people in vulnerable situations—with a particular focus on women, older adults, and people with disabilities—so they can develop or strengthen their digital skills.	# of people benefited	106
Mexico	Telcel	*Reconectados Portal*	The Telcel Reconectados website is the digital platform for the Reconectados social program. Its main objective is to provide tools, resources, and educational content so that older adults can learn to use technology and take advantage of its benefits in a simple, safe, and practical way.	Site Traffic	767
Mexico	Telcel	Senior Citizens Festival	The Senior Citizens Festival is an inclusive event for adults aged 50 and older who want to enjoy a experience of learning, culture, entertainment, and fun, where they will find a wide range of products and services that will provide them with new tools to live better. We help senior citizens become familiar with technology so they can learn to use it and make the most of it in their daily lives.	# of users served, Bridging the Digital Divide	46,404
Mexico	Telmex	Digital Library + Digital Village	Teaching and learning spaces designed to offer educational content and facilitate access to information and communication technologies. They are equipped with advanced technological resources and connectivity that provide a suitable environment for innovation, research, and educational experimentation. In addition, the activities are free of charge and enable the development of educational, productive, communication, and entertainment activities. The A huge increase from 2024 to 2025 was due to a request for collaboration received from the authorities at the Hidalgo State College of Scientific and Technological Studies, which led to monthly enrollment in courses offered through our online educational platform (www.telmexeducacion.com).	# of children, youth, and adults who benefited	1,323,443
Uruguay	Claro Uruguay	Digital Literacy Workshop for Older Adults	To train the general public, especially older adults, in the use of devices, applications, and security tools. The goal is to reduce the digital divide among older adults.	# of participants	53

COUNTRY	SUBSIDIARY	PROGRAM NAME	BRIEF DESCRIPTION	KEY INDICATOR	BENEFICIARIES 2025
EDUCATION AND TRAINING					
Austria	A1 Austria	Mintchangers @ A1 digital. campus	This is an outreach and mentoring program in which women with technical training from A1 Austria lead hands-on sessions at the A1 digital.campus to inspire girls to pursue studies and careers in technology. The program explains why girls' participation in STEM is key to driving innovation, diversity, and equal opportunities, while also providing relatable role models who share their career paths, skills, and experiences to build the participants' confidence and aspirations. Its purpose is to reduce the gender digital divide through training in basic technology skills and the safe use of digital tools, promoting the inclusion and empowerment of women and girls in digital environments.	# of female minors trained	100
Austria	A1 Austria	*A1 Campus*	A1 in Austria launched the media literacy initiative "A1 Internet for All" in 2011 and, by 2014, had rolled it out through similar projects and initiatives across all countries in the Group. Through free training on Internet use, participants gain the skills needed to actively participate in social life in the digital age. The year 2021 marked the beginning of further development and its rebranding as the "A1 digital.campus" in Austria. The primary goal is to familiarize students with digital technologies through exciting and innovative formats and to support girls in particular through tailored programs.	# of participants in our workshops and initiatives	70,000
Colombia	Claro Colombia	*Escuelas Conectadas*	This is a program led by Claro por Colombia, part of Claro's sustainability strategy, which aims to provide free internet access to the technology labs of educational institutions across the country, fulfilling our mission to transform lives through technology. In 2025, 278 schools participated; in 2024, 340; and in 2023, 128.	# of students, schools, and municipalities benefiting	385,619
Colombia	Claro Colombia	*Aprende con Claro*	To enhance the educational experience of vulnerable school-age children in all areas where the company provides coverage through the free virtual platform "Learn with Claro."	# of users	4,800
Colombia	Claro Colombia	Digital Classrooms	A program designed to strengthen users' digital skills and facilitate educational and community development. It provides a free digital space equipped with technological tools that offer access to training platforms, digital literacy resources, and educational materials.	# of youth, children, and adults; municipalities benefiting	19,376
Ecuador	Claro Ecuador	*Aprende con Claro*	"Claro por la Educación is a program that aims to help bridge the digital divide and create opportunities for growth for Ecuadorians. Through our network of volunteers and in partnership with various stakeholders—including public and private institutions, academia, and social organizations—we provided in-person training sessions to 17,000 young people and adults in 2024." We have reached every province in the country in collaboration with the Ministry of Telecommunications, through more than 900 Free Digital Hubs, offering training on free online platforms, resulting in more than 400,000 hours of learning and more than 24,000 certificates issued. We have also created initiatives such as Innováticas, which promote equality and inclusion for women in technology careers through training, mentoring, and networking."	# of beneficiaries	61,376
Honduras	Claro Honduras	*Aprende con Claro*	Aprende con Claro is Claro's corporate social responsibility program that promotes education and digital inclusion by offering learning tools that build skills, create opportunities, and contribute to the sustainable development of society. The goal is to bridge the digital divide.	Total registered participants	4,939
Costa Rica	Claro Costa Rica	*Aprende con Claro*	A digital platform for promoting educational skills, with the goal of promoting educational skills.	# of participants	444
Macedonia	A1 Macedonia	A1 Academy	A1 Academy in Macedonia offers a comprehensive educational program with courses on the skills needed to thrive in the digital world. The "Click Safely" program educates children about internet safety and the protection of personal data.	# of participants in training sessions	66
México	Telcel	Aprende.Org	Aprende.org is the Fundación Carlos Slim's educational platform that provides free, open, and universal access to knowledge. We manage communications for the platform and promote free access to it through Telcel. We aim to bridge the digital divide for vulnerable groups through accessible connectivity and digital literacy.	#of people using Aprende.org through our network	2,700,000

COUNTRY	SUBSIDIARY	PROGRAM NAME	BRIEF DESCRIPTION	KEY INDICATOR	BENEFICIARIES 2025
EDUCATION AND TRAINING					
Mexico	Telmex	In-Person Digital Library	In-person courses were held for the following categories: Digital Skills · Creation and Technology · Holistic Development · Impact on the Ecosystem · Innovation and Entrepreneurship	# of beneficiaries (people)	8,032
Mexico	Telmex	Virtual Digital Library	Teaching and learning spaces designed to provide educational content and facilitate access to information and communication technologies. They are equipped with advanced technological resources and connectivity that provide an environment conducive to innovation, research, and educational experimentation. In addition, the activities are free of charge and enable the development of educational, productive, communication, and entertainment activities. The huge increase from 2024 to 2025 is due to a request for collaboration received from the authorities at the Hidalgo State College of Scientific and Technological Studies (CECyTEH), which led to monthly enrollment in courses offered through our online educational platform (www.telmexeducacion.com)	# of children, youth, and adults who benefited	1,542
Paraguay	Claro Paraguay	Telecenters	*Telecentros (telecenters)* are digital learning centers located in public educational institutions whose goal is to bridge the digital divide in Paraguay. They also offer courses from the Capacítate para el empleo (train yourself for employment) platform and other in-person courses led by a facilitator	# of course participants, # of -courses -training hours. - # of users without specific training assignments (2024).	1,578
Dominican Republic	Claro Dominican Republic	Awareness Campaign on the Aprende con Claro Platform	An initiative aimed at raising awareness, providing training, and guiding the community on the use of the free educational platform “Aprende con Claro (Learn with Claro),” promoting equitable access to digital learning opportunities. It is implemented through talks, hands-on demonstrations, and guided support, with the goal of facilitating the adoption of the tool as an accessible and inclusive resource to strengthen the academic and technological skills of students, teachers, and the general public. The objective is to promote awareness and use of the free educational platform “Aprende con Claro” through outreach and support activities, fostering equitable access to training opportunities and the development of educational and digital skills among the target population.	# of Users	1,162
TEACHER TRAINING					
Brazil	Claro Brazil	*Educonexao*	Educonexão is an initiative of the Claro Institute that seeks to strengthen the role of teachers in public education through the pedagogical use of digital technologies. Created in 2011, the program offers free online training, including self-guided mini-courses, synchronous sessions with specialists, and practical challenges to apply in the classroom. In addition, it fosters the creation of communities where educators can exchange ideas and recognizes best practices. To ensure digital inclusion, each participant receives a SIM card with unlimited data and voice service for 12 months.	# of teachers trained	248
Nicaragua	Claro Nicaragua	*Digital Transformation for Teachers*	A workshop on digital transformation was held for teachers, with the aim of strengthening their digital skills and promoting the integration of technological tools into teaching and learning processes. The goal was to strengthen teachers’ digital skills to foster innovation in teaching and learning processes.	# of participating teachers who strengthened their digital skills and apply technological tools in the classroom.	20
INSTITUTIONAL EDUCATIONAL PROGRAMS					
Guatemala	Claro Guatemala	*Escuelas Conectadas*	Provides free internet access in the technology labs of educational institutions, promoting digital inclusion, gender inclusion, and equal opportunities for students and teachers. The goal is to facilitate access to technological tools and educational content in schools in vulnerable communities through free internet access and digital literacy workshops that promote inclusion and educational development.	# of students and teachers with continuous access to internet connectivity and digital tools in schools in vulnerable communities.	1,232
Guatemala	Claro Guatemala	Rotary Educational Center	To provide internet connectivity to this educational project, which is part of the Escuelas México program that serves children with high IQs who, due to their poverty, lack access to education. Co-sponsored by the Mexican Business Leaders Foundation (FUNDAMEX), the Mexican Embassy, and the Rotary Club of Guatemala Sur. We provide two 200 Mbps internet services for elementary, middle, and high school students.	# of children who benefited	318

COUNTRY	SUBSIDIARY	PROGRAM NAME	BRIEF DESCRIPTION	KEY INDICATOR	BENEFICIARIES 2025
INSTITUTIONAL EDUCATIONAL PROGRAMS					
Honduras	Claro Honduras	*Escuelas Conectadas* / Internet for All	To help strengthen education by providing internet access in schools, with the aim of reducing the digital divide, facilitating access to educational content, and supporting teaching and Learning through the use of technology. Contribute to educational development and digital inclusion by facilitating access to learning tools that strengthen digital knowledge, skills, and competencies, promoting employability, personal growth, and the reduction of educational gaps through the responsible use of technology.	# of students	910
PROMOTING DIGITAL EMPLOYABILITY					
Argentina	Claro Argentina	Youth Development Program	Vocational internship program at Claro retail locations for high school seniors, promoting and raising awareness of educational platforms.	# of people placed in jobs	46
Brasil	Claro Brasil	Youth Employability	This is a structured initiative designed to train, support, and integrate young people into the labor market. It aims to develop technical, behavioral, and social skills, as well as create employment opportunities for young people, especially those in situations of socioeconomic vulnerability. (This is a structured initiative designed to train, support, and integrate young people into the labor market. It seeks to develop technical, behavioral, and social skills, as well as to create employment opportunities for young people, especially those in situations of socioeconomic vulnerability)	# on retaining youth employability	3,877
Brazil	Claro Brazil	Saber 360 / Edu Pro	A corporate LXP that integrates learning paths, diagnostic assessments, onboarding, communities, gamification, and consulting to structure digital academies for companies, governments, and organizations. It includes more than 150 documented use cases and is built around a core of assessment and instructional design consulting. An EdTech solution derived from the success of Saber 360 + HALL. It offers digital learning paths, customized platforms, and consulting to strengthen job and digital skills, especially in sectors with high turnover. Beneficiaries by 2025: PRIO: 2,000 employees trained. Rollout is still underway. 2024: At HITSS and other clients (cumulative total) 4,000 users 58 routes 400 pieces of content 989 graduates 2,500 hours of learning	# of employees trained	2,000
Brazil	Claro Brazil	Hall *(upskilling/reskilling)*	Internal continuous learning ecosystem with 747 pieces of content created, 96 integrations, and 87 learning paths, driving digital reskilling and upskilling of staff. It impacts both employees and the external public when it is turned into EdTech products—747 pieces of content 87 learning paths, 4,752 people impacted globally	Cumulative number of employees trained	4,752
Brazil	Claro Brazil	EDTech Programs (Youth, 40+, Minorities)	Based on HALL + Saber 360 + EduPro: Saber 360 is the EdTech solution that Claro Empresas offers to the market. It combines: LXP (Learning Experience Platform) Educational consulting, assessment instructional design (pathways, content) digital onboarding learning communities gamification +150 digital courses It is designed for digital employability and technical reskilling, targeting: Young people entering the job market People aged 40 and older Minorities in workforce inclusion programs (people with disabilities)	# of people trained	2,000

COUNTRY	SUBSIDIARY	PROGRAM NAME	BRIEF DESCRIPTION	KEY INDICATOR	BENEFICIARIES 2025
PROMOVER EMPLEABILIDAD DIGITAL					
Brazil	Claro Brazil	Transformative Dialogues	Young people received training on the SDGs for Quality Education and Decent Work and presented their ideas on this topic in a video. Three of the young people who participated in the training took part in a discussion with UNICEF experts at an event organized by the Claro Institute. The goal is to increasingly raise awareness among young people about their abilities, potential, and power, so they can transform their own lives and those of their communities. The aim is to promote strategic conversations that inspire innovation, diversity, and social impact, connecting different perspectives to generate transformative solutions.	# of young participants who benefited from the program	99
Chile	Claro Chile	Emprende Conectad@ + Digitalizate	A project focused on providing female heads of household from vulnerable socioeconomic segments with digital tools and solutions to help them grow their entrepreneurial ventures and businesses. In 2024, we worked with women in the municipality of Puente Alto, located in the Metropolitan Region, providing them with a laptop, 80 hours of training, and a SENCE (National Training and Employment Service) certification from the (Government of Chile) at the end of the program. For the first time, we incorporated AI concepts into the course to help participants understand what AI is, overcome their fear of the technology, and use AI to continue growing, manage costs and sales, utilize social media, and manage startups, among other topics. In addition, we included content related to women's empowerment and leadership, developed collaboratively with our strategic partners at UN Women. The program's most significant achievements were helping the women entrepreneurs learn how to use a laptop and Office software, work in the cloud, increase their sales, reach a larger number of potential customers, and build strong bonds with one another, forming a community that supports and fosters mutual growth. It enhances digital skills among older women, ages 60 and up. The course includes the provision of a laptop to each participant, and classes are held until each participant completes 80 hours of training. Topics covered include computing concepts, hardware, and software; information, programs, files, and operating systems; using Windows (dialog boxes, drop-down lists, buttons, and checkboxes); creating folders and managing files and directories; connecting to the internet (Ethernet port, Wi-Fi, MiFi, and cellular); recognizing different types of software; and installing new programs, among other topics. This year also introduced the concept of AI—what it is and how it can benefit this age group in areas related to communication, entertainment, and health, helping them make the most of their daily lives. In addition, content on women's empowerment and leadership was included, creating opportunities for participants to share their life experiences. Teamwork, integration, and camaraderie were fostered, encouraging the formation of new interpersonal relationships in the form of friendships, which aligns with our mission to connect people to improve their quality of life and drive the country's development.	# of women	89
Honduras	Claro Honduras	Voces Vitales	An initiative aimed at providing practical training in digital tools and essential job skills for women in vulnerable situations or with limited access to employment opportunities. The workshop covers topics such as the use of technology, entrepreneurship, digital communication, and soft skills, with the goal of improving employability and promoting economic independence. This initiative helps reduce gender and digital divides, aligning with in line with the Sustainable Development Goals related to equality and decent work. Reduce the gender digital divide through training in basic technology skills and the safe use of digital tools, promoting the inclusion and empowerment of women in digital environments.	# of people impacted	36
Colombia	Claro Colombia	Pathway to Labor and Social Inclusion	DREAMERS AND THE PATH TO LABOR AND SOCIAL INCLUSION FOR VULNERABLE POPULATIONS This line of action focuses on inclusive employment and is directly implemented in our work with people with intellectual disabilities: SOÑADORES, and indirectly through our "PATH TO LABOR AND SOCIAL INCLUSION" initiative, in collaboration with our partners or third parties, by promoting formal employment for vulnerable individuals—such as female heads of household, youth, victims, migrants, returnees, and binational individuals—at partner companies that are part of our value chain.	# of female heads of household, young people, victims, migrants, returnees, and binational individuals	28

COUNTRY	SUBSIDIARY	PROGRAM NAME	BRIEF DESCRIPTION	KEY INDICATOR	BENEFICIARIES 2025
PROMOTE DIGITAL EMPLOYABILITY					
Colombia	Claro Colombia	Dreamers	Soñadores is a workplace and social inclusion program by Claro Colombia that promotes the placement of people with intellectual disabilities in formal jobs within the company, providing them with real opportunities for personal development, autonomy, and active participation in the workplace. The program focuses on breaking down barriers to employment by recognizing the abilities, talents, and potential of participants, who are primarily integrated as hosts and operational support staff at Claro's Customer Service and Sales Centers (CAV), performing key roles in serving, guiding, and assisting customers. Objective: To promote the workplace and social inclusion of people in vulnerable situations, especially those with intellectual disabilities, by providing them with real opportunities for formal employment within the company and thereby contributing to the development of a more diverse and inclusive workforce	# of beneficiaries with employment ties	22
Chile	Claro Chile	Emprende Conectad@ + Digitalizate	A project focused on providing female heads of household from vulnerable socioeconomic segments with digital tools and solutions to help them grow their entrepreneurial ventures and businesses. In 2024, we worked with women in the municipality of Puente Alto, located in the Metropolitan Region, providing them with a laptop, 80 hours of training, and a SENCE (National Training and Employment Service) certification from the (Government of Chile) at the end of the program. For the first time, we incorporated AI concepts into the course to help participants understand what AI is, overcome their fear of the technology, and use AI to continue growing, manage costs and sales, utilize social media, and manage startups, among other topics. In addition, we included content related to women's empowerment and leadership, developed collaboratively with our strategic partners at UN Women. The program's most significant achievements were helping the women entrepreneurs learn how to use a laptop and Office software, work in the cloud, increase their sales, reach a larger number of potential customers, and build strong bonds with one another, forming a community that supports and fosters mutual growth. It enhances digital skills among older women, ages 60 and up. The course includes the provision of a laptop to each participant, and classes are held until each participant completes 80 hours of training. Topics covered include computing concepts, hardware, and software; information, programs, files, and operating systems; using Windows (dialog boxes, drop-down lists, buttons, checkboxes); creating folders and managing files and directories; connecting to the internet (Ethernet port, Wi-Fi, MiFi, and cellular networks); recognizing different types of software; and installing new programs, among other topics. This year also introduced the concept of AI—what it is and how it can benefit this age group in areas related to communication, entertainment, and health, helping them make the most of their daily lives. In addition, content on women's empowerment and leadership was included, creating opportunities for participants to share their life experiences. Teamwork, integration, and camaraderie were fostered, encouraging the formation of new interpersonal relationships in the form of friendships, which aligns with our mission to connect people to improve their quality of life and drive the country's development.	# of women	89
Dominican Republic	Claro Dominican Republic	Financial Inclusion Program	An initiative that uses big data and predictive analytics to assess the payment behavior of individuals without a credit history, enabling them to access postpaid telecommunications services and, for the first time, join the financial system. The program fosters responsible payment habits and expands economic and social opportunities, contributing to inclusive financial inclusion. To promote the responsible financial inclusion of people without a credit history in the Dominican Republic through an innovative model based on Big Data, which facilitates access to telecommunications services with billing and encourages their integration into the financial system, thereby contributing to economic and social development.	# of people without a credit history who are gaining access to the formal financial system by signing up for a postpaid service with Claro	25
Mexico	Telmex	Innovation and Entrepreneurship	In-Person Skills Training Courses for Employment/Entrepreneurship	# of beneficiaries (people)	243

COUNTRY	SUBSIDIARY	PROGRAM NAME	BRIEF DESCRIPTION	KEY INDICATOR	BENEFICIARIES 2025
INNOVATION AND STEM SKILLS					
Mexico	America Movil	Digital Lab	This initiative aims to bridge the digital divide by offering a variety of digital training sessions to children—with an average age of 12—to enhance their knowledge and appreciation of STEM (Science, Technology, Engineering, and Mathematics) skills. The program not only fosters a love of technology and digital skills among young students but also aligns with philanthropic and sustainability goals by promoting inclusion and digital education. Laboratorio Digital encourages students to become future experts in digital technologies, thereby contributing to a more inclusive and technologically advanced society. The initiative has laid a solid foundation for its expansion, with plans to extend its reach to several other operations in Latin America in the coming years.	# of minors benefited	569
Austria	A1 Austria	Mintchangers @ A1 digital. campus	This is an outreach and mentoring program in which women with technical training from A1 Austria lead hands-on sessions at the A1 digital.campus to inspire girls to pursue studies and careers in technology. The program explains why girls' participation in STEM is key to driving innovation, diversity, and equal opportunities, while also providing relatable role models who share their career paths, skills, and experiences to build the participants' confidence and aspirations. Its purpose is to reduce the gender digital divide through training in basic technology skills and the safe use of digital tools, promoting the inclusion and empowerment of women and girls in digital environments.	# of female minors trained	100
Brazil	Claro Brazil	Campus Mobile	The Campus Mobile program is a competition for mobile ideas and solutions. Selected participants —college students and recent graduates, master's and doctoral students, and alumni—receive guidance from experts in the field of innovation to improve their projects. They also take part in a week-long in-person session, which includes a coding marathon, talks, and workshops focused on project development.	# of recent graduates impacted	889
Brazil	Claro Brazil	Dupla Escola	The Dupla Escola program offers a secondary education curriculum integrated with technical training in telecommunications, combining theory and practice to develop professional skills. Its goal is to prepare young people for the job market by providing up-to-date knowledge and opportunities for entry into the technology sector.	Young people trained through the program	436
Brazil	Claro Brazil	FAPESP–CLARO–USP (5G Research Center + Generative AI)	The Claro–USP–FAPESP Research Center will carry out more than 40 projects, involving over 100 researchers, focused on: Smart Cities, Industry 4.0, Agrotech, 5G, and Generative Artificial Intelligence. Although the initiative is technology-driven, it is designed to train specialized talent, involve students and researchers from various institutions, and foster employability in high-demand sectors.	# of research projects	40
Chile	Claro Chile	Teleton Virtual Reality Rooms	Because we believe that technology should serve people, we have opened Virtual Reality rooms at all Teletón centers across the country, improving rehabilitation processes and promoting new forms of digital learning. Our goal is to contribute to the rehabilitation of children with disabilities through Virtual Reality programs, promoting the use of new technologies to serve people.	# of patients using the program	3,000
Chile	Claro Chile	Academ(IA)Móvil – Academy of Artificial Intelligence	Academ(IA)Móvil is a traveling in-person training initiative that visits different municipalities across the country, bringing hands-on training in artificial intelligence to communities with limited access to such programs. The program provides practical instruction on the use of generative artificial intelligence tools, aimed at improving employability, supporting entrepreneurship, and strengthening the digital autonomy of adults. Its goal is to strengthen the digital skills of individuals and communities while promoting the safe and productive use of artificial intelligence.	# of people trained	861

COUNTRY	SUBSIDIARY	PROGRAM NAME	BRIEF DESCRIPTION	KEY INDICATOR	BENEFICIARIES 2025
INNOVATION AND STEM SKILLS					
Croatia	A1 Croatia	STEMMuave—School of the Future	"Through a specially developed curriculum that incorporates robotics, artificial intelligence, and the Internet of Things—and is being implemented in schools throughout Croatia—students are equipped with skills such as critical thinking, creativity, resilience, collaboration, problem-solving, research portfolio development, and more. The program is being implemented in approximately 250 schools nationwide." "The goal of the project is to make the Croatian school system a global leader by incorporating the industry's most advanced knowledge in the fields of artificial intelligence, robotics, and the Internet of Things into the school curriculum—at both the elementary and secondary levels."	# of program participants	36,890
Croatia	A1 Croatia	STEMfemme junior	"Workshops are held in schools as part of a specialized curriculum that emphasizes the development of digital skills and introduces girls to STEM careers, with the goal of increasing women's participation in STEM professions. The program is currently being implemented in 16 schools in Croatia's second-largest city, and there is great interest in expanding it nationwide." Furthermore, these workshops provide schools with access to digital tools so that students can develop technological skills and critical thinking, helping to reduce the gender gap in digital skills.	# of program participants	258
Peru	Claro Peru	Student visits for innovation	Since 2024, Claro has been promoting "Student Visits for Innovation" through guided tours of the Network Operations Center (NOC), aimed at telecommunications and electronics engineering students. This initiative aims to contribute to the training of future professionals in STEM fields by exposing them to real-world technological environments that strengthen their understanding of advanced digital skills and enhance their career orientation. Additionally, it reinforces our employer brand and allows us to identify new talent for our strategic areas. The goal is to help position Claro as an attractive employer by bringing outstanding students closer to the business world, allowing them to learn about the company, sparking their interest in joining the organization, and reinforcing our commitment to innovation and the development of future professionals.	# of participating students	93
Peru	Claro Peru	Girls in STEM	A program aimed at the daughters and family members of employees, designed to encourage girls to explore the world of science and technology. Through interactive workshops and sessions on robotics and basic programming, participants learn about the importance of telecommunications in modern society and attend talks with female employees who work in STEM fields, such as the Network Operations Center (NOC) and technology. In 2024, the program was Originally intended solely for girls between the ages of 8 and 10; however, it has now expanded both its age range and scope, allowing family members (sisters, nieces, etc.) to participate. With the goal of promoting interest and Developing science, technology, engineering, and mathematics (STEM) skills in girls and adolescents through interactive workshops and hands-on experiences that foster curiosity, creativity, and an interest in STEM careers.	# of program participants	75
Nicaragua	Claro Nicaragua	Girls in ICTs	An initiative that promotes the development, empowerment, and advancement of technology, providing training to dozens of adolescents, young people, and women in our country, while also spreading a message of strengthening education, personal growth, and the empowerment of women in the fields of innovation and technology. The goal is to encourage girls and young women to pursue studies and careers in the field of technology.	# of program beneficiaries	48
México	Telcel	Celebrate STEM	"Celebrate STEM" is a project that aims to highlight the importance of STEM Education Day in Mexico, as part of International STEM Education Day. The partnership between Movimiento STEM and Telcel stems from a shared vision of the importance of bringing science, technology, engineering, and mathematics closer to the educational community and society as a whole. Through this collaboration, the partners combined their capabilities, experience, and reach to promote the active participation of schools, teachers, and students across the country in STEM educational experiences, helping to raise awareness about the strategic role of these fields in Mexico's present and future development. The goal is to bridge the digital divide for vulnerable groups through accessible connectivity and digital literacy.	# of people trained	69,000

3. RESPONSIBLE USE OF TECHNOLOGY. 19 PROGRAMS

COUNTRY	SUBSIDIARY	PROGRAM NAME	BRIEF DESCRIPTION	KEY INDICATOR	BENEFICIARIES 2025
PRIVACY AND SECURITY					
Bulgaria	A1 Bulgaria	Online safety lessons for youth and children	The Internet can be a great place... if children and young people know how to make it so. That's why A1 is launching another initiative focused on developing digital and media literacy among young people. Through the game Better Online—a 3D "escape room"—participants are encouraged to play together and support one another so they can combat online bullying. Young people learn how to stop trolls, protect their friends, and recognize which images and words belong in the digital world and which do not. The game is also part of a methodology specifically designed by the Safe Internet Center for use in school classrooms, which allows teachers to lead lessons on the topic and discuss all its aspects with their students	# of minors trained	1,274
Costa Rica	Claro Costa Rica	E-Mentors	Claro Costa Rica's E-Mentores program, developed through a public-private partnership between Claro and the Paniamor Foundation, offers online safety workshops for children. Claro volunteers give presentations at schools and in Digital Villages. This initiative plays a crucial role in promoting digital safety and awareness among children, ensuring they have the knowledge and tools to protect themselves online.	# of participants in training sessions	1,400
Croatia	A1 Croatia	Click Safely #BetterOnline	The Click Safely #BetterOnline platform promotes a safer and more positive online experience. It highlights both the benefits and the dangers of technology, with the goal of protecting users' health, well-being, and connections. Its goal is to offer workshops for school groups so they can access digital tools to develop basic technology skills and advance their digital inclusion.	# of participants in training sessions	6,765
Slovenia	A1 Slovenia	Online brainiacs	Online Brainiacs are fun and engaging educational experiences that reveal the hidden dangers of the internet. A1 offers these sessions free of charge. The goal is to provide elementary school children, as well as parents and teachers, with basic knowledge about internet safety, digital tools, and other essential aspects of safe browsing.	# of participants	50,000
Macedonia	A1 Macedonia	Click Safety	Internet Safety Education Program for 4th Graders The innovative educational program titled "The Internet Isn't Just a Game... Click Safely!" is aimed at young children. For the past 8 years, A1 Macedonia staff have been delivering interactive and engaging presentations—tailored to the students' age and school curriculum—to introduce 4th graders to the world of the internet and strengthen their knowledge of the digital environment. Through these sessions, children learn how to be safe online and how to protect their personal information. The program's goal is to offer workshops to fourth-grade school groups to raise their awareness of the risks on the internet and teach them how to browse responsibly and safely.	# of children who took the course	2,480
El Salvador	Claro El Salvador	Talks on Internet Risks	Through dynamic and educational sessions, topics such as online safety, privacy, cyberbullying, and best digital practices are addressed, promoting a culture of mindful internet use within the community. The goal is to raise awareness about the safe, responsible, and positive use of the Internet, providing practical tools so that children, youth, and adults can navigate the web in an informed manner and protect themselves from digital risks.	# of participants	295

COUNTRY	SUBSIDIARY	PROGRAM NAME	BRIEF DESCRIPTION	KEY INDICATOR	BENEFICIARIES 2025
ETHICAL AND RESPONSIBLE USE OF TECHNOLOGY					
Belarus	A1 Belarus	Responsible Branding Framework	The A1 Group has introduced a “Responsible Brand Framework” at the group level (an umbrella framework covering various topics). The topics have been selected, and our joint efforts will focus on “internet safety,” “online behavior,” “excessive use,” and “misinformation,” rotating each quarter. A social media campaign titled “Take 5 Seconds” was launched in all countries to raise awareness of the issue and to demonstrate that we, as A1, take responsibility for helping to create a safer and better internet for everyone.	# of participants in training sessions	0
Belarus	A1 Belarus	You Online Responsible Influencing Club	Raise awareness among influencers about the importance of responsible online behavior. We support the creation of better, safer, and more secure digital spaces through events, masterclasses, workshops, and in-person and online meetings organized by the Responsible Influencing Club (RIC), aimed at Belarusian bloggers and influencers.	# of influencers trained	50
Serbia	A1 Serbia	School of responsible Infuence	It is an educational program on the #BoljiOnline platform that helps students understand the role and responsibilities of influencers, the impact that online content can have on others, and the importance of ethics, safety, and respectful communication in the digital environment. Its goal is to raise awareness among young people about the impact of digital influence and to promote the creation of responsible, ethical, and safe content on social media.	# of participants	53
Serbia	A1 Serbia	#BetterOnline	*BoljiOnline* is an educational program implemented in elementary schools throughout Serbia, where interactive workshops and lectures are held on digital literacy, online safety, responsible use of technology, and in the digital environment. To promote digital awareness among students and encourage the safe and responsible use of technology.	# of participants in training sessions	3,000
Nicaragua	Claro Nicaragua	Post Safely	A program that promotes the responsible use of social media and combats cyberbullying. It is aimed at children and teenagers, encouraging them to post constructive, truthful, and informative comments.	# of posts	51
DIGITAL WELL-BEING					
Slovenia	A1 Slovenia	Actively Unplugged (Aktivno odštekani)	We have designed a program for employees focused on promoting healthier digital habits and achieving a better digital balance. The program includes a reflective self-assessment, interactive group sessions, weekly challenges, and a final evaluation. The goal is to raise awareness about the issue of digital addiction and introduce concrete steps to strengthen digital balance, leading to a higher quality of life and a better balance between work and personal life.	# of employees trained	32
Macedonia	A1 Macedonia	A1 Game Fest - Game Responsibility	The #GameResponsibly initiative aims to raise awareness about the potential consequences of excessive video game use, as well as offer recommendations to encourage healthy habits among gamers. Through this, the initiative seeks to provide tips for safe gaming and promote balanced and healthy gaming habits.	# of festival participants	80,000
Chile	Claro Chile	Digital Generation	A school-based leadership program that promotes digital well-being, social harmony, and critical thinking; it trains young leaders to spread safe practices throughout their educational community. It focuses exclusively on young people ages 12 to 17 and aims to improve their digital skills	# of beneficiaries	4,635

COUNTRY	SUBSIDIARY	PROGRAM NAME	BRIEF DESCRIPTION	KEY INDICATOR	BENEFICIARIES 2025
DIGITAL WELL-BEING					
Chile	Claro Chile	Parent-Child Workshops: "Screens in My Home"	"Screens in My Home: Setting Limits Without Breaking the Bond" is a series of interactive workshops on digital well-being aimed at families throughout Chile. It promotes responsible screen use and strengthens emotional bonds within families. At each session, we provide an educational kit and present the "Trust Pact," a symbolic commitment between parents and children that encourages them to establish rules for screen use, schedules, and screen-free spaces. The goal is to educate, inform, and promote the ethical and responsible use of technology through educational workshops for families and school communities, which provide support tools for parents raising children in the digital age.	# of beneficiaries/satisfaction survey	2,000
DIGITAL CITIZENSHIP					
Chile	Claro Chile	*"Plan mas Seguro"*	*Plan Más Seguro* is the pilot program for the first purpose-driven product with a responsible approach designed to support families in raising their children in the digital age. It is a comprehensive solution that combines connectivity, protection tools, and digital education. It includes a data plan with a parental control app that allows parents to set time limits and schedules for cell phone use, block inappropriate content and apps, and receive alerts for risky messages such as those involving violence or harassment. It also includes an educational kit to guide and support parents and children as they take their first steps in the digital world, as well as a web platform with educational resources for parents. "The goal is to contribute to the creation of a safer and more inclusive digital environment, in line with the commitment to the digital well-being of children and adolescents, by providing families with concrete tools.	# of plans sold	683
Chile	Claro Chile	The Adventures of WiFi	"The Adventures of Wi and Fi" is the only children's animated series in Chile that encourages families to develop healthy digital habits through practical recommendations. It tells the story of two siblings: Wi, a 7-year-old boy who's an expert at getting into trouble, and Fi, an 11-year-old girl who loves programming. Together, they must face the challenges of the digital world. The series focuses on highlighting the risks and opportunities that technology brings. In 2024, we're launching a virtual reality version of the web series and opening a free-access booth where patients at the Teletón Institute in Santiago can enjoy an immersive experience interacting with the series' characters and learn about digital literacy. The booth, equipped with an ergonomic seat and virtual reality headsets, allows children and young people to interact with the characters' universe through voice commands, body movements, or "gaze" technology (which enables users to perform actions by focusing their gaze on interactive elements). This is how users will be able to explore the different worlds in which the characters live, learn about digital safety through play, and enjoy audiovisual content from the series in an immersive and accessible environment. In addition, we donated three virtual reality headsets to more Teletón hospitals across the country, ensuring that this experience benefits a large number of patients. The content, aimed at children ages 6 to 11, not only entertains but also educates them on the responsible use of technology, teaching children to manage their digital footprint, protect their personal data when playing online, and prevent cyberbullying.	# of Teletón participants	1,386
Nicaragua	Claro Nicaragua	Ring Ring Pum	"Run Ring Pum" is a road safety education campaign launched as part of Claro's social commitment, which aims to promote responsible cell phone use while driving in order to prevent accidents and save lives. The campaign is aimed at children ages 3 to 7, who will be the main participants in this project, as they will become by highlighting the dangers to the community posed by the use of cell phones while driving. The goal is to prevent traffic accidents and raise awareness about the safety and lives of drivers, passengers, and pedestrians.	# of children participating in the activities	756
Dominican Republic	Claro Dominican Republic	Campaign for the Responsible Use of Technology	An initiative aimed at raising awareness about the safe, ethical, and responsible use of technology. It includes informational campaigns, workshops, and digital resources that teach best practices for preventing risks such as cyberbullying, fraud, and excessive device use. The goal is to promote healthy and responsible digital habits, contributing to the creation of safe digital environments aligned with the Sustainable Development Goals related to education and well-being. With the goal of training and promoting initiatives that protect user privacy and data, while fostering safe practices in digital environments.	# of people trained in privacy and digital security	6,199

Appendix P.
Emissions Performance

GREENHOUSE GAS EMISSIONS (FIGURES IN METRIC TONS OF CO_2E)

GRI(305-1,305-2,305-3,305-4)

COUNTRY / REGION	DIRECT EMISSIONS (SCOPE 1)	EMISSIONS SCOPE 2 (MARKET BASED)	SCOPE 3 EMISSIONS	OUTSIDE OF SCOPE **	TOTAL EMISSIONS
Mexico	125,414	819,179	970,853	35,164	1,950,610
Brazil	32,125	20,135	285,624	26,104	363,988
Colombia	25,105	21,126	162,260	56	208,547
Southern Cone	12,289	106,023	138,239	1,172	257,723
Andean Region	11,651	49,160	115,152	891	176,854
Central America	28,256	110,346	147,970	709	287,281
Caribbean	41,800	161,854	117,278	24	320,956
Europe	18,396	76,608	377,615	0	472,619
Total	**295,036**	**1,364,431**	**2,314,991**	**64,120**	**4,038,578**

** Emissions related to ethanol and refrigerants were excluded from Scope 1 and reclassified as Out-of-Scope Emissions, in accordance with the GHG Protocol. CO2e derived from biologically sequestered carbon is reported separately, as are greenhouse gas emissions not covered by the Kyoto Protocol, such as CFCs and NOx.

** The classification of certain refrigerants as “Out of Scope” was based on publicly available information from the GHG Protocol and IPCC documents on Global Warming Potential (GWP) values, which are among the methodologies widely used in GHG inventories.

TOTAL GREENHOUSE GAS EMISSIONS BY SCOPE (FIGURES IN METRIC TONS OF CO_2E)

GRI(305-1,305-2,305-3,305-4)

EMISSIONS IN TONS OF CO2E	2019	2020	2021	2022	2023	2024	2025
Direct Emissions	310,494	265,843	288,033	304,734	321,151	311,977	295,036
Indirect Emissions (market-based)	1,969,913	1,917,398	1,749,861	1,614,778	1,489,011	1,298,238	1,364,431
Indirect Emissions (location-based)	2,092,978	2,035,899	1,946,119	1,922,862	1,994,804	1,809,449	1,899,379
Scope 3 Emissions	2,899,830	3,454,954	2,529,641	2,528,865	2,521,385	2,398,434	2,314,992
Out of Scope	90,330	66,943	101,844	66,221	87,183	66,270	64,120
Total Emissions + Out of Scope	5,270,567	5,705,138	4,669,379	4,514,598	4,418,730	4,074,919	4,038,579
Total Emissions*	**5,180,237**	**5,638,195**	**4,567,535**	**4,448,377**	**4,331,547**	**4,008,649**	**3,974,459**

*Total emissions include Direct Emissions, Market-Based Indirect Emissions, and Scope 3 Emissions

SCOPE 1 AND SCOPE 2 CARBON EMISSIONS PER TERABYTE TRANSMITTED

	2019	2020	2021	2022	2023	2024	2025
Scope 1 and Market-Based Scope 2 Carbon Emissions	2,280,407	2,183,241	2,037,894	1,919,512	1,810,162	1,610,215	1,659,467
Traffic (TB)	60,068,542	89,115,435	111,536,011	126,583,968	152,426,386	177,358,750	205,889,888
Tonnes of CO2e per TB	**0.038**	**0.0245**	**0.0183**	**0.0152**	**0.0119**	**0.0091**	**0.0081**

SCOPE 1 AND SCOPE 2 CARBON EMISSIONS PER MONETARY UNIT

	2019	2020	2021	2022	2023	2024	2025
Scope 1 and Market-Based Scope 2 Carbon Emissions	2,280,407	2,183,241	2,037,894	1,919,512	1,810,162	1,610,215	1,659,467
Operating income (millions of Mexican pesos)	-	815,399	830,687	844,501	816,013	869,221	943,638
	-	**2.7**	**2.5**	**2.3**	**2.2**	**1.9**	**1.8**

SCOPE 3 EMISSIONS BY CATEGORY

GRI(305-1,305-2,305-3,305-4)

CATEGORY	EMISSIONS IN THE REPORTING YEAR (METRIC TONS OF CO_2E)							EMISSIONS CALCULATION METHODOLOGY AND EXCLUSIONS
	2019	2020	2021	2022	2023	2024	2025	
1. Purchased Goods and Services	1,544,695	2,266,110	1,275,662	1,270,283	1,414,932	1,395,518	1,344,133	Spend-Based Method / Hybrid Method
2. Capital Goods	827,245	763,948	817,579	874,268	670,025	563,530	499,756	Spend-Based Method / Hybrid Method
3. Fuel- and Energy-Related Activities (Not Included in Scope 1 or Scope 2)	426,234	375,614	365,425	348,782	380,497	391,765	418,540	Fuel-Based Method / Life-Cycle Emission Factors
4. Upstream Transportation and Distribution								Relevant, not yet calculated
5. Waste Generated in Operations	4,393	3,318	3,386	2,989	3,070	3,927	3,678*	Waste-Type-Specific Method
6. Business Travel	11,558	414	201	880	5,886	7,586	4,685	Distance-Based Method
7. Employee Commuting	85,707	45,550	67,388	31,663	46,977	36,108	44,200	Fuel-Based Method / Distance-Based Method
8. Upstream Leased Assets								Relevant, not yet calculated
9. Downstream Transportation and Distribution								Relevant, not yet calculated
10. Processing of Sold Products								This category is not applicable, as none of our products require further processing once sold to our customers
11. Use of Sold Products								Relevant, not yet calculated
12. End-of-Life Treatment of Sold Products								Relevant, not yet calculated
13. Downstream Leased Assets								Not relevant; we will assess it in the coming years
14. Franchises								Not relevant; not applicable to us
15. Investments								Not relevant; not applicable to us
Total	**2,899,832**	**3,454,954**	**2,529,641**	**2,528,865**	**2,521,387**	**2,398,434**	**2,314,992**	

* This figure includes 3,129 tCO2e from solid waste generated by operations and 549 tCO2e from wastewater treatment, for a total of 3,678 tCO2e in this Scope 3 category.

Scope 1

Publication Title

DEFRA Department for Environment, Food & Rural Affairs - Dept. for Energy Security and Net Zero (DESNZ) - 2025 v1.2 (AR5 Applied)
Intergovernmental Panel on Climate Change (IPCC) Sixth Assessment Report - 100-Year GWP (2021)|

Scope 2

Publication Title

International Energy Agency (IEA) 2025 v1.2
Reliable Disclosure (RE-DISS) and AIB European Residual Mixes 2024 v1.1
U.S. Environmental Protection Agency eGRID (Subregion & U.S. Average) - 2023 (AR5 Applied) (Released June 2025) v1.2 Green-e Center for Resource Solutions Residual Mix

SCOPE 1, 2, AND 3 EMISSIONS BY SUBSIDIARY IN 2025 (FIGURES IN METRIC TONS OF CO_2E)

GRI (305-1, 305-2, 305-3)

SUBSIDIARY	DIRECT SCOPE 1 EMISSIONS	INDIRECT SCOPE 2 EMISSIONS	SCOPE 3 EMISSIONS	OUTSIDE THE SCOPE	TOTAL EMISSIONS
A1 Austria	6,900	2,341	129,316	0	138,557
A1 Belarus	1,190	25,915	58,929	0	86,034
A1 Bulgaria	2,970	15,761	75,661	0	94,392
A1 Croatia	2,504	3,674	40,857	0	47,035
A1 North Macedonia	1,229	9,184	13,226	0	23,639
A1 Serbia	2,072	19,656	44,412	0	66,140
A1 Slovenia	331	53	13,485	0	13,869
A1 Towers Bulgaria EOOD	76	11	24	0	111
A1 Towers Business	14	0	1,268	0	1282
AM Wireless Uruguay, S.A. (Claro)	274	1,114	2,781	6	4,175
América Móvil Perú, S.A.C. (Claro)	6,026	31,721	87,795	885	126,427
AMX Argentina, S.A. (Claro)	4,515	56,093	68,371	974	129,953
AMX Contenido, S.A. de C.V. (AMCO)	451	549	827	0	1,827
AMX Paraguay, S.A. (Claro)	828	0	3,850	33	4,711
Anuncios en Directorios, S.A. de C.V. (Sección Amarilla)	835	0	355	0	1,190
Claro Chile S.A. (Claro)	6,672	48,779	63,123	159	118,733
Claro CR Telecomunicaciones, S.A. (Claro)	1,082	1,907	16,793	0	19,782
Claro Enterprise Solutions (Claro)	0	5	208	0	213
Claro S.A. (Claro)	32,125	20,135	285,624	26,104	363,988
Claro Video, Inc. (Claro)	0	0	6	0	6
Compañía de Telecomunicaciones de El Salvador, S.A. de C.V.A. (Claro)	6,830	15,282	24,736	706	47,554
Compañía Dominicana de Teléfonos, S.A. (Claro)	32,553	72,209	53,878	24	158,664
Comunicación Celular, S.A. (Claro)	25,105	21,088	161,917	56	208,166

SUBSIDIARY	DIRECT SCOPE 1 EMISSIONS	INDIRECT SCOPE 2 EMISSIONS	SCOPE 3 EMISSIONS	OUTSIDE THE SCOPE	TOTAL EMISSIONS
Consorcio Ecuatoriano de Telecomunicaciones, S.A. (Claro)	5,625	17,439	27,152	6	50,222
Empresa Nicaragüense de Telecomunicaciones, S.A. (Enitel) (Claro)	5,005	26,342	21,923	0	53,270
Euro TeleSites d.o.o., Beograd	364	0	88	0	452
Euro TeleSites d.o.o., Slovenia	7	2	3	0	12
Euro TeleSites DOOEL Skopje	9	8	95	0	112
EuroTeleSites Croatia d.o.o.	692	1	167	0	860
Germany	39	1	37	0	77
Grupo Telvista, S.A. de C.V. (Telvista Call Center)	146	2,465	1,112	87	3,810
Hitss Colombia, S.A.S. (Hitss)	0	38	343	0	381
Hitss Ecuador, Inc.	0	0	144	0	144
Hitss Peru S.A.C.	0	0	60	0	60
Hitss Solutions, S.A. de C.V. (Hitss)	38	380	1,151	0	1,569
Hitss, Inc. (Hitss)	0	0	2	0	2
LATAM Telecommunications, LLC	8	328	343	0	679
Mixplay, S.A.	0	37	114	0	151
PPM TRANSFER (Mobile Payment Processor, S.A. de C.V.)	36	0	30	0	66
Puerto Rico Telephone Company, Inc. (Claro)	9,247	89,645	63,400	0	162,292
Radio Móvil Dipsa S.A. de C.V. (Telcel)	27,244	430,483	810,960	2,285	1,270,972
Servicios de Comunicaciones de Honduras, S.A. de C.V. (Claro)	4,322	19,094	25,211	3	48,630
Switzerland	0	0	49	0	49
Telecomunicaciones de Guatemala, S.A. (Claro)	11,017	47,721	59,306	0	118,044
Teléfonos de México S.A.B. de C.V. (Telmex & Infinitum)	96,654	384,970	155,857	32,793	670,274
Telvista Inc.	1	0	0	0	1
Grand Total	**295,036**	**1,364,431**	**2,314,989**	**64,121**	**4,038,577**

Appendix Q.
Energy and Fuel Performance

GRI(305-1,305-2,305-3,305-4,302-1,302-3)

FUEL CONSUMPTION BY COUNTRY AND REGION

COUNTRY / REGION	GASOLINE (LTS)	DIESEL (LTS)	BIODIESEL (LTS)	LP GAS (LTS)	ETHANOL (LTS)	BUTANE (LTS)	CNG (M3)	NATURAL GAS (M3)
Mexico	39,573,691	4,779,445	-	330,987	-	-	-	5,181,508
Brazil	4,114,790	3,573,414	-	0	6,948,427	-	-	0
Colombia	617,961	7,962,830	-	0	-	-	-	0
Southern Cone	174,296	2,859,217	-	0	-	-	-	32,567
Andean Region	819,308	1,499,508	-	0	-	-	-	0
Central America	1,668,467	7,646,629	-	0	-	-	-	0
Caribbean	2,248,637	11,604,132	-	326,385	-	-	-	0
Europe	1,757,543	4,196,499	-	183,499	-	-	-	822,164
Total	**50,974,693**	**44,121,674**	**0**	**840,871**	**6,948,427**	**0**	**0**	**6,036,239**

FUEL CONSUMPTION BY TYPE

EMISSIONS IN METRIC TONS OF CO2E	2019	2020	2021	2022	2023	2024	2025
Gasoline (liters)	54,346,342	46,906,614	51,035,925	52,578,123	52,136,254	47,591,694	50,974,693
Diesel (liters)	49,064,149	45,299,055	44,689,088	46,858,094	47,556,495	48,792,456	44,121,674
Biodiesel (liters)	-	-	-	-	-	-	-
LP Gas (liters)*	770,390	627,678	619,946	625,010	495,769	680,552	840,871
Bioethanol (liters)	-	-	-	-	-	-	-
Ethanol (liters)	5,427,150	4,200,069	2,629,748	2,740,511	4,052,783	5,946,030	6,948,427
Butane (liters)	-	-	-	-	-	-	-
CNG (m3)	6,570	4,410	3,661	884	174	-	-
Natural Gas (m3)	1,282,376	1,213,473	1,355,731	1,294,528	2,893,532	8,512,157	6,036,239
Heating oil (kWh)	1,914,562	2,364,273	450,127	431,998	-	-	-

* The decrease in natural gas usage is due to operational interruptions at the Ixtlahuaca plant throughout fiscal year 2025.

América Móvil reports fuel consumption for 100% of its subsidiaries.

HISTORICAL FUEL CONSUMPTION BY COUNTRY OR REGION (FIGURES IN MWH)

COUNTRY / REGION	2019	2020	2021	2022	2023	2024	2025
Mexico [1]	484,088	418,084	426,148	434,549	453,260	481,012	486,638
Brazil	92,060	78,730	107,947	112,571	118,487	119,341	118,028
Colombia [2]	112,718	109,030	108,220	114,534	124,422	107,865	90,342
Southern Cone [3]	33,937	28,528	30,784	30,901	39,064	36,163	32,344
Andean Region 4	28,105	25,371	25,394	25,643	28,987	45,641	23,701
Central America [5]	86,340	80,982	90,124	88,594	93,350	98,345	96,983
Caribbean [6]	148,279	138,268	115,736	133,665	116,726	134,115	146,850
Europe [7]	112,188	97,257	94,302	93,103	85,712	81,531	71,611
Total (MWH)	**1,097,715**	**976,250**	**998,655**	**1,033,560**	**1,060,008**	**1,104,013**	**1,066,497**
Total (GJ)	**3,951,774**	**3,514,500**	**3,595,158**	**3,720,816**	**3,816,029**	**3,974,447**	**3,839,393**

[1] Includes: Telmex, Telcel, AMCO, Sección Amarilla, Telvista, Global Hitss, Claro Pay, Claro Enterprise Solutions, Hitss Inc., LATAM Telecommunications, Claro Video, Telvista Inc.
[2] Includes: Claro Colombia and Global Hitss Colombia.
[3] Includes Claro Argentina, Mix Play, Claro Uruguay, and Claro Paraguay.
[4] Includes: Claro Peru, Claro Ecuador, Global Hitss Peru, and Global Hitss Ecuador.
[5] Includes Claro Guatemala, Claro Honduras, Claro El Salvador, Claro Costa Rica, and Claro Nicaragua.
[6] Includes Claro Puerto Rico and Claro Dominican Republic.
[7] Includes A1 Austria, A1 Towers Business, A1 Belarus, A1 Bulgaria, A1 Towers Bulgaria EOOD, A1 Croatia, EuroTeleSites Croatia d.o.o., A1 North Macedonia, Euro TeleSites DOOEL Skopje, A1 Serbia, Euro TeleSites d.o.o. Beograd, A1 Slovenia, Euro TeleSites d.o.o. Slovenia, and A1 Digital.

The results for the Brazil region were updated following the implementation of the conversion from L of ethanol in 2024 to MWh of ethanol in 2025. América Móvil reports fuel consumption for 100% of its subsidiaries.

HISTORICAL ENERGY CONSUMPTION BY COUNTRY

COUNTRY / REGION	2019	2020	2021	2022	2023	2024	2025
Mexico [1]	2,315,822	2,342,965	2,309,234	2,317,006	2,328,351	2,279,498	2,240,238
Brazil	1,379,276	1,383,779	1,442,714	1,467,856	1,535,194	1,540,950	1,562,220
Colombia [2]	465,213	499,560	528,519	561,845	590,366	615,842	616,085
Southern Cone [3]	553,128	532,498	554,717	585,007	599,265	597,882	599,688
Andean Region 4	276,183	292,194	305,572	324,980	351,313	363,266	381,908
Central America [5]	391,599	384,974	384,261	400,281	416,057	435,148	450,852
Caribbean [6]	258,289	267,046	265,769	267,063	272,481	272,882	270,362
Europe [7]	766,366	795,766	837,162	856,341	868,877	891,488	916,074
Total (MWH)	**6,405,876**	**6,498,782**	**6,627,948**	**6,780,379**	**6,961,904**	**6,996,956**	**7,037,426**
Total (GJ)*	**23,061,154**	**23,395,615**	**23,860,613**	**24,409,364**	**25,062,854**	**25,189,042**	**25,334,734**
% Renewables	12%	14%	21%	29%	37%	42%	44%
% Electricity Grid	88%	86%	79%	71%	63%	58%	56%

* Total energy consumption within the América Móvil organization amounted to 29,174,127 GJ. Of this total, 3,691,891 GJ correspond to the consumption of fuels from non-renewable sources, while 147,502 GJ correspond to the consumption of fuels from renewable sources. Electricity consumption totaled 25,344,734 GJ, of which 93,923 GJ was heat consumption.

The following items are included in the table: Total purchased electricity consumption (renewable and non-renewable) and heating consumption.

On-site generation and consumption of renewable and non-renewable energy are not included, as they do not meet the “Purchase” criterion*.

The figures presented in this table have been updated to align with the calculation methodology required by the GRI (Subsection c. Electricity Consumption), in order to ensure the accuracy and comparability of the data.

[1] Includes: Telmex, Telcel, AMCO, Sección Amarilla, Telvista, Global Hitss, Claro Pay, Claro Enterprise Solutions, Hitts Inc., LATAM Telecommunications, Claro Video, Telvista Inc.
[2] Includes: Claro Colombia and Global Hitss Colombia.
[3] Includes Claro Argentina, Mix Play, Claro Uruguay, and Claro Paraguay.
[4] Includes: Claro Peru, Claro Ecuador, Global Hitss Peru, and Global Hitts Ecuador.
[5] Includes Claro Guatemala, Claro Honduras, Claro El Salvador, Claro Costa Rica, and Claro Nicaragua.
[6] Includes Claro Puerto Rico and Claro Dominican Republic.
[7] Includes A1 Austria, A1 Towers Business, A1 Belarus, A1 Bulgaria, A1 Towers Bulgaria EOOD, A1 Croatia, EuroTeleSites Croatia d.o.o., A1 North Macedonia, Euro TeleSites DOOEL Skopje, A1 Serbia, Euro TeleSites d.o.o. Beograd, A1 Slovenia, Euro TeleSites d.o.o. Slovenia, and A1 Digital.

América Móvil reports fuel consumption for 100% of its subsidiaries.

ELECTRICITY ENERGY INTENSITY

	2019	2020	2021	2022	2023	2024	2025
Energy Consumption Purchased electricity plus stationary combustion (MWh)	6,782,516	6,852,474	6,970,644	7,150,353	7,336,325	7,389,678	7,398,480
Internet usage on the network in TB	60,068,542	89,115,435	111,536,011	126,583,968	152,426,386	177,358,750	205,889,888
Terabytes per megawatt-hour	8.9	13.0	16.0	17.7	20.8	24.0	27.8

*Terabyte per second

* For the indicator reporting the grid's electricity consumption plus the stationary fuel that powers the grid.

DATA CENTER ENERGY USAGE

USO DE ENERGÍA DEL CENTRO DE DATOS	2019	2020	2021	2022	2023	2024	2025	RENEWABLE ENERGY TARGET FOR FISCAL YEAR 2026
Total energy used in data centers (MWh)	295,594	317,654	317,654	388,118	403,301	595,995	563,190	
Percentage of renewable energy (of total energy)	13.26%	14.96%	14.96%	17.48%	23.23%	56.55%	65.26%	60%

* Variations in the data are due to a change in the unit of measurement, which allows for greater precision and accuracy in the information presented.

2019* The process of consolidating an inventory began; the calculation was based on a partial database.
2020* The calculation was adjusted following a review of sites that coexist with offices and sites with data centers, as well as data centers that coexist with offices, identifying this as the main problem detected 2021* Progress in measurement was limited and was not significantly reflected in the figures
2022* The scope of the measurement was expanded, which led to the need to adjust the collected data
2023* Implementation of PUE automation began, including the correction of previously taken measurements
2024* A decrease is observed, attributable to the modernization of mobile infrastructure through NFV decommissioning processes; data centers were identified as the most viable option for ensuring a supply of renewable energy, thereby driving accelerated growth in their adoption.
2025* The decrease in MWh recorded in Mexico is due to a reduction in the number of data centers, as they migrated their operations to existing infrastructure, thereby optimizing energy consumption. Additionally, improvements were made to the quality of reported data in Mexico by appointing a single point of contact responsible for reporting this information.

ELECTRICITY CONSUMPTION BY SOURCE TYPE

	CONSUMPTION (MWH)	SELF-GENERATION (MWH) DCS (SELF-GENERATION AND ON-SITE CONSUMPTION)
Electric Grid	3,202,848	0
Heat (Europe)	26,090	0
Renewable mix (Europe)	708,442	0
Solar	664,594	19,370
Wind	823,723	42
Hydroelectric	760,256	0
Cogeneration	715,831	0
Biomass	0	0
Biogas	135,638	0
Nuclear	4	0
Geothermal	0	0
Tidal	0	0
Natural Gas	0	19,569
Diesel	0	78,115
Gasoline	0	6,867
Steam	0	0
Total	**7,037,426**	**123,963**

AVERAGE POWER USAGE EFFECTIVENESS (PUE)

YEAR	2019	2020	2021	2022	2023	2024	2025	TARGET FOR FISCAL YEAR 2026
Average PUE	1.95	1.70	1.70	1.99	2.08	1.80	1.77	1.79
Coverage (percentage of total ICT population)*	36%	40%	40%	35%	38%	57%	59%	

*ICT penetration is defined as the percentage of total computing devices

2019–2023* The increase recorded during this period corresponds to organic growth in the user base and in the provision of services by Operational Costs, reflecting the expansion and consolidation of its operations

2024* Energy consumption from the CRBs located at NFV sites in Mexico, as well as from A1, will be included as part of operations; it is anticipated that TELMEX will be included in the near future to fully reflect the impact of the expansion of infrastructure and services offered

2025* The decrease in PUE is due to energy optimizations carried out in our data centers, including upgrades and the shutdown of equipment, among other measures. Additionally, improvements were implemented in the measurement of energy readings in Puerto Rico and Mexico.

Appendix R. Waste Performance

G R I (306-3, 306-4, 306-5)

NON-HAZARDOUS WASTE BY DISPOSAL METHOD (TONNES)

COUNTRY / REGION	RECYCLED	REUSED	LANDFILL	INCINERATED	ENERGY RECOVERY	REMANUFACTURED*	TOTAL
Mexico	7,967	52	341	0	0	0	**8,360**
Brazil	3,079	168	167	0	0	1,573	**4,987**
Colombia	2,380	0	267	0	0	1,285	**3,932**
Southern Cone	2,334	42	2,682	0	9	374	**5,441**
Andean Region	433	12	188	2	8	363	**1,006**
Central America	1,918	152	0	0	0	74	**2,144**
Caribbean	1,749	7	899	1	0	81	**2,737**
Europe	2,002	0	677	0	773	0	**3,452**
Total	**21,862**	**433**	**5,221**	**3**	**790**	**3,750**	**32,059**

América Móvil prioritizes the reuse, refurbishment, and recycling of waste generated by its operations. In cases where these alternatives are not feasible, the company's subsidiaries manage the waste using the best available option for its disposal at the end of its useful life, in accordance with current legal and environmental regulations.

During the reporting period, the remanufactured waste segment recorded a significant increase, exceeding the volumes reported in 2024 by more than 50%. This performance made it possible to return approximately 1,800 metric tons of additional waste to the market through refurbishment processes, thereby avoiding the purchase of new equipment. As a result, the company achieved significant financial benefits and contributed to reducing associated emissions in its supply chain.

América Móvil reports the waste generated by 100% of its subsidiaries. However, it is important to note that, in some non-TELCO entities, this waste cannot be directly quantified, as the lease of their offices or workplaces includes waste collection services. This arrangement prevents the specific recording of the weight of waste generated annually.

HISTORY OF TOTAL WASTE BY DISPOSAL METHOD (TONNES)

BY DISPOSAL METHOD	2019	2020	2021	2022	2023	2024	2025
Reused	168	522	121	160	18	1,631	**433**
Recycled	19,759	12,236	15,171	17,059	15,258	19,637	**21,862**
Refurbished						1,928	**3,750**
Energy Recovery	1,061	751	863	939	1,141	1,029	**790**
Incinerated	88	13	149	9	0	8	**3**
Landfill	4,583	4,567	4,984	4,757	5,098	5,394	**5,221**
Total	**25,659**	**18,089**	**21,288**	**22,924**	**21,515**	**29,627**	**32,059**

* The reporting of reconditioned waste reflects an effort to collect information on an additional recovery category, which was included for the first time in 2024. During 2025, following training sessions and working meetings, more subsidiaries began reporting this type of waste, resulting in an increase in this category in our report.

América Móvil reports waste generated by 100% of its subsidiaries. However, it is important to note that, in certain non-TELCO entities, this waste cannot be quantified directly because the leasing arrangements for their offices or workplaces include waste collection services. This arrangement prevents the specific weight of waste generated annually from being measured.

WASTE TRENDS AND PERCENTAGE BY DISPOSAL METHOD (WASTE IN TONNES) | PERCENTAGE)

YEAR	REUSED	RECYCLED	REMANUFACTURED	INCINERATED	ENERGY RECOVERY	LANDFILL	TOTAL
2021	121	15,171	0	863	149	4,984	**21,288**
	1%	71%	0%	4%	1%	23%	**100%**
2022	160	17,059	0	939	9	4,757	**22,924**
	1%	74%	0%	4%	0%	21%	**100%**
2023	18	15,258	0	1,141	0	5,098	**21,515**
	0%	71%	0%	5%	0%	24%	**100%**
2024	1,631	19,637	1,928	1,029	8	5,394	**29,627**
	6%	66%	7%	3%	0%	18%	**100%**
2025	433	21,862	3,750	3	790	5,221	**32,059**
	1%	68%	12%	0%	2%	16%	**100%**

Appendix S. Water Performance

G R I (303-3, 303-4, 303-5)

WATER WITHDRAWAL (FIGURES IN CUBIC METERS)

BUILDING	GROUNDWATER	SURFACE WATER	THIRD-PARTY WATER	RAINWATER (COLLECTED)	SEAWATER	GRAND TOTAL
A1 Austria	0	0	143,653	0	0	143,653
A1 Belarus	292	0	8,937	0	0	9,229
A1 Bulgaria	0	0	41,020	0	0	41,020
A1 Croatia	0	0	15,111	0	0	15,111
A1 North Macedonia	0	0	11,589	0	0	11,589
A1 Serbia	0	0	9,691	0	0	9,691
A1 Slovenia	0	0	2,212	0	0	2,212
A1 Towers Bulgaria EOOD	0	0	0	0	0	0
A1 Towers Business	0	0	0	0	0	0
AM Wireless Uruguay, S.A. (Claro)	0	0	2,150	0	0	2,150
América Móvil Perú, S.A.C. (Claro)	0	0	135,331	0	0	135,331
AMX Argentina, S.A. (Claro)	0	0	92,193	0	0	92,193
AMX Contenido, S.A. de C.V. (AMCO)	0	0	118	0	0	118
AMX Paraguay, S.A. (Claro)	0	0	7,370	0	0	7,370
Anuncios en Directorios, S.A. de C.V. (Sección Amarilla)	0	0	0	0	0	0
Claro Chile S.A. (Claro)	94,828	0	87,491	0	0	182,319
Claro CR Telecomunicaciones, S.A. (Claro)	0	0	4,145	0	0	4,145
Claro Enterprise Solutions (Claro)	0	0	0	0	0	0
Claro S.A. (Claro)	0	0	433,820	0	0	433,820
Claro Video, Inc. (Claro)	0	0	0	0	0	0

WATER WITHDRAWAL (FIGURES IN CUBIC METERS)

BUILDING	GROUNDWATER	SURFACE WATER	THIRD-PARTY WATER	RAINWATER (PRODUCED)	MARINE WATER	GRAND TOTAL
Compañía de Telecomunicaciones de El Salvador, S.A. de C.V.A. (Claro)	0	0	65,466	0	0	65,466
Compañía Dominicana de Teléfonos, S.A. (Claro)	0	0	464,591	0	0	464,591
Comunicación Celular, S.A. (Claro)	0	0	130,959	0	0	130,959
Consorcio Ecuatoriano de Telecomunicaciones, S.A. (Claro)	0	0	58,406	0	0	58,406
Empresa Nicaragüense de Telecomunicaciones, S.A. (Enitel) (Claro)	0	0	134,473	0	0	134,473
Euro TeleSites d.o.o., Beograd	0	0	0	0	0	0
Euro TeleSites d.o.o. Slovenia	0	0	0	0	0	0
Euro TeleSites DOOEL Skopje	0	0	0	0	0	0
EuroTeleSites Croatia d.o.o.	0	0	0	0	0	0
Germany	0	0	9	0	0	9
Grupo Telvista, S.A. de C.V. (Telvista Call Center)	0	0	42,374	0	0	42,374
Hitss Brazil	0	0	0	0	0	
Hitss Colombia, S.A.S. (Hitss)	0	0	170	0	0	170
Hitss Ecuador, Inc.	0	0	0	0	0	0
Hitss Peru S.A.C.	0	0	0	0	0	0
Hitss Solutions, S.A. de C.V. (Hitss)	0	0	1,319	0	0	1,319
Hitss, Inc. (Hitss)	0	0	0	0	0	0
LATAM Telecommunications, LLC	0	0	655	0	0	655
Mixplay, S.A.	0	0	0	0	0	0
PPM TRANSFER (Procesadora de Pagos Móviles, S.A. de C.V.)	0	0	0	0	0	0
Puerto Rico Telephone Company, Inc. (Claro)	0	0	130,587	0	0	130,587
Radio Móvil Dipsa S.A. de C.V. (Telcel)	0	0	241,175	0	0	241,175
Servicios de Comunicaciones de Honduras, S.A. de C.V. (Claro)	0	0	22,533	0	0	22,533
Switzerland	0	0	46	0	0	46
Telecomunicaciones de Guatemala, S.A. (Claro)	0	0	177,401	0	0	177,401
Teléfonos de México S.A.B. de C.V. (Telmex & Infinitum)	18,480	0	894,278	297	0	913,055
Telvista Inc.	0	0	0	0	0	0
Grand Total	**113,600**	**0**	**3,359,273**	**297**	**0**	**3,473,170**

WATER CONSUMPTION 2025 (FIGURES IN CUBIC METERS)

COUNTRY / REGION	GROUNDWATER	SURFACE WATER	THIRD-PARTY WATER	PRODUCED WATER	RAINWATER	TOTAL
Mexico	18,480	0	1,179,918	0	297	1,198,695
Brazil	0	0	433,820	0	0	433,820
Colombia	0	0	131,129	0	0	131,129
Southern Cone	94,828	0	189,204	0	0	284,032
Andean Region	0	0	193,737	0	0	193,737
Central America	0	0	404,018	0	0	404,018
Caribbean	0	0	595,178	0	0	595,178
Europe	292	0	232,267	0	0	232,559
Total (m3)	**113,600**	**0**	**3,359,271**	**0**	**297**	**3,473,168**

During 2025, water consumption remained stable compared with the previous year, recording a marginal increase of 2%. This reflects the consistent and standardized reporting of the Company's activities over time.
América Móvil reports water consumption for 100% of its subsidiaries. However, it is important to note that, in certain non-TELCO entities, water consumption cannot be quantified directly because the leasing arrangements for their offices or workplaces include water services. This prevents the specific annual volume of water consumed, measured in liters, from being recorded.

HISTORICAL WATER CONSUMPTION 2025 (FIGURES IN MILLIONS OF CUBIC METERS)

TOTAL	2019	2020	2021	2022	2023	2024	2025
	3.1	2.3	4	3.1	2.9	3.4	3.5

HISTORICAL WATER DISCHARGE DATA FOR 2025 (FIGURES IN CUBIC METERS)

COUNTRY / REGION	GROUNDWATER	SURFACE WATER	THIRD-PARTY WATER	SEAWATER	TOTAL
Mexico	0	0	1,041,738	0	1,041,738
Brazil	0	0	433,820	0	433,820
Colombia	0	0	130,959	0	130,959
Southern Cone	2,893	0	281,139	0	284,032
Andean Region	0	0	193,737	0	193,737
Central America	0	0	329,479	0	329,479
Caribbean	0	0	576,976	0	576,976
Europe	0	0	0	0	0
Total (m3)	**2,893**	**0**	**2,987,848**	**0**	**2,990,741**

HISTORY OF WATER DISCHARGE (FIGURES IN MILLIONS OF CUBIC METERS)

TOTAL	2019	2020	2021	2022	2023	2024	2025
	2.5	1.3	2.9	2.4	2.3	2.9	3.0

WATER INTENSITY

TOTAL	2023	2024	2025
Total water consumption (m3)	2,866,185	3,401,001.00	3,473,168.00
TBs	152,426,386	177,358,750	205,889,888
Water Intensity (m3/TBs)	0.019	0.019	0.017

DATA CENTERS THAT USE WATER-BASED COOLING SYSTEMS

TOTAL	2024	2025
Total Data Centers	172	175
Water-Cooled Data Centers	41	25
Percentage of Data Centers Using Water-Based Cooling	24%	14%

A decrease was recorded in the number of data centers using water. Brazil stopped reporting 17 previously identified data centers after confirming that the water is used for restrooms, drinking fountains, and air-conditioning systems.

Increase in data centers: AUP and AT added data centers to the list.

Appendix T. SASB Index

SUSTAINABILITY ACCOUNTING STANDARDS BOARD (SASB) METRICS

TOPIC	CODE	ACCOUNTING METRIC	UNIT OF MEASURE	COMPANY RESPONSE 2025
Company's Environmental Footprint	TC-TL-130a.1	(1) Total energy consumed .	Gigajoules	25,334,734
		(2) Percentage of electricity from the grid.	%	56%
		(3) Percentage of renewable energy.	%	44%
Data Privacy	TC-TL-220a.1	(1) Description of policies and practices related to behavioral advertising and customer privacy.	NA	See pages 33 y 34
	TC-TL-220a.2	(2) Number of customers whose information is used for secondary purposes. [1]	Number	21.97%[1]
	TC-TL-220a.3	(3) Total amount of monetary losses resulting from legal proceedings related to customer privacy.	Report exchange rate	$0.00[2]
	TC-TL-220a.4	(1) Number of requests for customer information from judicial authorities.	Number	909,867
		(2) Number of customers whose information was requested.	Number	N/A
		(3) Percentage resulting in disclosure.	%	93.35%
Data Security	TC-TL-230a.1	(1) Number of data breaches.	Number	0
		(2) Percentage involving personally identifiable information.	%	0%
		(3) Number of affected customers.	Number	0
	TC-TL-230a.2	Description of the approach to identifying and addressing data security risks, including the use of third-party cybersecurity standards.	NA	See pages 31 a 33
Product End-of-Life Management	TC-TL-440a.1*	(1) Materials recovered from operations and through collection programs. [2]	Metric Tons	26,045
		(2) Percentage of materials that were recovered and reused.	%	2%
		(3) Percentage of materials that were recovered and recycled.	%	98%
		(4) Percentage of materials sent to landfills (%) .	%	0%

[1] The percentage represents users who have chosen to restrict the use of their data for secondary purposes—defined as uses other than the provision of the primary service—including targeted advertising, product improvement, and data transfer to third parties. The figures do not include operations in Europe, where applicable regulations prohibit the use of personal data for purposes other than the provision of the service. The 2025 figure (21.97%) includes Claro Chile for the first time. The 2024 figure has been recalculated to 22.86% after identifying a methodological inconsistency in the original calculation for Brazil; the corrected figure is presented as a comparative reference in this Report.
[2] For more information, see pages 32 and 33 of this Report.
[3] For more information, see pages 31 through 34 of this report.

TOPIC	CODE	ACCOUNTING METRIC	UNIT OF MEASURE	COMPANY RESPONSE 2025
Competitive Behavior and the Open Internet	TC-TL-520a.1	Total amount of monetary losses resulting from legal proceedings related to regulations on anticompetitive conduct. [3]	Exchange rate used in the report	$0.00[5]
	TC-TL-520a.2	(1) Actual average sustained download speed in megabits per second (Mbps) for proprietary and commercially affiliated content.	Megabits per second	16.83
		(2) Actual average sustained download speed in megabits per second (Mbps) for non-partnered content.	Megabits per second	16.83
	TC-TL-520a.3	Description of the risks and opportunities associated with net neutrality, paid peering, zero-rating, and related practices.	NA	See pages 88
Management of Systemic Risks Arising from Technology Disruptions	TC-TL-550a.1[4]	(1) Average duration of system outage (fixed network) .	Disruptions per user	96.33
		(2) Average frequency of system outages (fixed network) .		0.43%
		(3) Average duration of customer outages (fixed network) .	Hours per user	225.01
	TC-TL-550a.2	System management to ensure uninterrupted service during service outages.	NA	See pages 29, 30 y 36
Activity Metrics	TC-TL-000.A	Total number of mobile accesses (millions).	Number	331
	TC-TL-000.B	Total number of fixed accesses (millions).	Number	79
	TC-TL-000.C	Number of fixed broadband connections (millions).	Number	36.5
	TC-TL-000.D	Network traffic in petabytes.	Petabytes	205, 889, 888

[1] The percentage corresponds to users who have chosen to restrict the use of their data for secondary purposes, defined as uses other than the provision of the primary service, including targeted advertising, product improvement, and data transfer to third parties. The figures do not include operations in Europe, where applicable regulations prohibit the use of personal data for purposes other than the provision of the service. The 2025 figure (21.97%) includes Claro Chile for the first time. The 2024 figure has been recalculated to 22.86% after identifying a methodological inconsistency in the original calculation for Brazil; the corrected figure is presented as a comparative reference in this Report.
[2] Information regarding the total amount of waste generated by the operation and the materials collected.
[3] For more information on fines and disputes, visit América Móvil's corporate website.
[4] The figures include a methodological change from 2024, focused on reporting fixed-line and mobile network outages separately. The indicators reported in 2025 include fixed-line network outages for Latin America; the figures for the European section are excluded because they are not available. During 2026, estimates for mobile network outages will be finalized for all countries where we operate.
[5] For more information, see page 28 of this report.

Appendix U. GRI Index

Statement of Use	América Móvil has prepared the information presented in the GRI Index for the period January 1, 2025, through December 31, 2025, using the GRI Standards as a reference.
GRI 1	GRI 1: FUNDAMENTALS 2021

GRI STANDARD	CONTENT	LOCATION	REFERENCE
GRI 2: CONTENIDOS GENERALES 2021			
2-1	Organizational Details	3, 7, 8	For more information on the location of the company's main offices, see page 2 of our 2025 Annual Report For more information on the countries in which the company operates, see pages 2, 7, and 53 of our 2025 Annual Report For more information on Ownership and Legal Structure, see pages 2 and 50 of our 2025 Annual Report
2-2	Entities included in the sustainability reporting	3	For more information on the entities included in the report, see pages 3 and 7 of our 2025 Annual Report
2-3	Reporting period, frequency, and contact information	3	
2-4	Updating of information	3	
2-5	External verification	3, 157	
2-6	Activities, Value Chain, and Other Business Relationships	7, 8, 9	More information about our activities, brands, products, and services can be found on pages 2, 4, 5, 6, and 7 of our 2025 Annual Report For more information on the markets we serve, see pages 4 through 7 of our 2025 Annual Report
2-7	Employees	46, 96, 97	
2-8	Non-employee workers	46	
2-9	Governance structure and composition	13, 23, 24	For more information on the corporate governance structure, see pages 61 through 68 of our 2025 Annual Report For more information on the composition of the highest governing body and its committees, see pages 61 through 66 of our 2025 Annual Report
2-10	Appointment and Selection of the Highest Governing Body	23	Information on the appointment and selection of the highest governing body can be found on pages 74 and 75 of our 2025 Annual Report
2-11	Chair of the highest governing body	23	Further information on the Chair of the highest governing body can be found on pages 61 through 65 of our 2025 Annual Report
2-12	Role of the highest governing body in overseeing the management of impacts	13, 14, 23, 24	
2-13	Delegation of responsibility for managing impacts	13, 24	
2-14	Role of the highest governance body in sustainability reporting	13, 14, 23	
2-15	Conflicts of interest	26, 27	
2-16	Reporting Critical Concerns	27, 28	
2-20	Process for Determining Compensation	47	Please refer to our 2025 Annual Corporate Governance Report, as well as our Form 20-F, available on América Móvil's corporate website
2-21	Annual Total Compensation Ratio	47	Please refer to our 2025 Annual Corporate Governance Report, as well as our Form 20-F, available on América Móvil's corporate website
2-22	Statement on Sustainable Development Strategy	4, 5	
2-23	Commitments and Policies	13, 14, 25, 40, 45, 94, 95	
2-24	Incorporation of Commitments and Policies	25, 40, 45	
2-25	Processes to Remediate Negative Impacts	13, 14, 27, 28, 29, 30	

GRI STANDARD	CONTENT	LOCATION	REFERENCE
GRI 2: GENERAL CONTENT 2021			
2-26	Mechanisms for Seeking Advice and Raising Concerns	27, 28, 31, 32	
2-27	Compliance with Laws and Regulations	25, 28	
2-28	Membership in Associations	20	
2-29	Approach to stakeholder engagement	11, 81, 82	
2-30	Collective Bargaining Agreements	47	
GRI 3: MATERIAL ISSUES 2021			
3-1	Materiality Assessment Process	3, 12	
3-2	List of Material Topics	12	
3-3	Material Topic Management	13, 14, 15, 16, 17, 18, 25, 28, 31, 35, 36, 40, 44, 54, 59, 72, 74, 76, 78, 79	
GRI ESTÁNDARES TEMÁTICOS			
GRI 201: ECONOMIC PERFORMANCE 2016			
201-1	Direct economic value generated and distributed	70, 111	Check out our latest financial report
201-2	Financial Implications and Other Risks and Opportunities Arising from Climate Change	72, 73	
GRI 202: MARKET PRESENCE 2016			
202-1	Ratios of standard entry-level salary by gender to the local minimum wage	47	
GRI 203: INDIRECT ECONOMIC IMPACTS 2016			
203-1	Investments in supported infrastructure and services	69, 70	
203-2	Significant Indirect Economic Impacts	59, 60, 61, 62, 63, 64, 65, 66, 67, 69, 70	Check out our latest financial report
GRI 204: PROCUREMENT PRACTICES 2016			
204-1	Percentage of spending with local suppliers	40	
GRI 205: ANTI-CORRUPTION 2016			
205-2	Communication and training on anti-corruption policies and procedures	26	
205-3	Confirmed Incidents of Corruption and Actions Taken	28	
GRI 207: TAXATION 2019			
207-1	Tax Approach	89	For information on the Tax Policy, visit América Móvil's corporate website. The link can be found on page 89.
207-4	Country-by-Country Reporting	89, 90, 91, 92, 93	
GRI 302: ENERGY 2016			
302-1	Energy consumption within the organization	74, 75, 134, 135, 136, 137	
302-3	Energy intensity	74, 136	
302-4	Reduction in energy consumption	72, 74, 75	
GRI 304: BIODIVERSITY 2016			
304-2	Significant impacts of activities, products, and services on biodiversity	79	
304-3	Protected or restored habitats	79	
GRI 303: WATER AND EFFLUENTS 2018			
303-1	Engagement with Water as a Shared Resource	78	
303-3	Water Withdrawal	140, 141	

GRI STANDARD	CONTENT	LOCATION	REFERENCE
GRI 303: WATER AND EFFLUENTS 2018			
303-4	Water Discharge	139	
303-5	Water Consumption	78, 142	
GRI 305: EMISSIONS 2016			
305-1	Direct GHG Emissions (Scope 1)	74, 129,130,132,133	
305-2	Indirect GHG emissions associated with energy (Scope 2)	75, 129,130,132,133	
305-3	Other indirect GHG emissions (Scope 3)	74, 129,130, 131, 132,133	
305-4	GHG emissions intensity	72, 130	
305-5	Reduction in GHG Emissions	72, 74, 75	
GRI 306: WASTE 2020			
306-1	Waste management and significant impacts related to waste	76	
306-2	Management of Significant Impacts Related to Waste	76	
306-3	Waste generated	138, 139	
306-4	Waste not intended for disposal	77, 138, 139	
306-5	Waste intended for disposal	138, 139	
GRI 308: ENVIRONMENTAL ASSESSMENT OF SUPPLIERS 2016			
308-1	New suppliers that have passed selection criteria based on environmental criteria	40, 42	
GRI 401: EMPLOYMENT 2016			
401-1	New Hires and Employee Turnover	46, 96, 97, 98, 99, 100	
401-3	Parental Leave	47	
GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018			
403-1	Occupational Health and Safety Management System	54, 108	
403-2	Hazard Identification, Risk Assessment, and Incident Investigation	54	
403-5	Worker Training on Occupational Health and Safety	54, 55	
403-6	Worker Health Promotion	53, 56	
403-8	Scope of the occupational health and safety management system	107	
403-9	Work-Related Injuries	54, 55, 106, 107	
403-10	Work-Related Ailments and Illnesses	55, 106	
GRI 404: TRAINING AND EDUCATION 2016			
404-1	Average number of training hours per year per employee	50, 96, 98	
404-2	Programs to develop employee skills and transition support programs	45, 49, 50, 94, 95	
404-3	Percentage of employees who receive periodic evaluations of their performance and career development	51, 99	
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016			
405-1	Diversity Among Board Members and Employees	46, 48, 96, 97, 100	
405-2	Ratio of base salary to total compensation for women and men	99, 101	
GRI 406: NON-DISCRIMINATION 2016			
406-1	Instances of discrimination and corrective actions taken	28	

GRI STANDARD	CONTENT	LOCATION	REFERENCE
GRI 414: 2016 SOCIAL ASSESSMENT OF SUPPLIERS			
414-1	New suppliers that have passed selection filters based on social criteria	40, 41	
GRI 418: CUSTOMER PRIVACY 2016			
415-1	Contributions to political parties and/or elected officials	20	
GRI 415: PUBLIC POLICY 2016			
418-1	Substantiated complaints regarding breaches of customer privacy and loss of customer data	33, 34, 35	There were no security incidents, and we were not subject to any penalties or sanctions from regulatory agencies regarding customer privacy violations.

Appendix V. GSMA Index

GSMA ESG METRICS FOR THE 2025 MOBILE INDUSTRY BENCHMARKING

TOPIC	SUB-TOPIC	NAME OF KEY INDICATOR	GSMA CODE	GSMA CODE DETAILS	AMÉRICA MOVIL 2025 RESPONSE/RESULTS
Environmental	**Emissions**	Science-Based Targets	GSMA-ENV-01	Disclose whether you have established or committed to establishing GHG emissions targets that are in line with the Paris Agreement's goals to limit global warming to well below 2°C above pre-industrial levels and to pursue efforts to limit warming to 1.5°C and achieve net-zero emissions by 2050. (yes/no)	See page 72
		Scope 1, 2, and 3 Emissions	GSMA-ENV-02[1]	Absolute Scope 1 and 2 Emissions (metric tons of CO2e)	1'659,467
				Absolute Scope 1 and 2 Emissions (metric tons of CO2e) per 1 GB of data	0.00000806
				Percentage change in absolute Scope 1 and 2 emissions since the last reporting period	-27.26% compared to the 2019 base year
				Absolute Scope 3 emissions (metric metric tons of CO2e)	2'314,991
				Absolute Scope 3 emissions (metric tons of CO2e) per 1 GB of data	0.00001124
				Percentage change in absolute Scope 3 emissions since the last reporting period	-20.2% compared to the 2019 base year
	Energy	Energy Consumption	GSMA-ENV-03	Total energy consumed (MWh)	7'037,426
				Total energy consumed (MWh) per 1 GB of data	0.036
				Percentage of non-renewable energy from the grid	The company reports in accordance with GRI 302; as of the date of this report, AMX is working on this specific allocation.
				Percentage of renewable energy from off-grid sources	
				Percentage of non-renewable energy off-grid	
Environmental	**Waste Reduction[2]**	Repaired or Reused Materials	GSMA-ENV-04	Percentage of network equipment repaired or reused, by unit .	5.31%
				Percentage of network equipment repaired or reused, by purchase price.	36.86%
				Percentage of mobile phones and customer premises equipment (CPE) repaired or reused, by unit.	62.86%
				Percentage of mobile phones and customer premises equipment (CPE) repaired or reused, by purchase price.	76.54%
		Repaired or reused materials	GSMA-ENV-04	Total waste generated (metric tons) per 1 GB of data	0.0000001557 metric tons/GB
				Network waste (metric tons) per 1 PB of data	0.002075 metric tons/PB
				Waste from mobile phones and other customer premises equipment (CPE) (metric tons) per 1 PB of data	0.023047 metric tons/PB
				All other waste (metric tons) per 1 PB of data	0.130588 metric tons/PB

[1] The Scope 1, Scope 2, and Scope 3 emissions intensity metrics per unit of data are presented in terabytes (TB) transmitted rather than gigabytes (GB). The reported values correspond to metric tons of CO2e per terabyte of managed network traffic during the reporting period.
[2] Waste intensity metrics per unit of data were calculated using 2025 network traffic (205,889,888 TB) as the denominator, expressed in metric tons per gigabyte (GB) for total waste and in metric tons per petabyte (PB) for breakdowns by waste type, in accordance with the GSMA methodology. The percentages of devices repaired or reused include both reused and refurbished devices. This year (2025) marks the first year América Móvil has reported these indicators; the calculation methodology will continue to be refined and strengthened in subsequent periods to ensure greater accuracy and comparability.

TOPIC	SUB-TOPIC	NAME OF KEY INDICATOR	GSMA CODE	GSMA CODE DETAILS	AMÉRICA MOVIL 2025 RESPONSE/ RESULTS
Environmental	Waste Reduction	Recycled Materials	GSMA-ENV-06	Percentage of network waste (from 1.5 billion) recycled (units)	The company reports in accordance with GRI 306-4 and 306-5; as of the date of this report, AMX is working on this specific allocation
				Percentage of the purchase price of recycled network waste	
				Percentage of recycled mobile phone and customer premises equipment (CPE) waste (1.5c) (units)	
				Percentage of the purchase price of recycled mobile phone and customer premises equipment (CPE) waste	
				Percentage of all other waste (from 1.5d) that is recycled (units)	
				Percentage of the purchase price of all other recycled waste	
Digital Inclusion	Network Coverage	Population covered by the mobile network	GSMA-INC-01	Percentage of the population covered by the operator's mobile network. Breakdown by: 3G, 4G, 5G	See pages 8, 105, and 106
	Affordability	Affordable devices and subscriptions	GSMA-INC-02	Most affordable cost of a data-capable phone, as a percentage of monthly GDP per capita	N/A
				Average cost of 1GB of data, as a percentage of monthly GDP per capita	0.6%
	Digital Skills	Digital Skills Programs	GSMA-INC-03	Number of people (excluding employees) who have completed a digital skills training program, divided by the number of subscribers	921,320
Digital Integrity	Data Protection	Incidents Involving Customer Data	GSMA-INT-01	Number of data breaches per million subscribers	0
				Percentage of data breaches involving personally identifiable information (PII)	0%
				Number of affected customers per million subscribers	0
				Number of regulatory actions for data protection violations (e.g., marketing-related complaints, data breaches, etc.), per million subscribers	0
	Digital Rights	Digital Rights Policy	GSMA-INT-02	Is there a policy that specifically addresses the protection and transparency of digital rights, privacy, freedom of expression, government orders to shut down or restrict access, and/or government requests for data? (yes/no)	Yes
	Online Safety	Online security measures	GSMA-INT-03	Do you have controls or programs in place to improve online safety for children and other vulnerable groups? (yes/no)	Yes
Supply Chain	Sustainable Supply Chain	Sustainable Supply Chain Policy	GSMA-SUP-01	Do you have a sustainable procurement policy in place? (yes/no)	Yes
				If so, how many of the following elements does it cover?	
				Organizational governance: decision-making processes and structures	Yes
				Human Rights	Yes
				Labor practices	Yes
				Environment	Yes
				Fair operating practices	Yes
				Consumer Affairs	No
				Community engagement and development	No
		Supplier Assessment	GSMA-SUP-02	Percentage of suppliers evaluated in accordance with the Sustainable Procurement Policy using an evaluation procedure defined and documented by the company, over the past two years	Since the implementation of the Due Diligence Protocol in 2022, 3,871 evaluation processes have been initiated, of which 2,408 had been completed as of December 31, 2025 (For more information, see the Supply Chain section in the chapter "Enabling a Better Business Framework" on pages 40 and 41)
				Percentage of suppliers assessed in accordance with the policy through on-site visits over the past 2 years	0%

Appendix W.
2025 Certifications

APPENDIX BY COUNTRY/OPERATION

COUNTRY	OPERATION	CERTIFICATION
Mexico	Telcel	Clean Industry Certificate (PROPAEM, Government of the State of Mexico)
		ISO 9001
		ISO/IEC 20000-1
		ISO 22301
		ISO/IEC 27001
		ISO 31000 (Compliance Statement)
		ISO 45001
		LFPDPPP: Federal Law on the Protection of Personal Data Held by Private Parties
	Telmex	ANSI/TIA-942-B:2017 (2)
		Avaya Diamond
		AWS: Advanced Consulting Partner
		Environmental Quality Performance Level 2 (16)
		Cisco: Enterprise Collaboration Agreement, Authorized UC TP PC Partner
		Cisco: Enterprise Collaboration Agreement. Authorized VTO Partner
		Cisco: Enterprise Agreement for the Collaboration Flexibility Plan. Authorized Partner
		Cisco: Enterprise Agreement for the On-Premises Collaboration Flexibility Plan, Authorized Partner
		Cisco: Enterprise Agreement for the On-Premises Meetings Collaboration Flexibility Plan. Authorized Partner
		Cisco: Enterprise Agreement for Security
		Cisco: Advanced Collaboration Architecture
		Cisco: Advanced Enterprise Networking Architecture
		Cisco: Enterprise Unified Contact Center
		Cisco: Advanced Data Center
		Cisco: Authorized SaaS Collaboration
		Cisco: Secure Network Management Specialization
		Cisco: Secure Networking Specialization
		Cisco: Hybrid Cloud Computing Solutions Specialization
		Cisco: Specialized Customer Experience
		Cisco: Gold Integrator
		Cisco: The Power of Simplicity for Secure SD-WAN Automation
		Cisco: The Power of Simplicity for Infrastructure as a Service
		Cisco: The Power of Simplicity for UC and HCS-Based Services
		Cisco: Gold Provider

COUNTRY	OPERATION	CERTIFICATION
Mexico	Telmex	Cisco: Validated Enhanced Service for Catalyst SD-WAN
		Cisco: Validated Enhanced Service for Cloud Calling
		Cisco: Validated Enhanced Service for Meraki Security
		Cisco: Registered Partner
		Cisco: Umbrella for Managed Security Service Providers Specialized
		Cisco: Webex Specialized Contact Center
		Dell Platinum Partner
		IBM Gold Partner
		ICREA LEVEL V HSHA-WCQA (4)
		ICREA LEVEL VI
		ISO 9001 (3)
		ISO 14001
		ISO 18788
		ISO/IEC 20000-1 (6)
		ISO 22301 (3)
		ISO/IEC 27001 (4)
		ISO/IEC 27002 (Opinion)
		ISO/IEC 27005 (Opinion)
		ISO/IEC 27014 (Opinion)
		ISO/IEC 27017
		ISO/IEC 27017 (Opinion)
		ISO/IEC 27018
		ISO/IEC 27701
		ISO 31000 (Opinion)
		ISO 37001 (2)
		ISO/IEC 38500 (Opinion)
		ISO 45001
		LFPDPPP: Federal Law on the Protection of Personal Data Held by Private Parties
		Fire Protection in Data Centers (2)
		Microsoft Solutions Partner for Data and Artificial Intelligence
		Microsoft Solutions Partner for Infrastructure
		Microsoft Solutions Partner for Digital Innovation and Applications
		Microsoft Modern Work Solutions Partner
		Genesys Cloud Bronze-Level Reseller Partner
		TELDAT: Gold Partner (3)
		Google Cloud Partner Advantage

COUNTRY	OPERATION	CERTIFICATION
Mexico	AMCO	ISO 45001
	Global Hitss	CMMI DEV Level 3
		CMMI DEV Level 5
		CMMI SVC Level 5
		ISO 9001
		ISO/IEC 27001 (2)
		ISO 45001 (2)
		LFPDPPP: Federal Law on the Protection of Personal Data Held by Private Individuals
	Telvista	ISO 9001
		ISO/IEC 27001
		PCI DSS 3.2.1
	LATAM Telecom	ISO/IEC 27001
		ISO/IEC 27701
		The Best and Brightest Nationwide
		Best and Brightest in South Florida
		TITAN Business Awards Platinum - Information Technology - Cybersecurity
Guatemala	Claro Guatemala	ISO/IEC 20000-1
		ISO/IEC 27001
		ISO 45000:2018
Costa Rica	Claro Costa Rica	ISO 45001:2018
		Country Brand, Essential Costa Rica
El Salvador	Claro El Salvador	ISO 45001
Honduras	Claro Honduras	ISO 45001
		FUNDAHRSE
Nicaragua	Claro Nicaragua	ISO 45001 (2)
Brazil	Claro Brazil and BCC	ISO 14001 (2)
		ISO/IEC 27001 (3)
		ISO 37001
		ISO 45001
Colombia	Claro Colombia	ICREA Level IV HS-WCQA
		ICREA Level V HSHA-WCQA
		ISO 9001
		ISO 14001
		ISO/IEC 27001
		ISO 45001
		Authorized Economic Operator
		PCI DSS v4.0
		Single Registry for Contractors (RUC)
		SAP Certified (2)
		Inclusive Company Seal
		Equipares Gold Seal
		Eco II Green Seal

COUNTRY	OPERATION	CERTIFICATION
Ecuador	Claro Ecuador	ISO 9001
		ISO 14001
		ISO/IEC 27001
		ISO 45001
		Tier III Built Facility
Argentina	Claro Argentina	ISO/IEC 20000-1
		ISO/IEC 27001
		ISO 45001
Paraguay	Claro Paraguay	ISO 45001
Uruguay	Claro Uruguay	ISO 45001
Chile	Claro Chile	ANSI/TIA-942-B
		ISO 9001
		ISO/IEC 20000-1
		ISO/IEC 27001
		ISO 45001
		LEED v4 . BD+C: Data Centers
		NCh-ISO 50001
		PCI DSS v. 4.0
		TIER III B3 and B4: Installation, Design, and Operations
		TIER IV B5: Installation and Design
Peru	Claro Peru	Certification from AMCHAM Peru's Association of Good Employers
		First: Safety and Incident Response Teams Forum
		ISO 9001
		ISO 27001
		ISO 37001
		ISO 45001
		Merco Companies
		Merco ESG Responsibility
		Merco Talent
Puerto Rico	Claro Puerto Rico	ISO 45001
		PCI DSS v4.0
Dominican Republic	Claro Dominican Republic AMOV and OPITEL	Compliance with Regulation 522-06 on Occupational Safety and Health
		ISO 45001
		PCI DSS v4.0.1 (2)
		Gold Seal for Inclusive Good Labor Practices
		Tier II Certified Facility

COUNTRY	OPERATION	CERTIFICATION
Austria	A1 Austria	Eco Datacenter (5)
		EMAS
		EN 50600 for Design / EN 50600 Design (2)
		IDW PS 980 (ii)
		ISO 9001
		ISO 14001
		ISO 18295-1
		ISO 20000-1
		ISO/IEC 27001
		ISO/IEC 27011
		ISO 45001
		ISO 50001
Belarus	A1 Belarus	IDW PS 980 (ii)
		ISO 9001
		ISO 14001
		ISO/IEC 27001
		SBT/IEC 27001 (2)
		ISO 37001
		STB ISO 45001 (Certificate of Conformity)
		Tier III Data Center Facilities
Bulgaria	A1 Bulgaria	Cisco Gold Partner
		IDW PS 980 (ii)
		ISO 9001
		ISO 14001
		ISO/IEC 20000-1
		ISO/IEC 27001
		ISO/IEC 27017
		ISO/IEC 27018
		ISO/IEC 27701
		ISO 30301
		ISO 37001
		ISO 39001
		ISO 45001
Croatia	A1 Croatia	IDW PS 980 (ii)
		ISO 9001
		ISO 14001
		ISO/IEC 27001
		ISO 45001
		PCI DSS 4.0.1
		Tier III Certified Facility
North Macedonia	A1 North Macedonia	IDW PS 980 (ii)
		ISO/IEC 20000-1
		ISO 22301
		ISO/IEC 27001
		ISO 45001

COUNTRY	OPERATION	CERTIFICATION
Serbia	A1 Serbia	Family-Friendly Company
		IDW PS 980 (ii)
		ISO 14001
		ISO/IEC 27001
		ISO 45001
		Employer Partner
Slovenia	A1 Slovenia	EMAS
		Family-Friendly Company
		IDW PS 980 (ii)
		ISO 14001
		ISO 22301
		ISO/IEC 27001
		ISO 45001

(i) The superscripted number represents the number of certifications held by the country/operation related to this topic. If you are interested in further details, such as specific coverage, certificate number, or certificate validity, please contact contacto-rse@americamovil.com.

(ii) German audit standard for compliance management systems, based on various legal requirements, including the FCPA, the UK Bribery Act, and international standards such as ISO 37301, ISO 37001, and ISO 37002, as well as the United Nations Global Compact and the OECD Guidelines for Multinational Enterprises. This means that the audit specifically targets the entire compliance management system and not a specific standard that comprises it.

APPENDIX BY TOPIC: QUALITY

COUNTRY	OPERATION	CERTIFICATION
Mexico	Telcel	ISO 9001
	Telmex	ISO 9001 (3)
	Global Hitss	ISO 9001
	Telvista	ISO 9001
Colombia	Claro Colombia	ISO 9001
Ecuador	Claro Ecuador	ISO 9001
Chile	Claro Chile	ISO 9001
Peru	Claro Peru	ISO 9001
Austria	A1 Austria	ISO 9001
		ISO 18295-1
Bielorrusia	A1 Belarus	ISO 9001
Bulgaria	A1 Bulgaria	ISO 9001
Croacia	A1 Croatia	ISO 9001

39% of countries hold quality management certifications, such as ISO 9001 or ISO 18295, among others.
39% of operations hold quality management certifications, such as ISO 9001 or ISO 18295, among others.
65% of operations (weighted by total revenue) hold quality management certifications, such as ISO 9001 or ISO 18295, among others.

(i) The superscripted number represents the number of certifications held by the country/operation related to this topic. If you are interested in further details, such as specific coverage, certificate numbers, or certificate validity, please contact contacto-rse@americamovil.com.

PPENDIX BY TOPIC: OCCUPATIONAL HEALTH AND SAFETY

COUNTRY	OPERATION	CERTIFICATION
Mexico	Telcel	ISO 45001
	Telmex	ISO 45001
	AMCO	ISO 45001
	Global Hitss	ISO 45001 (2)
Guatemala	Claro Guatemala	ISO 45001
Costa Rica	Claro Costa Rica	ISO 45001
El Salvador	Claro El Salvador	ISO 45001
Honduras	Claro Honduras	ISO 45001
Nicaragua	Claro Nicaragua	ISO 45001 (2)
Brazil	Claro Brazil and BCC	ISO 45001
Colombia	Claro Colombia	Single Registry for Contractors (RUC)
		ISO 45001
Ecuador	Claro Ecuador	ISO 45001
Argentina	Claro Argentina	ISO 45001
Paraguay	Claro Paraguay	ISO 45001
Uruguay	Claro Uruguay	ISO 45001
Chile	Claro Chile	ISO 45001
Peru	Claro Peru	ISO 45001
Puerto Rico	Claro Puerto Rico	ISO 45001
Dominican Republic	Claro Dominican Republic AMOV and OPITEL	Compliance with Regulation 522-06 on Occupational Safety and Health
		ISO 45001
Austria	A1 Austria	ISO 45001
Belarus	A1 Belarus	STB ISO 45001 (Certificado de Conformidad)
Bulgaria	A1 Bulgaria	ISO 45001
Croatia	A1 Croacia	ISO 45001
North Macedonia	A1 North Macedonia North	ISO 45001
Serbia	A1 Serbia	ISO 45001
Slovenia	A1 Slovenia	ISO 45001

100% of countries hold occupational safety and health management certifications, such as ISO 45001, among others. 84% of operations hold occupational safety and health management certifications, such as ISO 45001, among others.
99.6% of operations (weighted by total revenue) hold occupational health and safety management certifications, such as ISO 45001, among others.

(i) The superscripted number represents the number of certifications held by the country/operation related to this topic. If you are interested in further details, such as specific coverage, certificate numbers, or certificate validity, please contact contacto-rse@americamovil.com.

APPENDIX BY TOPIC: DATA SECURITY AND PRIVACY

COUNTRY	OPERATION	CERTIFICATION
Mexico	Telcel	ISO/IEC 27001
		LFPDPPP: Federal Law on the Protection of Personal Data Held by Private Individuals
	Telmex	Cisco: Enterprise Security Agreement
		Cisco: Secure Network Management Specialization
		Cisco: Secure Networking Specialization
		ISO/IEC 27001 (4)
		ISO/IEC 27002 (Dictamen)
		ISO/IEC 27005 (Dictamen)
		ISO/IEC 27014 (Dictamen)
		ISO/IEC 27017
		ISO/IEC 27017 (Dictamen
		ISO/IEC 27018
		ISO/IEC 27701
		LFPDPPP: Federal Law on the Protection of Personal Data Held by Private Individuals
	Global Hitss	ISO/IEC 27001 (2)
		LFPDPPP: Federal Law on the Protection of Personal Data Held by Private Individuals
	Telvista	ISO/IEC 27001
		PCI DSS 3.2.1
	LATAM Telecom	ISO/IEC 27001
		ISO/IEC 27701
Guatemala	Claro Guatemala	ISO/IEC 27001
Brazil	Claro Brazil and BCC	ISO/IEC 27001 (3)
Colombia	Claro Colombia	ISO/IEC 27001
		PCI DSS v4.0
Ecuador	Claro Ecuador	ISO 27001
Argentina	Claro Argentina	ISO/IEC 27001
Chile	Claro Chile	ISO/IEC 27001
		PCI DSS v.4.0
PerU	Claro Peru	FIRST: Forum for Security and Incident Response Teams
		ISO/IEC 27001
Puerto Rico	Claro Puerto Rico	PCI DSS v4.0
Dominican Republic /	Claro Dominican AMOV and OPITEL	PCI DSS v4.0 (2)
Austria	A1 Austria	ISO/IEC 27001
		ISO/IEC 27011
Belarus	A1 Belarus	ISO/IEC 27001
		SBT ISO/IEC 27001 (2)

COUNTRY	OPERATION	CERTIFICATION
Belarus	A1 Belarus	ISO/IEC 27001
		ISO/IEC 27017
		ISO/IEC 27018
		ISO/IEC 27701
Bulgaria	A1 Bulgaria	ISO/IEC 27001
		PCI DSS 4.0.1
Croatia	A1 Croatia	ISO/IEC 27001
		ISO/IEC 27018
Serbia	A1 Serbia	ISO/IEC 27001
Slovenia	A1 Slovenia	ISO/IEC 27001

74% of countries have certifications for information security and data privacy management, such as ISO 27001, among others.
68% of operations hold certifications for information security and data privacy management, such as ISO 27001, among others.
96% of operations (weighted by total revenue) hold certifications for information security and data privacy management, such as ISO 27001, among others.

(i) The superscripted number represents the number of certifications held by the country/operation related to this topic. If you are interested in further details, such as specific coverage, certificate number, or certificate validity, please contact contacto-rse@americamovil.com.

ANNEX BY TOPIC: ENVIRONMENT AND ENERGY

COUNTRY	OPERATION	CERTIFICATION
Mexico	Telcel	Clean Industry Certificate (PROPAEM, Government of the State of Mexico)
	Telmex	Environmental Quality Performance Level 2 (16)
		ISO 14001
Brazil	Claro Brazil and BCC	ISO 14001 (2)
Colombia	Claro Colombia	ISO 14001
		Eco II Green Seal
Ecuador	Claro Ecuador	ISO 14001
Chile	Claro Chile	LEED v4 . BD+C: Data Centers
		NCh-ISO 50001
Austria	A1 Austria	Eco Datacenter (5)
		EMAS
		ISO 14001
		ISO 50001
Bulgaria	A1 Bulgaria	ISO 14001
Croatia	A1 Croatia	ISO 14001
Serbia	A1 Serbia	ISO 14001
Slovenia	A1 Slovenia	EMAS
		ISO 14001

44% of countries have environmental and/or energy management certifications.
35% of operations hold environmental and/or energy management certifications.
79% of operations (weighted by total revenue) hold environmental and/or energy management certifications.

(i) The superscripted number represents the number of certifications held by the country/operation related to this topic. If you are interested in further details, such as specific coverage, the number of certificates, or the validity of certificates, please contact contacto-rse@americamovil.com.

APPENDIX BY TOPIC: ANTI-BRIBERY

COUNTRY	OPERATION	CERTIFICATION
Mexico	Telmex	ISO 37001 (2)
Brazil	Claro Brazil and BCC	ISO 37001
Peru	Claro Peru	ISO 37001
Belarus	A1 Belarus	ISO 37001
Bulgaria	A1 Bulgaria	ISO 37001

22% of countries hold anti-bribery certifications, such as ISO 37001, among others.
16% of operations hold anti-bribery certifications, such as ISO 37001, among others.
36% of operations (weighted by total revenue) hold anti-bribery certifications, such as ISO 37001, among others.

(i) The superscripted number represents the number of certifications held by the country/operation related to this topic. If you are interested in further details, such as specific coverage, certificate numbers, or certificate validity, please contact contacto-rse@americamovil.com.

Appendix X.
Sustainability-Linked Loan (SLL) Indicators

	KEY PERFORMANCE INDICATORS (KPIS)	DEFINITIONS	BASE LINE (2019)[1]		UNIT OF MEASURE	2025	2026	2027	2028	2029	2030
E	1. Reduce Absolute Scope 1 and Scope 2 CO₂e Emissions	Scope 1 and 2 (market-based) emissions, calculated in accordance with the Greenhouse Gas Protocols of the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD).	2,397,186 metric tons of CO2	Target	Percentage reduction in Scope 1 and Scope 2 emissions against the CO_2e baseline	33.00%	37.00%	41.00%	44.00%	48.00%	52.00%
				Annual Results		27.26%					
				Threshold		29.00%	33.00%	37.00%	41.00%	44.00%	48.00%
S	2. Digital Inclusion	Number of vulnerable people benefiting from digital inclusion programs.[3]	192.13 people	Goal	Thousands of people benefited	221.41	255.15	294.03	338.85	390.49	450
				Annual Results		30.22					
G	3. Training on the Code of Ethics	Combined percentage of América Móvil's workforce and contractors' employees who complete Code of Ethics training. (1)	49.5% of the workforce trained	Target	Percentage of the employee and contractor workforce trained	50.0%	56.8%	64.6%	73.5%	83.6%	95.0%
				Annual Results		85.66%					

[1] For the 2025 target, only the Borrower's workforce will be considered, excluding the workforce of contractors.
[2] The reported figure corresponds to the sum of the results from the Digital Rooms program in Colombia; the In-Person and Digital Library programs in Mexico; and the Better Online program in Bulgaria.
[3] The scope of the assurance did not include verifying the participants' compliance with the definition of vulnerable individuals.

Appendix Y. Glossary of Key Terms

This glossary compiles the main terms, acronyms, and regulatory references used throughout América Móvil's 2025 Sustainability Report. Its purpose is to make it easier for our various stakeholders—investors, employees, customers, and consumers—to read and understand the Report, and it aligns with the international standards and frameworks that guide our reporting, including GRI, SASB, ISSB (IFRS S1 and IFRS S2), TCFD, the United Nations Global Compact, and S&P Global's Corporate Sustainability Assessment (CSA) methodology.

TERM	DEFINITION
Scope 1 (emissions)	Direct greenhouse gas emissions generated by sources owned or controlled by the organization (e.g., combustion of fuels in generators, company-owned vehicles, and refrigerants).
Scope 2 (emissions)	Indirect emissions associated with electricity, heat, or steam purchased and consumed by the organization. These are reported using both location-based and market-based approaches.
Scope 3 (emissions)	Other indirect emissions occurring in the organization's value chain, both upstream and downstream (purchases of goods and services, transportation, use of products sold, business travel, among other GHG Protocol categories).
ANATEL	National Telecommunications Agency
API	Application Programming Interface. A set of protocols and tools that enable interaction and communication between different applications or platforms, facilitating the integration and development of digital solutions.
ASLG	Environmental, Social, Labor, and Governance.
ASUME A.C.	Association for Self-Improvement. A program that promotes holistic human development through personal growth in eight areas: physical, economic, aesthetic, emotional, intellectual, social, moral, and spiritual.
Digital divide	Inequality in access to, use of, or impact of information and communication technologies (ICT) among different groups of individuals or societies.
CDP	An international organization (formerly the Carbon Disclosure Project) that operates the leading global environmental disclosure system for companies, cities, and governments, with a focus on climate change, water, and forests.
Connectivity	The ability to access and use electronic communication services such as the internet, mobile phones, and social media.

TERM	DEFINITION
CSA de S&P	S&P Global Corporate Sustainability Assessment. An annual assessment of companies' sustainability performance, used to determine eligibility for the S&P Dow Jones Sustainability Indices.
CSRD	Corporate Sustainability Reporting Directive. European Union legislation requiring companies to report on their environmental and social impacts.
Due Diligence	A process to identify, prevent, mitigate, and account for how actual and potential negative impacts on human rights and other relevant standards are addressed.
Double materiality	A methodological approach that evaluates relevant issues from two complementary perspectives: impact materiality (the effects of activities on people and the environment) and financial materiality (how sustainability factors affect the company's financial position and performance).
Circular Education	A model of production and consumption that involves sharing, renting, reusing, repairing, refurbishing, and recycling existing materials and products for as long as possible.
Educación STEM	An acronym for Science, Technology, Engineering, and Mathematics.
Net Zero	A state in which the amount of greenhouse gases (GHGs) released into the atmosphere is balanced by the amount removed, resulting in a net balance of zero emissions.
Personal Protective Equipment (PPE)	A set of equipment and devices designed to protect workers from occupational hazards, such as helmets, gloves, safety glasses, and safety footwear.
GRI	Global Reporting Initiative. A widely used framework for sustainability reporting. It provides guidance for organizations to report on their economic, environmental, and social performance.
Stakeholders	Individuals or entities that may affect or be affected by an organization's actions, objectives, and policies.

TERM	DEFINITION
GSMA	Global System for Mobile Communications Association. A global association that represents the interests of mobile network operators worldwide. It focuses on promoting innovation, interoperability, and sustainable growth in the mobile industry.
GTEE	Emissions and Energy Working Group.
Environmental Footprint	A measure of the impact that human activities have on the environment.
Carbon Footprint	A measure of the greenhouse gas (GHG) emissions generated by an activity, product, or service.
IA	Artificial Intelligence.
ICMA	International Capital Market Association. Issuer of the Green and Social Bond Principles used as a benchmark for thematic issuances in capital markets.
IFRS S1 / NIIF S1	International Financial Reporting Standard S1 on General Requirements for Sustainability-Related Financial Disclosures. It establishes general requirements for sustainability-related disclosures, with the aim of improving the comparability and transparency of reports.
IFRS S2 / NIIF S2	International Financial Reporting Standard S2 on climate-related disclosures, issued by the ISSB. It establishes requirements for companies to disclose information on climate-related risks and opportunities.
Internet of Things (IoT)	A network of physical objects (devices, vehicles, household appliances, among others) equipped with sensors, software, and other technologies that enable them to connect and exchange data with other devices and systems via the Internet.
ISAE 3000	International Standard on Assurance Engagements 3000. International standard applied to provide limited or reasonable assurance on information other than historical financial statements, including sustainability information.
ISSB	International Sustainability Standards Board. The body that issues the IFRS sustainability standards (S1 and S2), established under the IFRS Foundation to set a global baseline for sustainability disclosures in capital markets.
OECD Guidelines	Recommendations from the Organization for Economic Cooperation and Development (OECD) addressed to multinational enterprises regarding responsible business conduct, including human rights, labor, the environment, and anti-corruption.
LMA	Loan Market Association. Issuer of reference principles for green and sustainability-linked loans (including the Green Loan Principles and the Sustainability-Linked Loan Principles).
Impact Materiality	A dual materiality analysis perspective focused on the significant effects of the organization's activities on society and the environment.

TERM	DEFINITION
Financial materiality	A perspective of the dual materiality analysis focused on ESLG risks and opportunities that may influence the organization's financial position, strategy, and economic performance.
MIDO	América Móvil's Comprehensive Health Program, which focuses on the timely identification of risk factors and chronic diseases in the workplace through health screenings (glucose, blood pressure, waist circumference, weight) and personalized follow-up via the Salud Inteligente app.
MRV	A measurable, reportable, and verifiable environmental management methodology that supports the traceability and internal and external verification of environmental information.
MSCI	Morgan Stanley Capital International. A provider of investment indices that offers a variety of sustainability indices to help investors assess companies' environmental, social, and governance (ESG) performance.
Net Promoter Score (NPS)	A metric that measures customer loyalty by asking how likely a customer is to recommend a company, product, or service to others.
Science-Based Targets (SBT / SBTi)	Emissions reduction targets aligned with climate science recommendations and aimed at limiting global warming to 1.5 °C. The Science Based Targets initiative (SBTi) validates corporate targets against these criteria.
ODS	Sustainable Development Goals. A set of 17 global goals established by the United Nations in 2015 as part of the 2030 Agenda for Sustainable Development, addressing social, economic, and environmental challenges such as poverty, education, gender equality, climate change, and environmental sustainability.
Compliance Office	A key member of the Corporate Ethics Committee, whose responsibilities include overseeing the enforcement of policies, ensuring adherence to the highest ethical and regulatory standards, and leading the implementation of the Integrity and Compliance Program.
Digital Learning Platforms (LMS)	Systems that provide access to online training content, facilitating self-directed learning and continuous development.
PPA (Power Purchase Agreement)	A long-term contract for the purchase of electricity, typically from renewable sources, entered into between a generator and a consumer. It is one of the main mechanisms for increasing the share of renewable energy in the Company's electricity consumption.
United Nations Guiding Principles on Business and Human Rights	An international framework adopted by the UN Human Rights Council in 2011 (the "Protect, Respect, and Remedy" framework) that defines the responsibility of companies to respect human rights throughout their operations and value chain.
Tier 1 Suppliers	Suppliers that have a direct business relationship with the company. They typically supply critical components, materials, or services that are directly integrated into the final products or services and, because of their close relationship with the company, have a significant impact on the quality, cost, and sustainability of the supply chain.

TERM	DEFINITION
WEEE	Waste Electrical and Electronic Equipment.
LTE Network	A high-speed mobile technology standard that enables data transmission at high speeds.
SASB	Sustainability Accounting Standards Board. An organization that develops industry-specific sustainability standards. It helps companies identify and report on the sustainability issues most relevant to their business.
SLL (Sustainability-Linked Loan)	A sustainability-linked loan whose financial cost is adjusted based on compliance with predefined ESG objectives (KPIs), in accordance with the LMA / APLMA / LSTA Sustainability-Linked Loan Principles.
SOC	Security Operations Center. Team and platform responsible for monitoring, detecting, and responding to cybersecurity incidents.
SSO	Occupational Health & Safety.
Sustainalytics	An ESG rating agency (part of Morningstar) that assesses companies' exposure to material environmental, social, and governance factors, as well as management's ability to mitigate them.
TCFD	Task Force on Climate-related Financial Disclosures. An international working group that established recommendations for the disclosure of climate-related financial information, organized into four pillars: governance, strategy, risk management, and metrics and targets. Its recommendations were incorporated into IFRS S2.
UNGC	United Nations Global Compact. A voluntary initiative that brings together companies committed to aligning their operations and strategies with ten universal principles on human rights, labor standards, the environment, and anti-corruption.
Upskilling and reskilling	Learning and development processes that enable employees to acquire new skills and knowledge to adapt to changes in the labor market and the organization's needs.

Note: Terms are listed in alphabetical order. When an acronym is derived from English, the Spanish translation is provided in parentheses. To consult technical definitions in accordance with applicable standards (GRI, SASB, ISSB, GHG Protocol, among others), refer to the original frameworks.

External Verification Letter

GRI (2-5)



América Móvil, S.A.B. de C.V.

Limited assurance report for selected sustainability information included in the Sustainability Report 2025 for the year ended December 31, 2025

Deloitte.

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Independent Practitioner's Limited Assurance Report for selected sustainability information of América Móvil, S.A.B. de C.V.

Information subject to the assurance engagement

We have been engaged by the Management of América Móvil, S.A.B. de C.V. ("América Móvil" or the "Entity") to perform a limited assurance engagement on selected sustainability information included in the Sustainability Report 2025 for the year ended December 31, 2025.

Our work was performed by an independent and multidisciplinary team including assurance practitioners and sustainability specialists.

Our limited assurance engagement was performed solely in respect of the selected sustainability information included in Appendix A. Our assurance report does not extend to information from previous periods or other information included in the Sustainability Report 2025, including other information related to such report that may contain images, audio or videos.

Criteria used for the preparation of the information subject to the assurance engagement ("Criteria")

The selected sustainability information, included in Appendix A, has been prepared and presented by the Management of América Móvil in accordance with the guidelines of Global Reporting Initiative ("GRI") and the internally developed metrics defined by the Management of América Móvil.

América Móvil's responsibility in relation to the selected sustainability information

The Management of América Móvil is responsible for the preparation and presentation of the selected sustainability information in accordance with GRI and the internally developed metrics. This responsibility includes the design, implementation, and execution of internal controls over the relevant information for the preparation of the selected sustainability information that is free from material misstatement, whether due to fraud or error.

Inherent limitations to the assurance engagement

The selected sustainability information is subject to inherent uncertainty due to the use of non-financial information which is subject to greater inherent limitations than financial information, given the nature of the methods used to determine, calculate, sample or estimate such information. In preparing the selected sustainability information, the Entity makes qualitative interpretations about the relevance, materiality and accuracy of the information that are subject to assumptions and judgments.

Our independence and quality control

We have complied with the independence and ethical requirements of the Code of Ethics for Public Accountants issued by the International Ethics Standards Board for Accountants ("IESBA"), which is founded on the fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

Our Firm applies the International Standard on Quality Management 1 ("ISQM 1") and maintains a comprehensive system of quality control including policies and documented procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Deloitte se refiere a Deloitte Touche Tohmatsu Limited, sociedad privada de responsabilidad limitada en el Reino Unido, y a su red de firmas miembro, cada una de ellas como una entidad legal única e independiente. Conozca en www.deloitte.com/mx/conozcanos la descripción detallada de la estructura legal de Deloitte Touche Tohmatsu Limited y sus firmas miembro.

Deloitte.

Our responsibility

Our responsibility is to express a limited assurance conclusion on selected sustainability information for the year ended December 31, 2025, based on the procedures we have performed and the evidence we have obtained. We conducted our limited assurance engagement in accordance with International Standard on Assurance Engagements 3000 (Revised), assurance engagements other than audits or reviews of historical financial information ("ISAE 3000") issued by the International Auditing and Assurance Standards Board ("IAASB"). This standard requires that we comply with ethical requirements, as well as plan and perform the engagement to obtain limited assurance as to whether the selected sustainability information included in the Sustainability Report 2025 has been prepared and presented in accordance with the specified criteria and is free from material misstatement.

A limited assurance engagement undertaken in accordance with ISAE 3000 implies assessing the suitability in the circumstances of América Móvil's use of methodologies in accordance with GRI and the internally developed metrics as the basis for the preparation of the selected sustainability information, assessing the risks of material misstatement of the information whether due to fraud or error, responding to the assessed risks as necessary in the circumstances, and evaluating the overall presentation of the selected sustainability information. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks, accordingly, we do not express a reasonable assurance opinion on whether the selected sustainability information has been prepared, in all material respects, in accordance with GRI and the internally developed metrics defined by the Management of América Móvil.

Procedures Performed

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, analytical procedures, evaluation of the appropriateness of quantification methods, and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above, we:

- Performed inquiries through which we obtained an understanding of América Móvil's internal policies related to the selected sustainability information.
- Performed inquiries through which we obtained an understanding of América Móvil's control environment and information systems relevant to the preparation of selected sustainability information; but did not evaluate the design of particular control activities, obtain evidence about their implementation or test operating effectiveness.
- Evaluated whether América Móvil's methods for developing estimates are appropriate and had been consistently applied in the preparation of the selected sustainability information.
- Obtained an understanding and analyzed the information systems and the methodology used for the compilation of quantitative data related to the selected sustainability information included in the report; performed a critical reading of the information presented in the report to determine whether it is consistent with our general knowledge and experience of the Entity's sustainability performance.
- Performed substantive tests on the information referred to in this report to corroborate that the data has been adequately measured, recorded, compiled, and reported through:
  - Inspection;
  - Observation;
  - Confirmation;
  - Re-calculations.
- Comparison of the contents presented by the Management with what is established in the Criteria section of this report.

Considering that the evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusion, exclusively with respect to the information for the year ended December 31, 2025.

Deloitte.

Limited assurance conclusion

Based on the procedures performed and the evidence obtained, nothing has come to our attention that causes us to believe that the selected sustainability information for the year ended December 31, 2025, has not been prepared in all material aspects, in accordance with the Criteria section of this report.

Galaz, Yamazaki, Ruiz Urquiza, S.C.
Affiliated of a member firm of Deloitte Touche Tohmatsu Limited

C.P.C. David Alejandro Solano Zúñiga
Mexico City, Mexico
June 19, 2026

Appendix A

The following includes the GRI indicators and internally developed metrics in scope of the limited assurance determined by the Management of América Móvil for the period ended December 31, 2025.

GRI Indicators	Metrics

302-1 - Energy consumption within the organization
 	
*Figures reported under the Mexico region consolidate the operations in the United States.
	América Móvil Total:
	
	Total energy consumption within the organization of 29,174,127 GJ, broken down as follows:
	• Total fuel consumption from renewable and non-renewable sources of 3,839,393 GJ broken down as follows:
	  ○ Total fuel consumption from non-renewable sources of 3,691,891 GJ
	  ○ Total fuel consumption from renewable sources of 147,502 GJ
	• Total energy consumption of 25,334,734 GJ, broken down as follows:
	  ○ Electricity consumption of 25,240,810 GJ
	  ○ Heat consumption of 93,923 GJ

305-1 - Direct (Scope 1) GHG emissions *Figures reported under the Mexico region consolidate the operations in the United States.	Total direct GHG emissions (Scope 1) of 295,036 tCO_2e, broken down by region as follows: • Andean Region: 11,651 tCO_2e • Brazil: 32,125 tCO_2e • Caribbean: 41,800 tCO_2e • Central America: 28,256 tCO_2e • Colombia: 25,105 tCO_2e • Mexico: 125,414 tCO_2e • Southern Cone: 12,289 tCO_2e • Europe: 18,396 tCO_2e
305-2 - Energy indirect (Scope 2) GHG emissions *Figures reported under the Mexico region consolidate the operations in the United States.	**Location-based** Total energy-related indirect GHG emissions (Scope 2) of 1,899,379 tCO_2e. **Market-based** Total energy-related indirect GHG emissions (Scope 2) of 1,364,431 tCO_2e, broken down by region as follows: • Andean Region: 49,160 tCO_2e • Brazil: 20,135 tCO_2e • Caribbean: 161,854 tCO_2e • Central America: 110,346 tCO_2e • Colombia: 21,126 tCO_2e • Mexico: 819,179 tCO_2e • Southern Cone: 106,023 tCO_2e • Europe: 76,608 tCO_2e
305-3 - Other indirect (Scope 3) GHG emissions	Emissions from waste: 3,129 tCO_2e

GRI Indicators	Metrics
305-5 - Reduction of GHG emissions *The scope of the limited assurance only considers the reduction of Scope 1 and Scope 2 emissions. **Base year emissions are not included within the scope of the limited assurance.	**Scope 1 emissions** • Reduction of 15,458.37 tCO_2e compared to the base year (2019**) • 5% reduction of tCO_2e compared to the base year (2019**). **Scope 2 emissions (location-based)** • Reduction of 193,598.47 tCO_2e compared to the base year (2019**) • 9% reduction of tCO_2e compared to the base year (2019**). **Scope 2 emissions (market-based)** • Reduction of 605,482.20 tCO_2e compared to the base year (2019**) • 31% reduction of tCO_2e compared to the base year (2019**).
306-4 - Waste diverted from disposal *Figures reported under the Mexico region consolidate the operations in the United States.	**Mexico:** Non-hazardous waste diverted from disposal • Reused: 52 tonnes • Recycled: 7,967 tonnes **Brazil:** Non-hazardous waste diverted from disposal • Reused: 168 tonnes • Recycled: 3,079 tonnes • Refurbished: 1,573 tonnes **Colombia:** Non-hazardous waste diverted from disposal • Recycled: 2,380 tonnes • Refurbished: 1,285 tonnes **Andean Region:** Non-hazardous waste diverted from disposal • Reused: 12 tonnes • Recycled: 433 tonnes • Refurbished: 363 tonnes **Caribbean:** Non-hazardous waste diverted from disposal • Reused: 7 tonnes • Recycled: 1,749 tonnes • Refurbished: 81 tonnes **Central America:** Non-hazardous waste diverted from disposal • Reused: 152 tonnes • Recycled: 1,918 tonnes • Refurbished: 74 tonnes **Southern Cone:** Non-hazardous waste diverted from disposal • Reused: 42 tonnes • Recycled: 2,334 tonnes • Refurbished: 374 tonnes

GRI Indicators	Metrics
306-4 - Waste diverted from disposal *Figures reported under the Mexico region consolidate the operations in the United States.	**Europe:** Non-hazardous waste diverted from disposal • Recycled: 2,002 tonnes **América Móvil Total:** Non-hazardous waste diverted from disposal • Reused: 433 tonnes • Recycled: 21,862 tonnes • Refurbished: 3,750 tonnes
306-5 - Waste directed to disposal *Figures reported under the Mexico region consolidate the operations in the United States.	**Mexico:** Non-hazardous waste directed to disposal • Landfill: 341 tonnes **Brazil:** Non-hazardous waste directed to disposal • Landfill: 167 tonnes **Colombia:** Non-hazardous waste directed to disposal • Landfill: 267 tonnes **Andean Region:** Non-hazardous waste directed to disposal • Landfill: 188 tonnes • Incineration with energy recovery: 8 tonnes • Incineration without energy recovery: 2 tonnes **Caribbean:** Non-hazardous waste directed to disposal • Landfill: 899 tonnes • Incineration without energy recovery: 1 tonne **Southern Cone:** Non-hazardous waste directed to disposal • Landfill: 2,682 tonnes • Incineration with energy recovery: 9 tonnes **Europe:** Non-hazardous waste directed to disposal • Landfill: 677 tonnes • Incineration with energy recovery: 773 tonnes **América Móvil Total:** Non-hazardous waste directed to disposal • Landfill: 5,221 tonnes • Incineration with energy recovery: 790 tonnes • Incineration without energy recovery: 3 tonnes
405-2 - Ratio of basic salary and remuneration of women to men* *The scope of this indicator was limited to operations in Mexico (Telcel), Brazil (Claro and Center), and Colombia (Claro). In the case of Telcel, the management positions category excludes certain senior executives in order to avoid bias in the statistical representation of that category.	**Mexico:** • Ratio of annual base salary plus incentives of women to men in executive positions of 0.78 • Ratio of annual base salary plus incentives of women to men in management positions of 0.98 • Ratio of annual base salary plus incentives of women to men in non-management positions of 0.89 • Total ratio of annual base salary plus incentives of women to men of 0.85

GRI Indicators	Metrics
405-2 - Ratio of basic salary and remuneration of women to men* *The scope of this indicator was limited to operations in Mexico (Telcel), Brazil (Claro and Center), and Colombia (Claro). In the case of Telcel, the management positions category excludes certain senior executives in order to avoid bias in the statistical representation of that category.	**Brazil:** • Ratio of annual base salary plus incentives of women to men in executive positions of 0.69 • Ratio of annual base salary plus incentives of women to men in management positions of 1.04 • Ratio of annual base salary plus incentives of women to men in non-management positions of 0.71 • Total ratio of annual base salary plus incentives of women to men of 0.65 **Colombia:** • Ratio of annual base salary plus incentives of women to men in executive positions of 0.67 • Ratio of annual base salary plus incentives of women to men in management positions of 0.92 • Ratio of annual base salary plus incentives of women to men in non-management positions of 0.87 • Total ratio of annual base salary plus incentives of women to men of 0.82

Internally developed	Metrics
Internally developed: Share of Workforce trained on Code of Ethics	**América Móvil Total:** **85.66%** of employees who received training on the Code of Ethics
Digital inclusion– Number of people (unique users) * *The scope of this indicator was limited to programs in Mexico, Bulgaria, and Colombia.	**Mexico:** • Telmex – In-person: 8,032 unique participants • Telmex – Digital Library: 1,542 unique participants **Bulgaria:** • Better Online program: 1,274 unique participants **Colombia:** • Digital Rooms: 19,376 unique participants **América Móvil Total:** • 30,224 unique participants

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Sustainability Report 2025

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