

RESULTS PRESENTATION

1ST QTR 2022

TIMB
LISTED
NYSE

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B3 LISTED NM
ISE B3



DISCLAIMER



This presentation **contains declarations that constitute forward-looking statements** regarding the intent, belief or current expectations of value creation, customer base dynamics, estimates regarding future financial results and other aspects of the activities.



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Such **forward looking statements are not guarantees of future performance and involve risks and uncertainties, and actual results may differ materially from those projected** as a result of various factors.



Financial figures are presented considering impacts from IFRS 16 adoption, unless otherwise indicated. Normalized numbers in this presentation are adjusted by the effects described in footnotes.

1Q22 IS ONLY THE BEGINNING OF A GREAT NEW CHAPTER...

STRONG RESULTS ALL AROUND...

+8.4%

Service revenue YoY
growth in 1Q22

+5.1%

EBITDA YoY
growth in 1Q22

+7.6%

Mobile ARPU YoY
growth in 1Q22

5G

Standalone **CORE**
NETWORK fully
IMPLEMENTED

4.8%

Of C6 Bank total
Equity Stake¹ in
the 1Q22

**TIM
LIVE**

**NEW CITY
LAUNCH:
JOINVILLE**



Commercial
PARTNERSHIP with
APPLE (devices +
music)

**1st
time**

in the *Sustainability*
Yearbook from S&P
Global



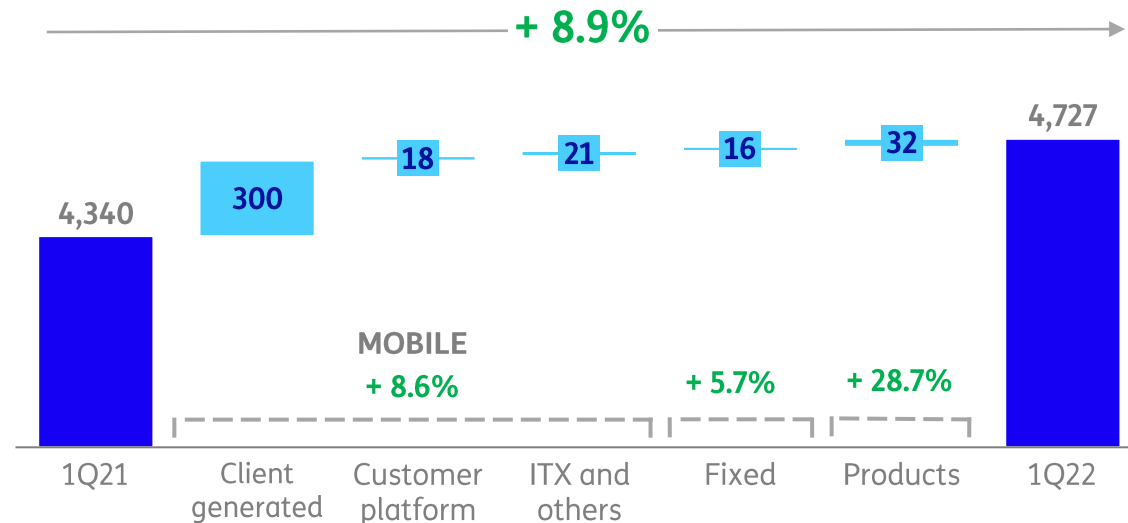
**OI DEAL CLOSING
IN APRIL**

(1) Estimated indirect stake considering the right to exercise subscription bonuses equivalent to approx. 4.4% of C6's share capital (see note 36 of the Financial Statements) and an additional 0.36% registered in April/22

SUBSTANTIAL CONTRIBUTION FROM ALL REVENUE SOURCES BOOSTED TOP LINE GROWTH

Total net revenue growth reached 8.9% (YoY), with strong expansion in mobile services (+8.6% YoY)

Total net revenue growing high single-digit
(R\$ Mln)



RECORD HIGH MOBILE REVENUE GROWTH

POSTPAID NET REVENUE

+8.2%
YoY in 1Q22

Results from volume-to-value strategy

PREPAID NET REVENUE

+3.2%
YoY in 1Q22

Commercial initiatives contributing to recovering trend

TIM LIVE

+10.2%
YoY in 1Q22

Tim live: a solid contribution in 1Q22

CUSTOMER PLATFORM NET REVENUE

+2.1x
YoY in 1Q22

Initiatives beyond the core are contributing to revenue growth

VOLUME-TO-VALUE STRATEGY BEARING FRUITS

Migration to high-value offers is driving postpaid revenue to accelerate in 1Q22

Improve value proposition and experience to clients

New launches



Partnership with Apple: Apple Music launch and discounts on Iphone 12. Improving value proposition through differentiated offers

New campaign



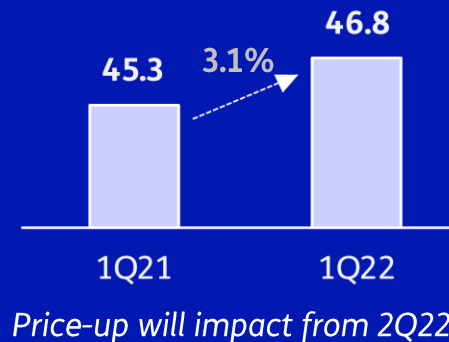
Launching of the new campaign “A música não para” (“Music doesn’t stop”), which reinforces the importance of music as a pillar of brand communication. The campaign also celebrates TIM as the official sponsor of the Rock in Rio Brasil festival

ANOTHER STRONG QUARTER IN OPERATIONAL AND FINANCIAL METRICS

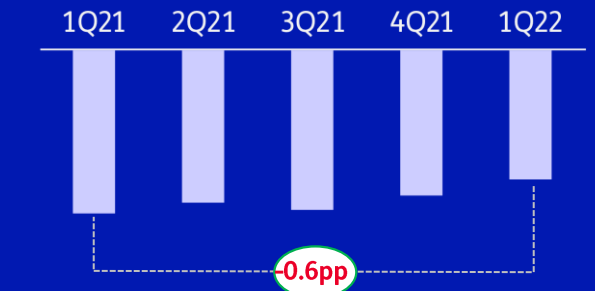
Mobile Operations – Postpaid

ARPU expansion amid consistent churn improvement

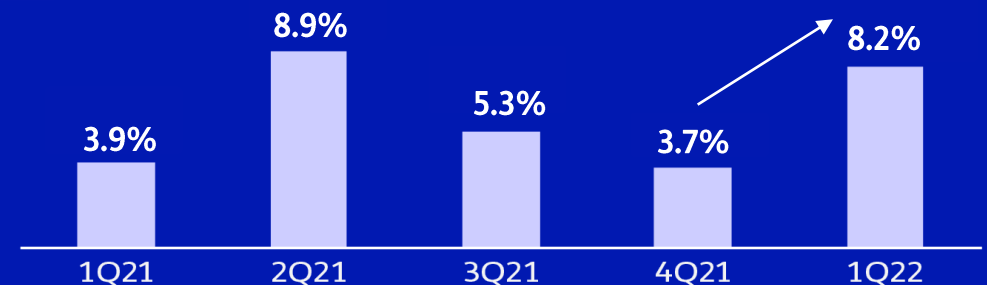
Postpaid ARPU (ex-M2M)
(R\$/mo)



Quarterly churn postpaid (ex-M2M)
(%)



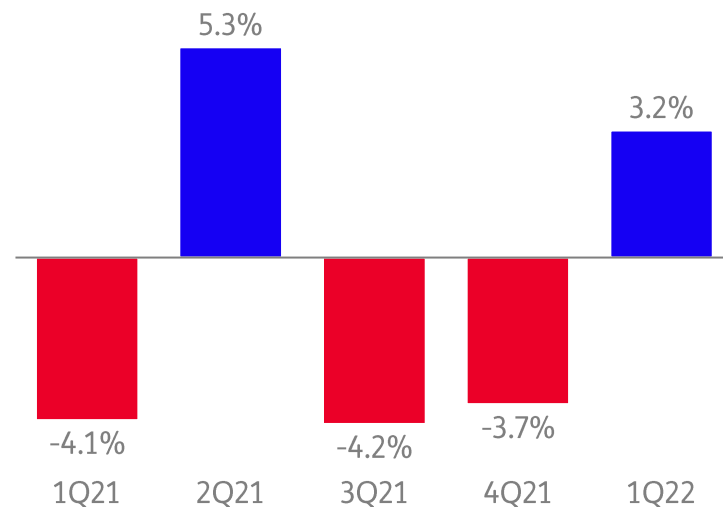
Postpaid revenue increase accelerated
(YoY)



TREND INVERSION IN PREPAID, RETURNING TO POSITIVE GROWTH

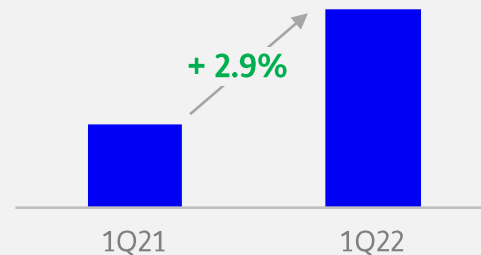
3.2% YoY growth in 1Q22 as
result of our commercial strategy
and better external environment

Prepaid revenue on positive trend
(YoY)



+2.9% YoY in recharge
sell out...

Recharges sell-out
(R\$ Mln)



... Due to rechargers base
recovery and spending
returning to positive side



Rechargers up by **+1.8%**
YoY in 1Q22



Spending up by **+1.1%** YoY
in 1Q22



RECHARGE AND OFFER PORTFOLIO REVIEW

- Strategy to go beyond gigas and improve clients' spending
 - Increase of minimum recharge (from R\$ 10 to R\$ 12)
 - Regionally adjusting promotions

EXTERNAL ENVIRONMENT

- High inflation, indebted families, family income under pressure;
- Uneven post-pandemic recovery;
- Government incentives supporting consumption;

NEW SALES CHANNEL



Launch of TIM+ Vendas app:

- GIG economy initiative for independent resellers
- Innovation for alternative channels


TIM LIVE: ADJUSTING THE STRATEGY TO ACCELERATE

FTTH growth resuming geographical expansion and exploiting opportunities in areas we already cover by swapping FTTC to FTTH

RESUMPTION OF GEOGRAPHIC EXPANSION WITH AN ASSET LIGHT APPROACH

 One more city covered: Joinville 

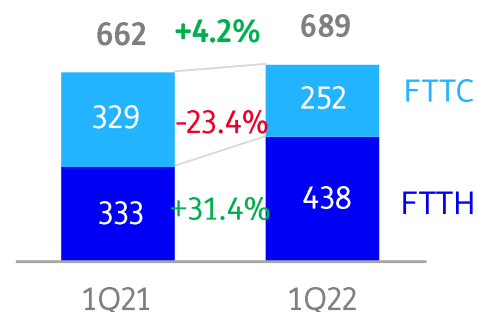
 Two big cities scheduled to be launched during 2022

 Rollout acceleration as I-Systems is becoming fully operational

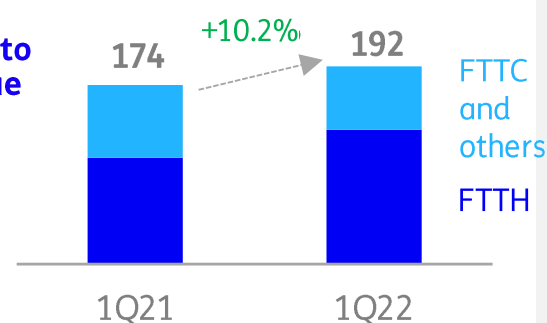


STRATEGY FOCUSED IN FTTH GROWTH

Transforming customer base profile... (000)



Improving revenue mix to a higher value service (R\$ Mln)



BETTER SERVICES, BETTER OFFERS AND COMPETITIVE PRICE

 BEST broadband service¹

 Premium price maintenance



STRONG EBITDA¹ ACCELERATION DESPITE COST PRESSURES...

EBITDA

(R\$ Mln)

EBITDA
Margin¹

46.6%

2,020

1Q21

+5.1%

44.9%

2,123

1Q22

Excluding the impacts related to I-Systems costs for a cleaner comparison: **EBITDA would be up by +8.8% YoY and margin would be stable**

Opex

(R\$ Mln)

+12.3%

+9.1%

2,319

1Q21

2,604

1Q22

2,529

1Q22*

*excluding I-Systems effects

Costs pressures should reduce throughout the year, but I-Systems becomes a “new line”

...WITH EFFICIENT CAPEX ALLOCATION

Financial evolution



Capex evolution

(R\$ Mln)

1,324

Capex
1Q21

Network, IT
and others

5G
netowrk

Spectrum
auction

Oi
integration

I-Systems

1,328

Capex
1Q22

+ 0.3%

...RESULTING IN A SOLID CASH GENERATION

EBITDA - Capex

(R\$ Mln)

16.0%

696

1Q21

% Net
Revenues

+14.2%

16.8%

795

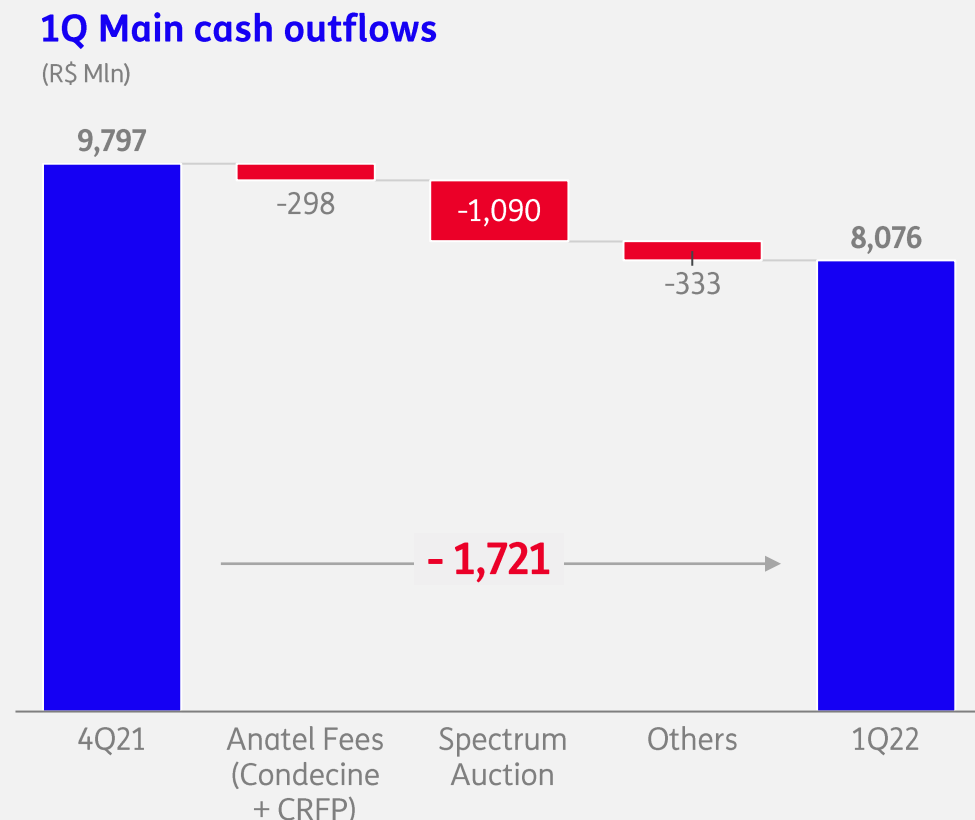
1Q22

Robust level of EBITDA growth driven by service dynamics, combined with **investments applied in an efficient manner**, resulted in a boosted **Cash Generation**

(1) EBITDA normalized for non-recurring items.

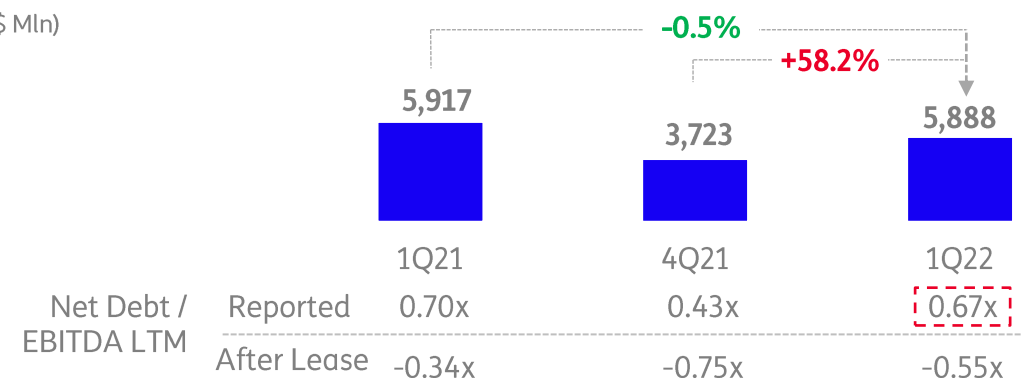
ROBUST CASH POSITION, PROVING OUR BUSINESS LIQUIDITY AND FINANCIAL STRENGTH

TIM's starting the year disbursing some of the main obligations of the year



Higher capacity to manage indebtedness, opening space to improve our capital structure:

(R\$ Mln)



Main events that will impact cash flow in 2022:

- **Anatel fees:** TFF remains under suspension (total ~R\$ 1.6 bln)
- **Spectrum auction:** R\$ 1.4 bln until December
- **Oi assets acquisition:** R\$ 6.3 mln paid in April+ R\$ 0.6 bln (amount retained)
- **1st IOC tranche:** R\$0.2 bln paid in April



STRONG START IN A TRANSFORMATIONAL YEAR

*First steps of many towards
our next 6 years aspiration...*

