

RESULTS
PRESENTATION
1ST QTR2025

5G

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 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.

- (1) Operating costs normalized by: costs with legal consulting services in the context of the closing of the dispute with C6 (+R\$ 19.0 million in 1Q25) and expenses linked to the price adjustment in the sale agreement of I-Systems (+R\$ 10.0 million in 4Q24);
- (2) Normalized EBITDA according to the items indicated in the Costs section (+R\$ 19.0 million in 1Q25 and +R\$ 10.0 million in 4Q24). Normalized Net Income according to the items indicated in the Costs section and by non-recurring effects on Income Tax and Social Contribution (-R\$ 6.5 million in 1Q25 and -R\$ 3.4 million in 4Q24).

The 2025 journey begins with positive outcomes



A solid overall performance and financial results for the quarter

1Q25 Main Highlights

+ **6.2%** YoY

in Mobile Service Revenue

+ **6.7%** YoY

in EBITDA¹ with 48.2% margin (+0.8 p.p. YoY)

R\$ **1** Bln

OpCF¹, with double-digit expansion

R\$ **690** Mln

already announced as IoC

+ **14%**

Users² on Meu TIM new App vs. prior version

Boost

in São Paulo city with 360° approach: network + go to market

New Partnership

in Customer Platform to develop further the opportunity in Energy

Accelerating

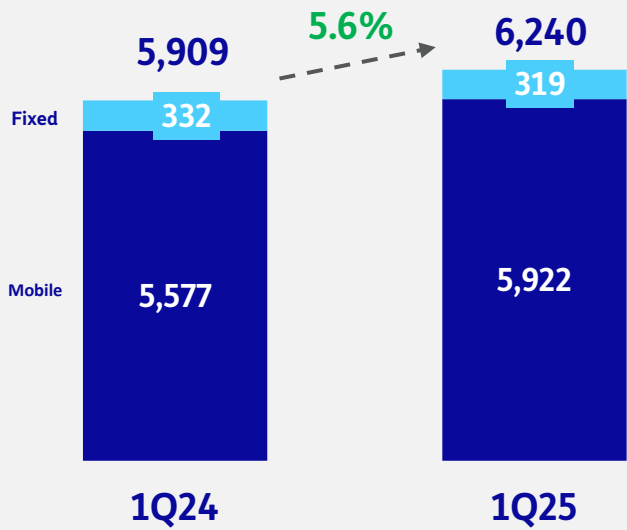
in B2B IoT in the Utilities vertical

(1) Normalized for the effects detailed in slide 2. (2) Monthly actively users

Service revenue solid evolution driven by positive contribution from mobile

NET SERVICE REVENUE PERFORMANCE

(Net Revenue in R\$ Mln; %YoY)



Total Net Revenues increased 4.9% YoY



MOBILE SERVICE REVENUE

Levered by solid postpaid organic growth

+6.2%
YoY in 1Q25



POSTPAID REVENUE

Robust expansion, focusing on customer base monetization

+13.9%
YoY in 1Q25



MOBILE ARPU

Highest in the Industry
R\$ 31.9/Mo in 1Q25

+5.0%
YoY in 1Q25



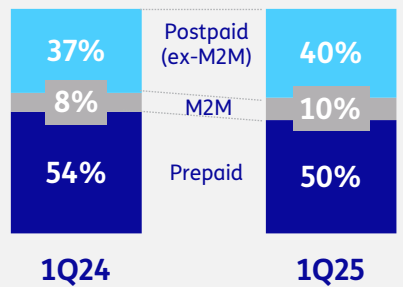
CUSTOMER BASE

Upselling customers from control to pure postpaid

+20.3%
YoY in 1Q25

Enjoying healthy dynamics in postpaid while working to recover prepaid

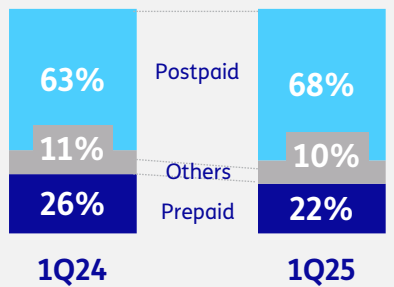
CUSTOMER BASE MIX (% of client base)



**POSTPAID
CUSTOMER
BASE (EX-M2M)** | **+6.6%**
YoY in 1Q25

✓ Robust performance amid an expected higher churn in 1Q25

REVENUE MIX (% of mobile service revenues)



**POSTPAID
REVENUE** | **+13.9%**
YoY in 1Q25

**POSTPAID
ARPU (EX-M2M)** | **+6.5%**
YoY in 1Q25

✓ Intra segment migrations and early impacts from annual price-up are driving performance

PREPAID 3-STEP PLAN

- 1 **UPDATE OFFER** ✓
 - Focus in 30-days top-up
 - Adjust offers according to clients' inputs and demands
- 2 **INCREASE COMMUNICATION** 
 - Back to communicate with prepaid clients
 - Consistent media presence
- 3 **CHANNELS REFOCUS** 
 - Capillarity increase
 - Launch of new channels




São Paulo

Case: a 360° approach translating network leadership in customer experience and perception change

Expanded 5G capacity and network modernization

Infrastructure revamp benefiting around 10Mln customers



○ Absolute leadership in all regions

CITY OF SÃO PAULO


- 3k Sites modernized
- +38% of 5G coverage
- +40% of capacity
- 15% Energy consumption reduction

The best network in Brazil and in the state of São Paulo

Leader in Network Quality in the State of São Paulo¹

Best experience for customers at the São Paulo Carnival²

New iconic store



320 sqm at Oscar Freire

A complete journey to improve clients' experience

- Gamer area and connected home
- Music and innovation
- Modern podcast studio
- 100% digital sales journey
- Tasting spaces

TIM Music SP

First TIM Music in SP - A successful event as part of improving brand perception

2-days event

Ticket sold-out in 13 minutes

1.4 mln engagement on social media

220 media publications



(1) Opensignal report as of Sep 3, 2024 ([link](#)); (2)

Opensignal report as of Mar 14, 2025 ([link](#))

Building a strong positioning to secure a top spot in the Utilities segment

B2B IOT UPDATES

R\$ **273Mln**
in contracted
revenue LTM

~21Mln
Total¹ hectares covered
with 4G

~6,000
Total¹ KM of roads covered

TIM IS RAMPING UP PRESENCE IN THE UTILITIES VERTICAL

TIM IoT solutions offers extensive coverage and real-time monitoring, ensuring efficient and effective management of resources

 **Water Management** **60k** Telemetry points for water metering sold

 **Gas Distribution** **5k** Gas telemetry points sold

 **Electric Energy Distribution** **80k** Telemetry and control points for energy metering sold

 **Public Smart Lighting** **362k** Street lighting remote control points sold



TIM provides connectivity and fully-integrated solutions for a variety of applications

(1) Cumulative figures

Developing a new growth avenue as our digital ecosystem continue to expand

CUSTOMER PLATFORM UPDATES

+44%

of transactions for data intelligence products¹ vs. 1Q24

3x

Monthly average campaigns in Mobile Ads vs. 1Q24

218k

Families enrolled in *Cartão de Todos*, since launch

800k

TIM customers registered in *Descomplica*

(1) Credit scoring and Open Gateway products

OPENING A NEW FRONT WITH PARTNERSHIPS IN THE ENERGY SECTOR

1 How's the energy market in Brazil?



ACR – Regulated Market

Distribution companies acquiring energy to the captive market



ACL – Free Market

Large consumers acquiring energy directly from generation companies and still available only for consumers in high voltage



DG – Distributed Generation

End consumers generating their own energy and connecting it to the grid

2 What partnerships we are developing?



Eletrobras

- Capturing TIM'S Corporate customers to hire energy with Eletrobras
- Commission fee
- Commercial pilot will launch in 2Q25



Thopen

- Focused on B2C customers
- Revenue share model
- Commercial pilot launched in March/25



Multi-layered efficiency program: enhance productivity, boost customer experience, and ensure margin expansion

OPEX running below inflation: 3.3% vs. 5.48%¹ (LTM IPCA)



Technology levers

- Traditional digitalization (i.e., expand e-caring with new app, rise e-sales and deepen e-payments with pix)
- AI adoption expansion (i.e., ramp-up pilots and evolve use cases already tested)

Organization levers

- Review and reshuffle: right people in the right place
- Workforce reskilling
- De-layering and organizational simplification by flattening hierarchies

Make or Buy levers

- Specific activities transferred to specialized partners with new systems and processes (i.e., tower contracts management, network operation center and fraud management)

Discipline levers

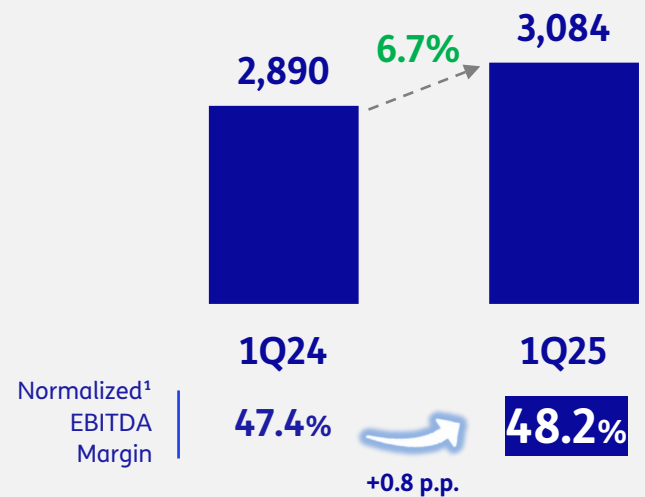
- Day-to-day cost control activities (i.e., zero-based budgeting, contracts renegotiations, vendor switch, spending re-prioritization)
- Opex efficiency projects (i.e., self generated energy project, split and reverse split stock transaction)

(1) LTM IPCA, IBGE ([Link](#)), in March 31st 2025.

Efficient operational execution driving a consistent EBITDA growth with margin expansion

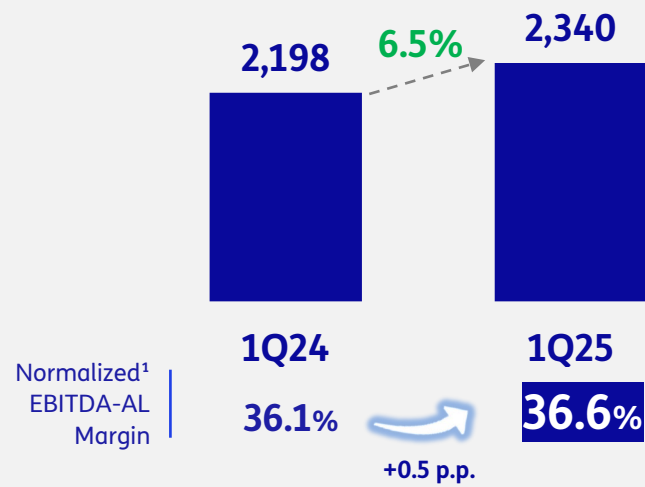
SOLID EBITDA EVOLUTION

(Normalized¹ EBITDA in R\$ Mln; %YoY)



MAINTAINING AN EBITDA-AL GROWTH, WITH MARGIN EXPANSION

(Normalized¹ EBITDA-AL in R\$ Mln; %YoY)

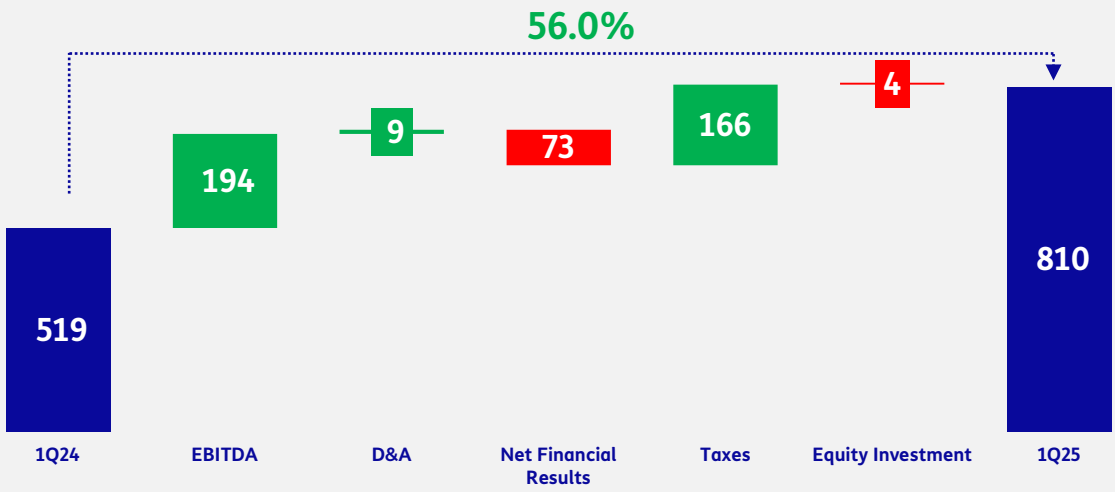


Leases stable at the same level of 4Q24, despite the single-digit increase vs. 1Q24


(1) Normalized for the effects detailed in slide 2.

A consistent performance resulted in double-digit Net Income growth for the 8th consecutive quarter

 **REACHING THE HIGHEST NET INCOME LEVEL FOR A 1ST QUARTER IN TIM's HISTORY**
(Normalized¹ Net Income in R\$ Mln)



- ✓ **D&A: +R\$ 9Mln**, was mainly in line, with the depreciation of the right of use offsetting the other lines.
- ✓ **Net Financial Results: -R\$ 73Mln**, was impacted by the write-off of C6 value, -R\$ 166Mln. Excluding this, the Net Financial Results should be improved in +R\$ 92Mln.
- ✓ **Taxes: +R\$ 166Mln**, positively impacted by the R\$ 690Mln of loC tranche approved during the 1Q25.

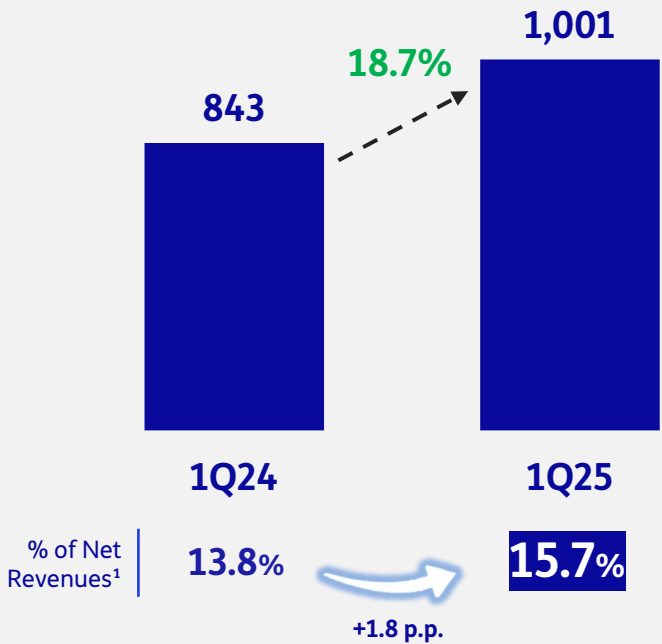
 **R\$ 0.33 EPS in 1Q25, double-digit growth YoY**

(1) Normalized for the effects detailed in slide 2.

Double-digit operating cash flow expansion reflects our overall performance

ROBUST OpCF DOUBLE-DIGIT EXPANSION

(EBITDA-AL¹ minus Capex in R\$ Mln; %YoY)



(1) Normalized for the effects detailed in slide 2.

SUSTAINING A STRONG BALANCE SHEET



R\$ 5.3 Bln in Cash, +58.0% YoY
+R\$ 0.6 Bln YoY of ΔWC
> TFF Total amount not paid is R\$ 3.6 Bln since 2020



R\$ 16,377 Bln Debt, +0.4% YoY
R\$ 3,822 Bln Debt-AL, -8.2% YoY



R\$ 11,050 Bln Net Debt, -14.6% YoY
-R\$ 1,505 Bln Net Debt-AL



0.86 of Leverage (Net Debt/EBITDA)
-0.15 of Leverage-AL (Net Debt-AL/EBITDA-AL)

Embarking on the year with solid momentum paving the way to meet our guidance



Mobile

Commitment to a rational competitive environment;
Prepaid efforts for recovery are in progress.

B2B IoT

Expand further the existing portfolio and launch new IoT verticals and partnerships.

Customer Platform

Accelerate initiatives in place and prepare for new partnerships in new verticals.

TIM Ultrafibra

Keep the focus in building a more efficient operation amid a challenging environment.

ESG

CDP A list for the 2nd year in a row, only operator in Brazil;
B3 Sustainability Index (ISE) for 17 years.

