

December 10th, 2018

Peter Micek
General Counsel, Access Now
New York, NY

Response Letter

Dear Mr. Micek,

América Móvil considers the protection of personal data and the privacy of communications as fundamental rights. We reinforce these principles in our [Code of Ethics](#), our [Privacy](#) and [Human Rights](#) Policies, as well as in our internal guidelines.

We work hard to improve our scores year on year by listening to our stakeholders' concerns. We always value both positive feedback and areas of opportunity by third parties, which encourage us to continue working at maintaining the trust and prestige that have characterized our company since it began operations.

In attendance to your recommendations, we would like to point out that América Móvil's [Human Rights Policy](#) reaffirms our commitment to promote the freedom of our users to hold and freely share information without interference; as well as the access to any content or service in the web.

On the other hand, we would like to clarify some issues stated on our individual review:

- Telcel's [Privacy Notice](#), available in our website and at point of purchase, establishes clearly what kind of information we collect from users, what information is shared and for what purpose. Specifically, identification requirements are needed for financial background checks when acquiring a post-paid service, however no identification is required to buy a pre-paid SIM card.
- The Mexican regulator no longer requires nor publishes the reports of operators' collaboration with the authorities regarding government requests, since the derogation of article 8th of the Guidelines for Collaboration in Justice and Security Matters.
- It is important to clarify that while Telcel replies to every information request that we receive from authorities, we only share information in the cases where i) the request complies with all the provisions established in the Telecommunications and Broadcasting Federal Law and its Guidelines for Collaboration in Justice and Security Matters; and when ii) the request comes from the government entities expressly authorized by the law.

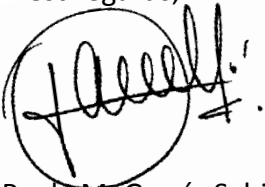
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- Telcel is obliged to full confidentiality regarding government requests, as provided in articles 42,46, 48 and 53 of the National Security Law, therefore we are not able to inform users when their information is requested.
- Regarding Data Breaches, our internal policies establish that in the case that the employees or authorized third parties with access to personal data identify the risk of a data breach or an actual data breach it should be notified in writing to Telcel's Personal Data Department, which will in turn: i) evaluate the infringement and its possible effects; ii) determine if there is in fact a data breach; iii) notify the users affected in case of significant risk; iv) implement the necessary corrective and preventive measures to avoid future incidents.

Our customers' trust and confidence is our priority. Therefore we will continue working on initiatives to provide certainty to our users regarding the handling of their personal data and how we protect their communications.

Best regards,



Paula M. García Sabido

Chair of the Sustainability Committee

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