

RESULTS PRESENTATION

3RD QTR 2021

IMAGINE
IT'S POSSIBLE
TO CONQUER
YOUR PLACE



TIMB
LISTED
NYSE

TIMS
B3 LISTED NM
ISE B3

 **TIM**

Disclaimer



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



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.



Analysts and investors are cautioned not to place undue reliance on those forward looking statements, which speak only as of the date of this presentation. TIM S.A. undertakes no obligation to release publicly the results of any revisions to these forward looking statements.



Financial results are presented considering impacts from IFRS 16 adoption.

The normalized numbers reported in this presentation are adjusted by the effects listed below.

(1) Due to the reverse incorporation of TIM Participações S.A. by TIM S.A. (former wholly owned subsidiary of TIM Participações S.A.) by the end of August 2020, 2020 results present TIM S.A.'s figures, in accordance with the company's financial statements (ITR and DFP). In order to provide an adequate comparison from the economic standpoint, 2019 (and previous) data disclosed reflect that in TIM Participações's financial statements.

(2) Operating Costs normalized by M&A transactions administrative services (+R\$ 7.7 million in 3Q21). Net income normalized by tax credit and other effects (+R\$ 527 million in 3Q21). 2019 and 2020 normalized effects as presented in the 4th quarter release.



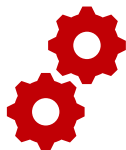
Recovery Consolidation: Significant Results Being Consistently Delivered

+4.2% YoY of Service Revenue growth in 3Q21



+4.4% YoY of Mobile ARPU growth in 3Q21

+4.5% YoY of normalized EBITDA¹ growth in 3Q21



1st Brazilian company in Refinitiv Diversity & Inclusion Index 2021 (#1 among telcos worldwide)

R\$ **83** mln of Customer Platform Revenue in 9M21



New **1 gbps** FTTH offer launched this month

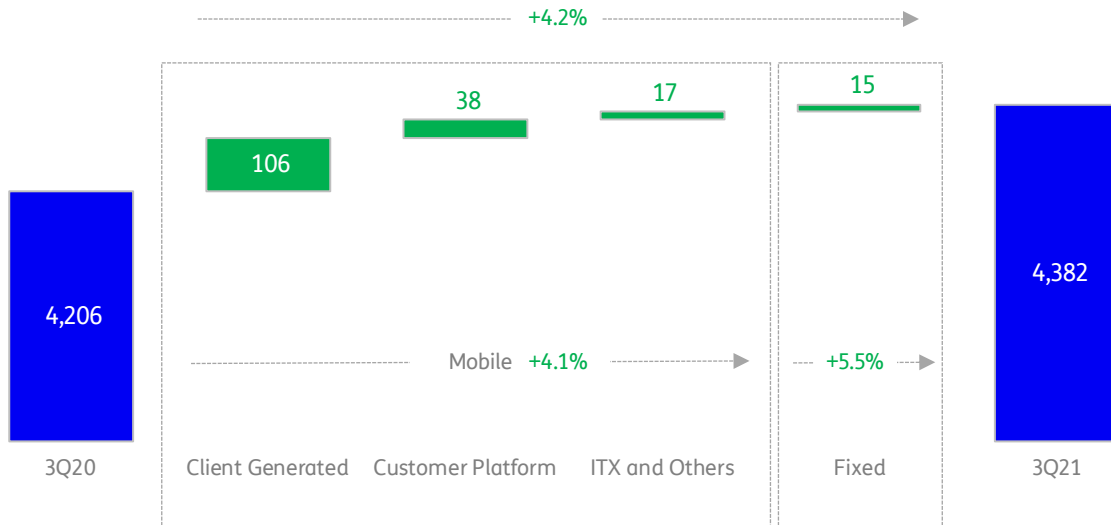


Solid Revenue Growth, Amid Softer Economic Recovery in 2H21

Consistency in 9M21 results, on the way to meet company's short-term guidance

Net Service Revenue Breakdown

(R\$ mln)



+5.3% YoY
Net Service Revenue

+5.1% YoY
Mobile Service Revenue

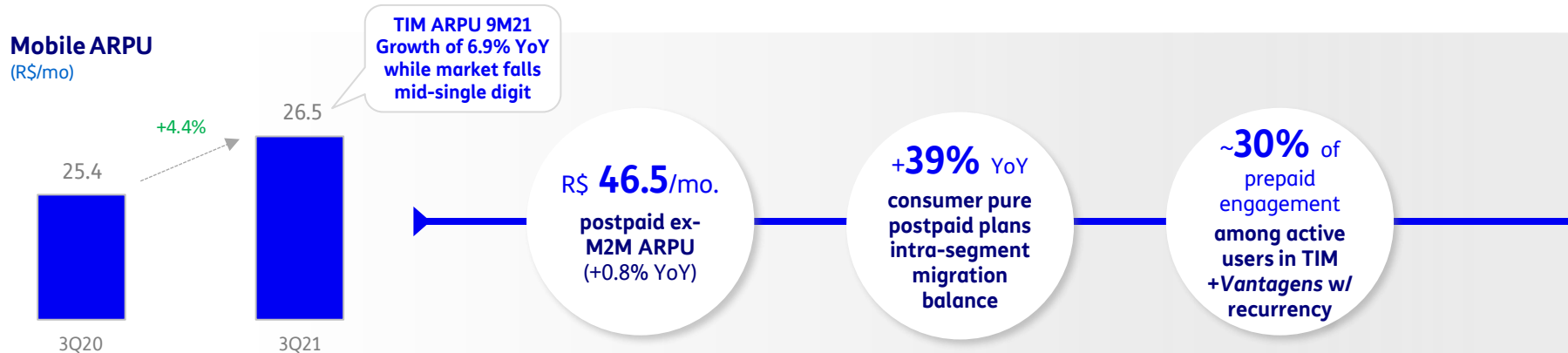
+16.7% YoY
TIM Live Revenue

Net service revenue accelerated (+2.7 QoQ)

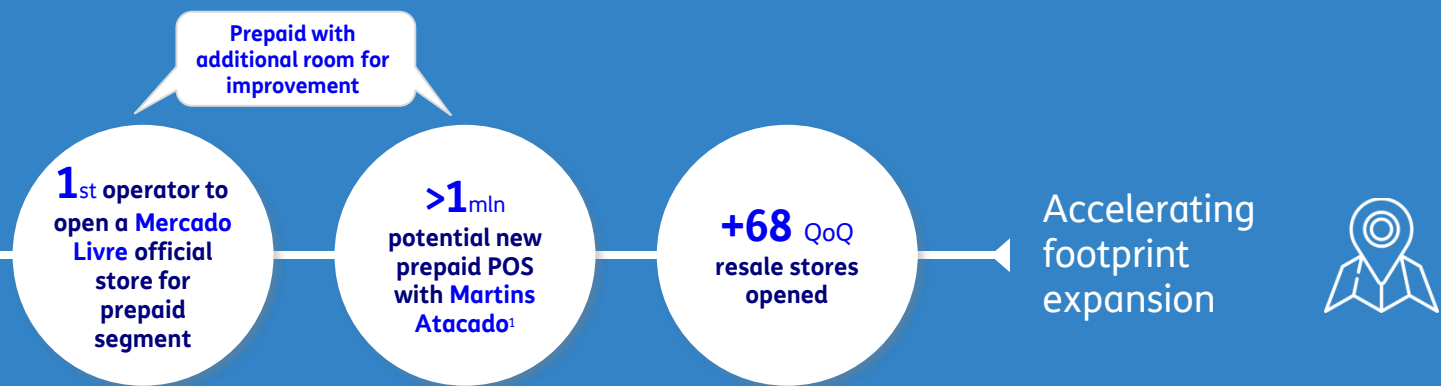
Sequential Client Generated revenue growth (+3.0% YoY | +2.3 QoQ)



Value Strategy Paying Off: TIM's ARPU Outperforms Peers in Brazil



Higher Quality Sales Channels as Commercial Supporting Pillars





Offering Differentiation Supporting Value Strategy: A Clear Market Leader

Entertainment hub concept

(Jun 2019)



First operator to include Netflix

TIM Tech Store launch

(Jun 2020)

Better conditions on handsets and accessories acquisition for TIM Black customers



Evolving the marketplace + VIP customer service

(Nov 2020)

HBO Go and YouTube Premium added

One-stop shop



Human postpaid

One-stop shop content and service marketplace



TIM + C6

(Jul 2020)

First Telco and Digital Bank partnership to develop joint solutions

TIM + Ampli

(Jul 2021)



EdTech partnership with exclusive benefits

TIM Controle +Hits with Deezer Premium



Portfolio evolution keeping the more for more rationale

Control

New experiences enabler



Offer simplification and consistency

(Jan 2019)

Recharge tied to service packages

TIM Pré +Vantagens

(Aug 2020)



The first advantage program for prepaid, using gamification to engage recharge recurrence and digital channels usage



Deezer Go

(Jun 2021)

New attribute of offer differentiation, with a version specially developed to support our market

Prepaid Convenience



Customer Platform: Revisiting Client Base Monetization Strategy

CUSTOMER PLATFORM

Commercial Partnerships

- Remuneration model: **Revenue per view and click**
- Target: **Brands seeking to increase awareness and consideration, lead generation, apps install, consumer survey, 1st party data enrichment**
- TIM Deliveries: **Advertising and data intelligence**
- Assets involved: **Customer base size & knowledge and touch points**

Strategic Partnerships

- Remuneration model: **CAC fee + equity**
- Target: **Companies seeking exponential growth in record time leveraging a symbiotic relationship with TIM**
- TIM Deliveries: **Brand endorsement, commercial capillarity, be part of the core offer, and data intelligence**
- Assets involved: **Customer base size & knowledge, touch points, national sales channel, billing & collection capabilities and Giga bonuses**

TIM INSIGHTS + TIM ADS

HIGH PROPENSITY CLUSTERS

- Digital banks, Credit Ranking
- Cashback promotions and Marketplaces
- Digital Education and Graduation
- Retail, Consumer Goods, Digital Services

JOURNEY BASED CONTEXT

- In-app Ads: *Meu TIM*, *TIM +Vantagens*, *TIM Fun*
- Push Notification: Text, Image, GIF, Video
- Data Rewards

CUSTOMER PLATFORM RESULTS

R\$ **83** mln
Revenue in 9M21

~**4.1%**

Total equity stake
reached in a partnership¹
in Oct/21

5 mln +
Customers
accepted an offer from
a partner

10x
App installs
Sep vs Jan 2021



Strong Deliveries on Ongoing Projects and New Partnerships Kickoff

M-AD & DATA MONETIZATION

Mobile Ad Revenue

(R\$ mln)



Going beyond traditional advertising channels

TIM ADS

20+ mln Audience

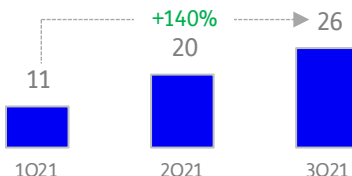
1.2+ bln Ads impressions

300k of TIM Fun registered users

FINANCIAL & EDUCATION SERVICES

Revenue Acceleration

(R\$ mln)



First results coming in, but higher traction during 2022



Record numbers of opened bank accounts

PARTNERSHIPS UNDER DEVELOPMENT

CONTENT

- Consolidation opportunity in the news, books, music, and video **fragmented local market**
- Leverage Telco relevant position as a **distribution channel**

E-HEALTH

- Agreement to **explore telemedicine and e-health**
- **Final phase of partner selection among 7 solid proposals**, expected to launch by 1Q22

DIGITAL WALLET / MARKETPLACE

- Given new market dynamics, we are refining our strategy

IoT

- **Smart lighting project signed and smart grid tests**



FiberCo Deal Will Initiate a New Era of Fiber Expansion, Preparing for 2022 FTTH Rollout Acceleration

FiberCo: In 2022, new cities launching to offset the 2021 gap

Steps

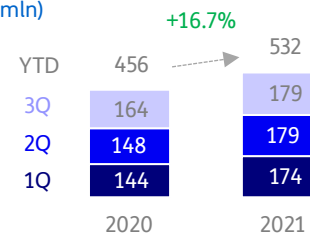
- Closing expected in mid-November
- Management appointment after Closing

Deal recap and update

- Secondary proceeds: R\$ 1.1 bln paid upon Closing
- Primary proceeds of R\$ 600 mln
- **TIM will hold 49% of the capital** of FiberCo
- Contribution w/ total available HPs until the closing
- **Additional FTTSite contract** synergic with FiberCo service coverage

~R\$ **450** mln
of cash flow savings between Closing and end of 2023

TIM Live Net Revenues (R\$ mln)



4Q trends is showing signs of improvement



Offer upload speed matching competitors best download

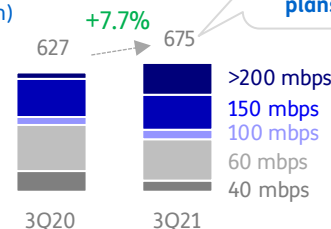
TIM Live Ultra-broadband

UNIQUE OFFER IN HIGH-END MARKETS

OPENING THE GIGA ERA IN ALL CITIES COVERED

- Upload up to 500 Mbps
- Embedded content
- Exclusive accessories and devices offers in TIM Tech store
- Price point ~40%+ of typical FTTH customer expense

Customer Base (mln)

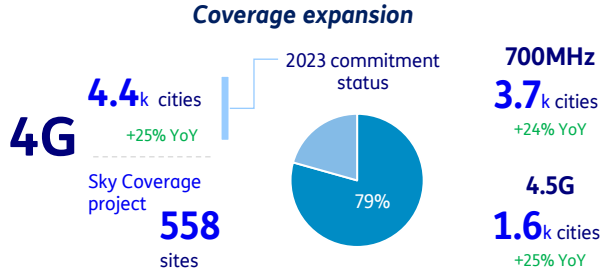


~60% in ≥100 mbps plans



Technological Transformation to Build New Capabilities and Prepare the Company for Imminent Transformations

MOBILE ACCESS NETWORK



Capacity and modernization

M-MIMO
+1.2k sites in 9M21

Site Modernization **+2.0k** sites QoQ

JOURNEY TO CLOUD

CRM migration to Cloud completed, creating a center of excellence and accomplishing strategic plan initiatives

Accelerating customer service speed, **reducing the attend time in 50%**

Partnerships with:



New sources of revenue focusing on data

Cost and risk reduction

Higher security level

Minimize time-to-market in decision making

Agility in data analysis

Deliver best-in-class availability to customers

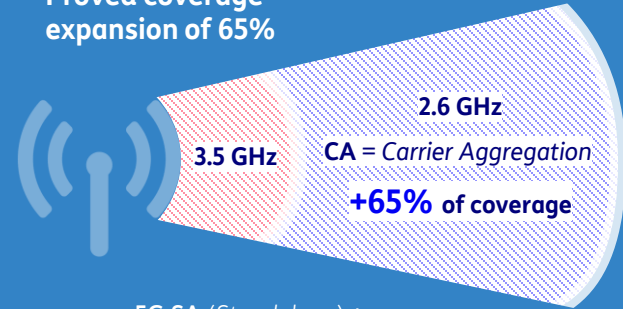
J2C
New Data and Analytics technologies

5G TESTS

First operator to test 5G standalone in São Paulo and Rio de Janeiro

Speeds **>1.5 gbps**

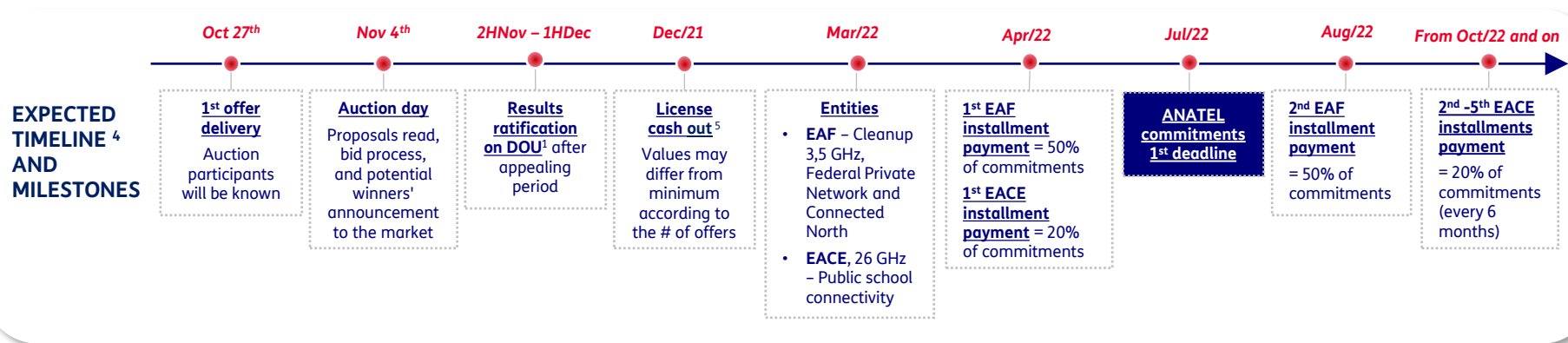
Proved coverage expansion of 65%



5G SA (Standalone) + CA (Carrier Aggregation) Coverage



Investment Focused Auction, With Results to Be Known in November

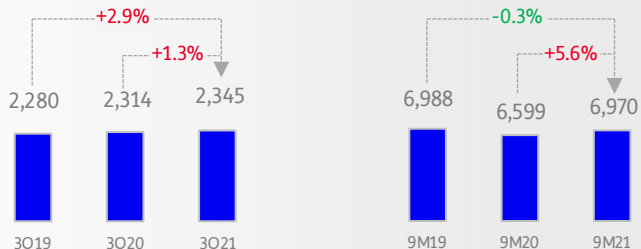


Bid Order	700 MHz		3.5 GHz		2.3 GHz		26 GHz	
BID DYNAMICS	1 ^a e 2 ^a Round <i>Operators w/ no 700 MHz or into a M&A process</i>		1 ^a Round		Single Round		1 ^a Round 20-year license	
	National 1x 10+10 MHz	Regional 1x 10+10 MHz	National 4 x 80 MHz	Regional 8 x 80 MHz	Regional 8 x 50 MHz	Regional 8 x 40 MHz	National 10 x 200 MHz	Regional 6 x 200 MHz
OBLIGATIONS	3 ^a e 4 ^a Round ³ <i>No restrictions round</i>		2 ^a Round ³ <i>Only winners in national lot can bid</i>		Cap ¹ 30% between 1-3 GHz = 199.5 MHz Sub-cap: 50 MHz		2 ^a Round ² 10-year license Sub-cap: 1 GHz	
	National 2x 5+5 MHz	Regional 2x 5+5 MHz	4 x 20 MHz Sub-cap: 100 MHz		4G coverage in municipalities and localities without 4G		"Connected Public Schools"	
	4G coverage in localities without 4G and highways		Fiber Backhaul , 5G coverage National lots only: spectrum clean-up, federal private network, Connected North					



Robust EBITDA Growth with Margin Expansion, as a Result of Consistent Opex Dynamics

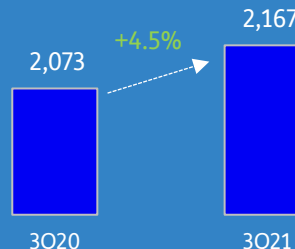
Opex¹ dynamic way below inflation despite spikes in indexes



IPCA (19-21): 13.66% | IPCA (LTM²): 10.25%

- Digitalization efforts are still an important driver for customer care and acquisition dynamics: **6.1% p.y. avg. reduction over the past 3 years (versus -4.0% of total Opex)**
- Bad Debt reduction: **-6.1% YoY in 9M21 (2.3% of gross revenues)**
- Renegotiation of major contracts mechanics
- Amplifying self-energy generation measures (open-market already represents >60% of consumption) and testing new practices in plants operation

EBITDA¹ (R\$ mln)



48.0% of EBITDA margin¹ in 3Q21
(+0.8 p.p. YoY)

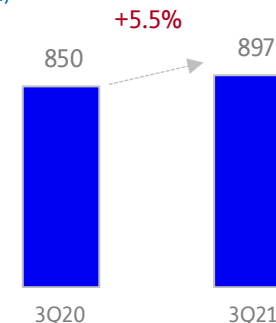
+5.0% YoY of EBITDA¹ growth in 9M21

47.4% of EBITDA margin¹ in 9M21

Net Income¹ (R\$ mln)



CAPEX (R\$ mln)

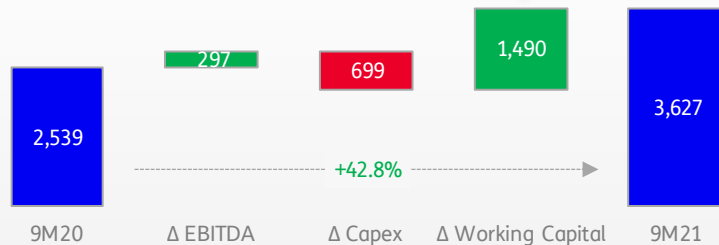




Strong Financial Position to Meet Upcoming Commitments

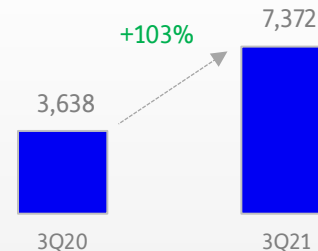
Operating Free Cash Flow Evolution¹

(R\$ mln)



Cash Position

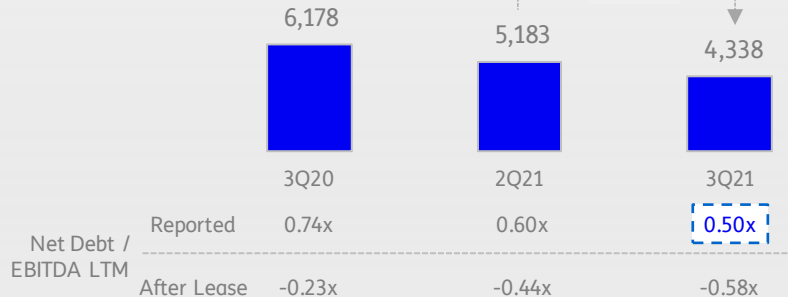
(R\$ mln)



Increasing cash position preparing to fund upcoming events

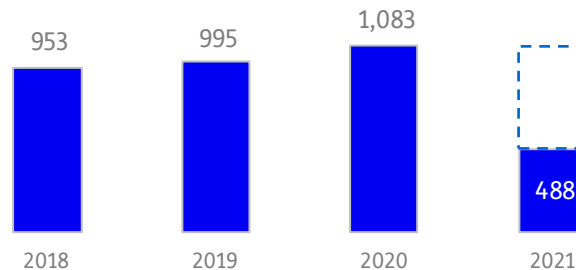
Net Financial Position

(R\$ mln)



Sustaining Historical Shareholder Remuneration Levels

IOC announcements (R\$ mln)





Solid Execution Amid a Sluggish Economic Recovery and Transformational Events Ahead



RECOVERY PACE WILL CONTINUE IN 4Q DESPITE A LACK OF SUPPORT FROM MACRO

9M21 RESULTS **REINFORCE OUR CONFIDENCE** TOWARDS MEETING OUR GUIDANCE



TIM'S HORIZON LOOKS BRIGHT IN 2022: FIBERCO DEAL CLOSED, OI DEAL APPROVED, 5G AUCTION COMPLETED



FURTHER EVOLUTION IN CUSTOMER PLATFORM STRATEGY: NEW PARTNERSHIP TO BE SIGNED UNTIL DEC/21

