



PATROCINADORA OFICIAL



RESULTS
PRESENTATION
3RD QTR 2024



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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.



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, those do not represent necessarily a formal guidance.



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) Net Revenue normalized by the temporary effect of PIS/COFINS inefficiency as a result of a contract between TIM S.A. and Cozani (+R\$41.0 million in 1Q23). Cozani was merged into TIM S.A. as of April 1, 2023.
- (2) Operating costs normalized by: consultancy costs in the scope of the Oi Móvel acquisition and customer migration project (+R\$ 2.1 million in 3Q23, +R\$ 16.3 million in 2Q23 and +R\$ 12.5 million in 1Q23), PIS/COFINS credits generated in the intercompany agreement with Cozani (-R\$ 17.7 million in 1Q23), FUST/FUNTEL expenses related to the intercompany agreement with Cozani (+R\$ 886 thousand in 1Q23), expenses with specialized legal and administrative services (+R\$ 1.1 million in 3Q23 and +R\$ 1.1 million in 2Q23) and payroll expenses related to the acquisition of Oi Mobile (+R\$ 8.4 million in 3Q23).
- (3) EBITDA normalized according to the items indicated in the Revenue (+R\$ 41.0 million in 1Q23) and Costs (+R\$ 11.6 million in 3Q23, +R\$ 17.4 million in 2Q23 and -R\$ 4.4 million in 1Q23) sections.
- (4) Net income normalized according to the items mentioned in the Revenue and Costs sections, described above, and by non-recurring items in Income Tax and Social Contribution: tax credits related to the intercompany agreement with Cozani (-R\$ 8.2 million in 1Q23) and by other tax effects (-R\$ 3.9 million in 3Q23, -R\$ 5.9 million in 2Q23 and -R\$ 4.2 million in 1Q23).

+6.3% YoY Growth in 3Q24 in Mobile Service Revenue¹, a solid above inflation expansion

+7.5% YoY Growth in 3Q24 EBITDA¹, with margin expansion

Record low 0.7% monthly churn in postpaid (ex-M2M) in 3Q24

Highest OpCF² for a third quarter
R\$1,608 Mln

Solid financial and operational results in a quarter of **POWERFUL CASH GENERATION**

Robust OpCF² growth
23.4% YoY in 3Q24 and
29.7% YoY in 9M24

+7.0% YoY Growth in 9M24 Mobile Service Revenue¹

49.3% of 9M24 EBITDA¹ Margin

BEST³ network quality in Brazil, as the highest scoring operator in CQ index

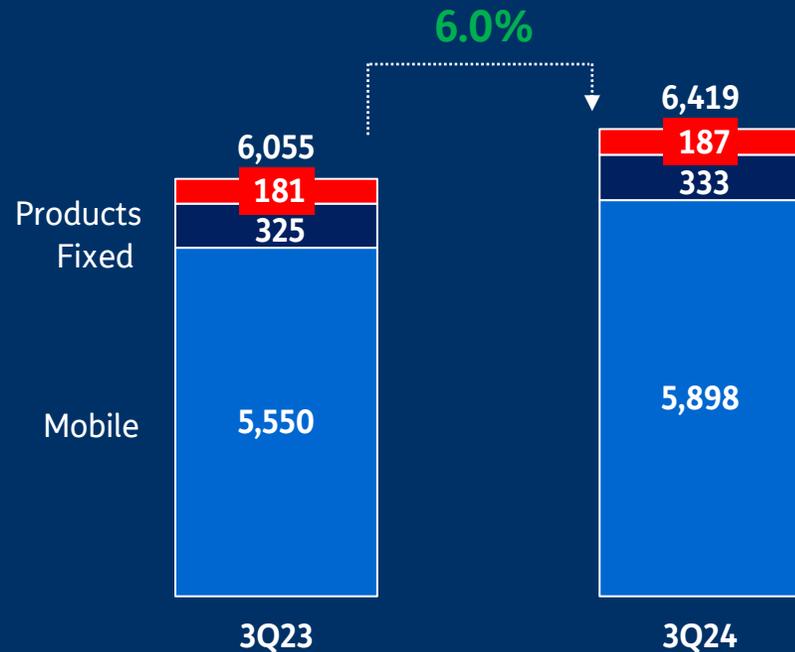
OpCF² Margin at 25% in 3Q24 and
21.2% in 9M24

FINANCIALS: REVENUES GROWING AT A HEALTHY PACE TO MEET ANNUAL GUIDANCE



SOLID REVENUE PERFORMANCE

(Normalized¹ Net Revenue in R\$ Mln; %YoY)



Consistent Service Revenue growth: + 6.1% YoY in 3Q24 and +6.8 YoY in 9M24

MOBILE SERVICE REVENUE¹

MSR growth levered by postpaid

+6.3%
YoY in 3Q24

Highest mobile ARPU in the industry

R\$ 31.7
+4.8% YoY in 3Q24



Strong postpaid growth

+8.3%
YoY in 3Q24

TIM ULTRAFIBRA

Selective expansion to support a sustainable revenue growth

+6.0% YoY in 3Q24

- +28 new cities, in 3Q24, with expansion to Rio Grande do Sul state



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

BEST OFFER: IMPROVING CUSTOMERS' VALUE PROPOSITION THROUGH POSTPAID PORTFOLIO UPDATE AND PREPAID REFRESH



Designing innovative offers...

... improving client base management while increase customer loyalty



An innovative commercial initiative in the Brazilian market, boosting Meu TIM app usage

Pix Back on recharges through Meu TIM app

Free WhatsApp all month long

TIM PRÉ XIP

New postpaid portfolio with focus on improving cost-benefit in different postpaid price points

R\$ 57.99	R\$ 64.99	R\$ 84.99	R\$ 119.99
TIM Controle	TIM Controle Plus	TIM Controle Premium	TIM Black (entry level)

Choice bundle for streaming content + International roaming package



Postpaid (ex-M2M) client base ('000 lines, %QoQ expansion)



Improved customer management and Postpaid offers boosted customer loyalty and satisfaction, helping net adds dynamics.

Churn still on the lowest level

-0.7%

Postpaid ex-M2M churn rate in 3Q24

Increasing migration to higher value plans

+19.3%

YoY growth in migration from Control to Pure Postpaid in 3Q24

Mobile combos increasing customer loyalty

+11%

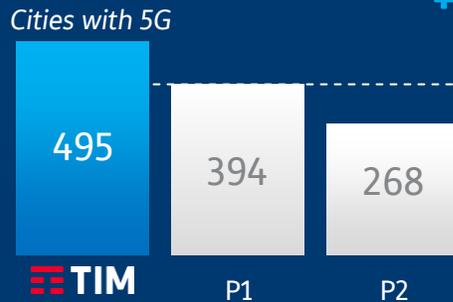
growth in customer base engagement in more than one product over the last 12 months

BEST NETWORK: THE LARGEST COVERAGE WITH THE BEST QUALITY



Focus on expanding 5G coverage across Brazil

#1 in cities¹ covered with the best 5G



+26%

1 new city per day in the last 3 months

And also the **ONLY** operator covering 5,570 cities with 4G

Our network quality recognized as the best

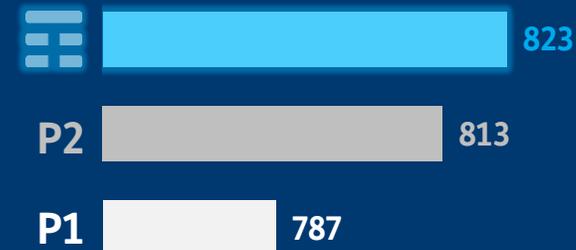
Network Consistency Quality Index² (CQ)

Sustaining the leadership in consistency with ongoing improvements



Leader in CQ index in 21 of the 26 states + "DF"

Reliability⁴ Experience – Brazil



“Reliability is more than twice as important to consumers than speed”
– Opensignal³ Feb/24

(1) Source: https://www.teleco.com.br/5g_cobertura.asp; (2) Source: Jul-23: Opensignal Report; Jan-24: Opensignal; Sep-24: Opensignal; (3) Source: Opensignal report on Feb 8th, 2024, [here](#);

BEST SERVICE: MAINTAINING SERVICE QUALITY INDICATORS AT THE HIGHEST STANDARDS, WHILE BUILDING AN EVOLUTION PATH WITH AI



Innovating with AI to improve customers' experience



- TIM AIX rollout is 100% concluded**, AI-based co-pilot tool to call center operators, increasing assertiveness and efficiency of more than 5k operators.
- New Use Case under rollout**, Speech and Text Analytics using GenAI to produce insights from customer interactions.
- Launch of AI Academy**, an AI training program for 100% of our employees aiming to improve team skills and productivity.

Service quality is a consistency game

Solving clients' demands with excellence...

75%
Of **First call resolutions** in human assistance calls

~95%
Of Anatel's **resolubility index**



First and only company to be recognized¹ as the best in solving client complaints

+11.2%
YoY growth in human assistance **NPS** in 3Q24

...while using digital as a driver for convenience and efficiency

+7.5%
YoY growth in **digital customer interaction**

>97%
E-bills (+180bps YoY)

55.3%
of **PIX Participation** in Payment Methods

(1) Procon SP Efficiency Seal is a certification given to the companies that have achieved an average monthly resolution factor of 85% or more in the complaints made on the Procon-SP website in each of the last 3 months.

STRENGTHENING TIM'S BRAND AND IMPROVING CUSTOMER PERCEPTION: ROCK IN RIO MUSIC FESTIVAL



Sponsoring the Biggest Music Festival in LatAm

The MOST² talked-about brand among sponsors

7
Days¹ of Event

750
Attractions¹

500
Hours¹ of Experience

Over than 700k¹ people attending the event

92%

More comments than 2nd place

90%

Of overall favorability

Expanding brand exposure and engagement

715Mln
Of Impressions³

12Mln
Of Views⁴

95Mln
Of social media outreach⁵

TIM provided superior connectivity through its 5G network and improved festival experience for its clients using multiple relationship tools

(1) Source: According to event's official released numbers, [here](#); (2) According to Tagger and Sprinklr marketing tools (doesn't consider influencers publishing); (3) Impressions are how many times our static content appeared for people; (4) Number of views in all video contents (Instagram and TikTok); (5) Number of people who viewed our social media posts.

NEW GROWTH AVENUES: GROWING OUR DIGITAL ECOSYSTEM, WHILE SOLID RESULTS ARE STARTING TO SURFACE



Promising results in Health

- Affordable health → improving loyalty and creating a revenue opportunity.
- TIM acting as an acquisition channel with bundled offers. Fee-based remuneration.



Full commercial rollout in June/24.

~20k New clients per month

Positive cycle in M-Ads & Data Monetization

- Targeted ads for large brands using TIM's own inventory and external inventory.
- 200+ brands** running **800+ campaigns** ran in 2024.
- 78 Mln queries for credit scoring and anti-fraud products.

2x Net revenue growth vs. 3Q23

Venture Capital Investments

- 5G Fund: TIM as an anchor investor in a connectivity and growth fund managed by Upload Ventures.
- US\$ 36 Mln²** already contributed to the fund.



Education keeps evolving



The Biggest Digital education company in Brazil, with more than 5 Mln¹ students

>700k Subscribers since the beginning of the partnership

+130k Subscribers in free courses as ChatGPT an AI in 2024

(1) Source: "Os próximos passos da startup de educação online Descomplica após comprar a Universidade do Paraná";

(2) Nominal number.

NEW GROWTH AVENUES: BUILDING A NEW MARKET IN B2B IOT



Robust pipeline of prospect clients (in all verticals) with RFPs until Jun25.
Contracted revenues mapped under bid: ~R\$ 600Mln³.

Total Contracted Revenues

R\$ 613Mln

1Q22 2Q22 3Q22 4Q22 1Q23 2Q23 3Q23 4Q23 1Q24 2Q24 3Q24

>18.2Mln
Of hectares
covered with 4G

>4.7k
KM of roads
covered

>263k
Smart light
spots sold

New Contracts

Coverage as a Service

Usina Santa Terezinha

- One of the largest sugar cane producers¹ of Brazil, with more than R\$ 3 Bln in revenues.
- Installation of **new towers**, covering **1 Mln hectares** in more than **50 municipalities** in Paraná

Eco Noroeste Paulista²

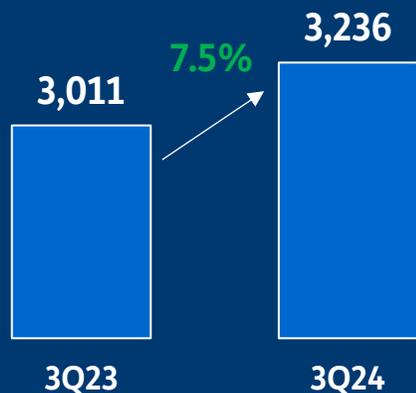
- EcoRodovias group, Brazil's largest highway operator
- **+597km of 4G coverage in São Paulo State** (covering 3 highways), including 23 new sites

FINANCIALS: SHARP EXECUTION DROVE A SOLID EBITDA GROWTH AND ANOTHER QUARTER OF MARGIN EXPANSION



EBITDA keeps growing faster than revenues, in a high single-digit pace

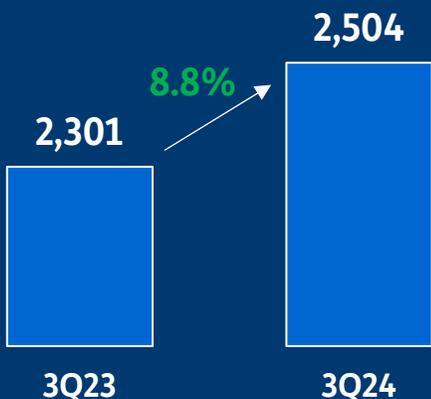
(Normalized¹ EBITDA in R\$ Mln; %YoY)



Opex grew 4.5% YoY, following the LTM inflation²

Solid high single-digit EBITDA-AL growth

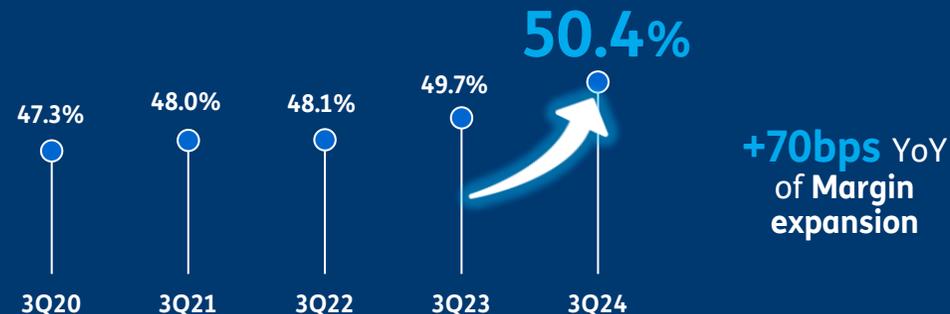
(Normalized¹ EBITDA-AL in R\$ Mln; %YoY)



Decommissioning fines totaled R\$ 51Mln in 3Q24, summing R\$ 348Mln since 2023

Reaching an all-time high Margin level for a third quarter

(Normalized¹ EBITDA Margin; %)



+70bps YoY of Margin expansion

In 9M24, EBITDA Margin achieved 49.3%, an expansion of 80bps YoY

Continuous improvement in Margin-AL expansion

(Normalized¹ EBITDA-AL Margin; %)



+100bps YoY of Margin-AL expansion

In 9M24, EBITDA-AL Margin achieved 38.1%, growing 230bps YoY

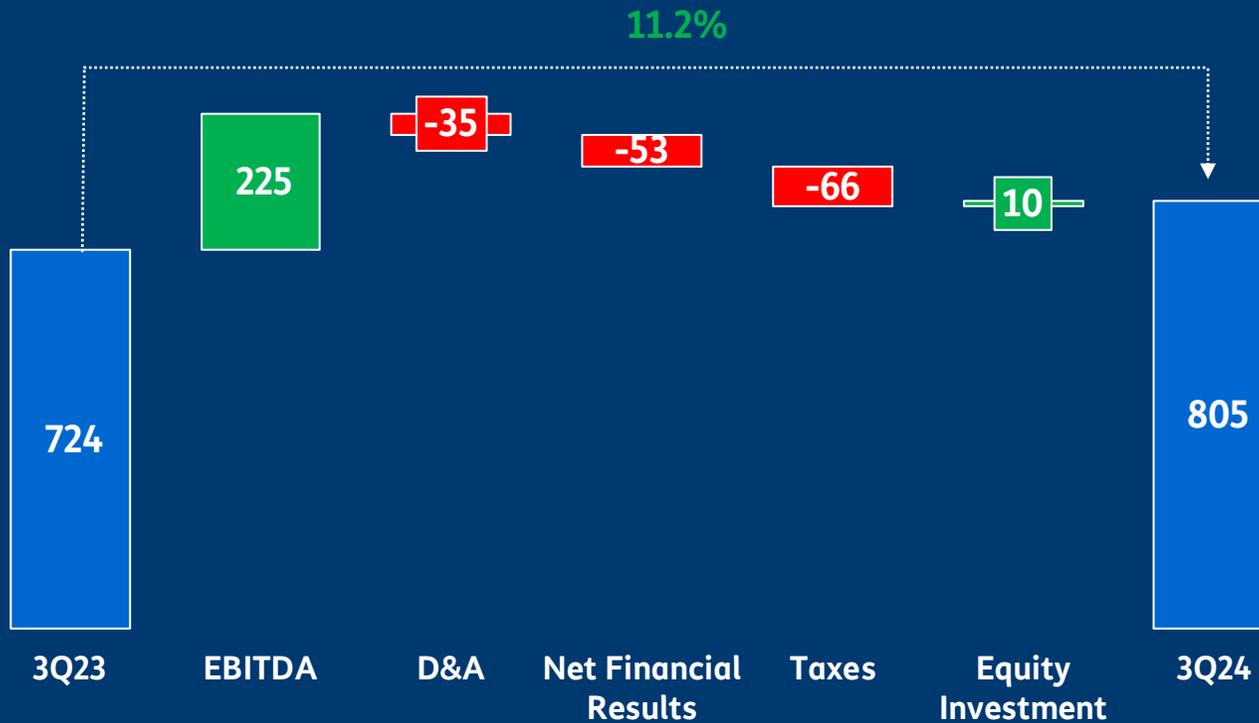
(1) Normalized for the effects detailed in slide 2; (2) Refers to 4.42% cumulated inflation in last 12 months ended in September 2024, Source: IBGE.

FINANCIALS: AN EFFICIENT PERFORMANCE IS TRANSLATING INTO A ROBUST BOTTOM LINE GROWTH



Net income continues in a sound double-digit growth for the sixth quarter in a row

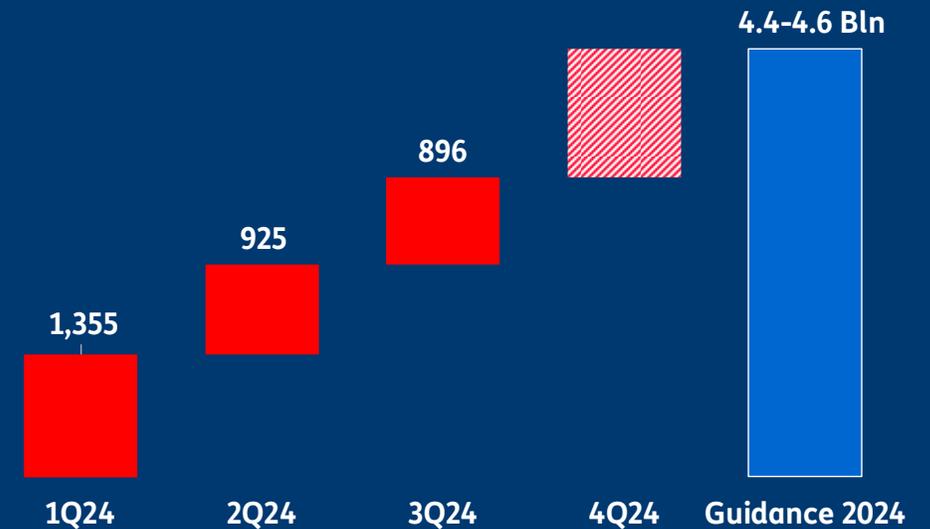
(Normalized¹ Net Income in R\$ Mln)



In 3Q24 we achieved the highest net income for a 3rd quarter ever, helping the shareholders remuneration dynamics

Capex under control to meet the guidance

(Capex in R\$ Mln)



Capex reduced -10.2% YoY in 3Q24 and -1.1% in 9M24.

As % of Revenue, Capex was 14.0% in 3Q24 and 16.9% in 9M24.

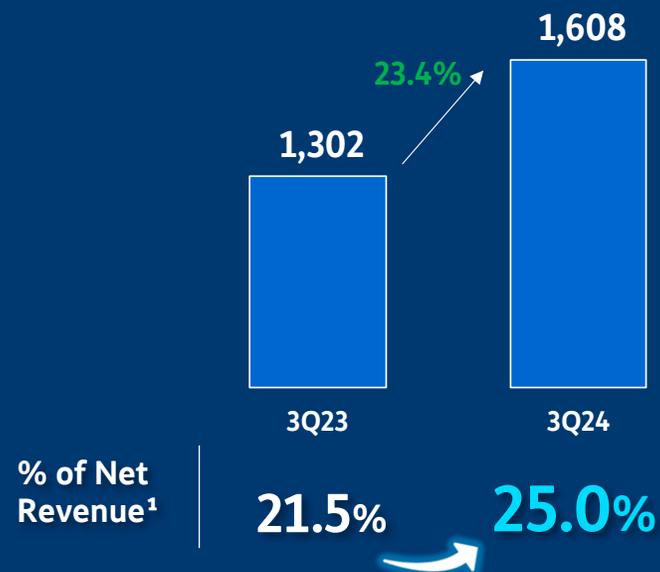
(1) Normalized for the effects detailed in slide 2.

FINANCIALS: ROBUST OPERATIONAL CASH FLOW DROVE A HEALTHY FINANCIAL STRUCTURE



OpCF maintains a strong double-digit growth

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

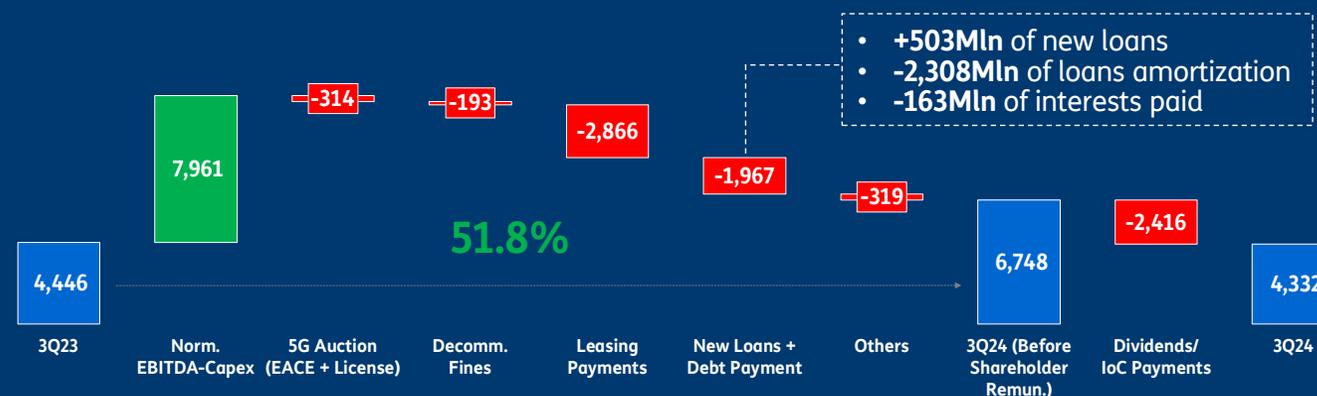


EBITDA-AL¹ minus Capex grew by 29.7% YoY in 9M24

As % of Net Revenue, EBITDA-AL¹ minus Capex was 21.2% in 9M24 vs. 17.5% in 9M23

Strong cash generation, reaffirming our financial health and enabling higher shareholders remuneration

(Total Cash³ in R\$ Mln; %YoY)



Strong net financial position and leverage in a healthy level

NET DEBT/ LTM EBITDA¹ **0.96x**

NET DEBT-AL/ LTM EBITDA-AL¹ **-0.03x**

Net Debt of R\$ **12.0** Bln in 3Q24 (-13.5% YoY)

R\$ 3.2 Bln related to Fistel (TFF) is still on hold²

(1) Normalized for the effects detailed in slide 2; (2) See Note 22 of the Financial Statements; (3) Include Cash, Cash Equivalents and Securities (Short Term)

ON TRACK TO ACHIEVE 2024 GOALS

9M24 results are in the right path to deliver year's promises

9M 9M24 — FY guidance (% YoY)



EBITDA-AL¹ - Capex **Double-digit** growth

Shareholder remuneration announcements:

~R\$ **3.5Bln** in 2024

R\$ 800Mln in IoC already announced;
~R\$ 2.7Bln in IoC + Dividends (to be announced)

WE KEEP EVOLVING WITH FOCUS ON OUR PEOPLE AND SOCIETY

We have been ranked 8th in the GPTW Brazil as **one of the best companies to work for**



We are winners of the 1st edition of “Prêmio Exame” award in people management



5G connection arrives at *Favela Marte* benefiting the community



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