

RESULTS
PRESENTATION
2ND QTR 2024

5G



TIMB
LISTED
NYSE

TIMS
B3 LISTED NM
ISE B3

 **TIM**



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 inefficiency of PIS/COFINS as a result of the contract signed between TIM S.A and Cozani (+R\$41.0 million in 1Q23). The merger of Cozani into TIM S.A. took effect on April 1st, 2023.
- (2) Operating costs normalized by: expenses with consulting services as part of the project to acquire Oi Mobile and migrate customers (+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) and expenses with specialized legal and administrative services (+R\$ 1.1 million in 2Q23).
- (3) EBITDA normalized according to the items indicated in the Revenue (+R\$ 41.0 million in 1Q23) and Costs (+R\$ 17.4 million in 2Q23 and -R\$ 4.4 million in 1Q23) sections.
- (4) Normalized Net income 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\$ 5.9 million in 2Q23 and -R\$ 4.2 million in 1Q23).



+7.2% YoY Growth
in 2Q24 Service Revenue¹,
a solid above inflation
expansion

+7.2% YoY Growth
in 6M24 Service Revenue¹

**SOLID RESULTS
IN 2Q24:
HALF OF THE
JOURNEY
COMPLETED
TOWARDS THE
PLAN**

+9.4% YoY Growth
in 6M24 EBITDA¹

+8.2% YoY Growth
in 2Q24 EBITDA¹,
with margin expansion

Best 2nd quarter
OpCF², R\$ 1,536 Mln
(+23.8% YoY in 2Q24)

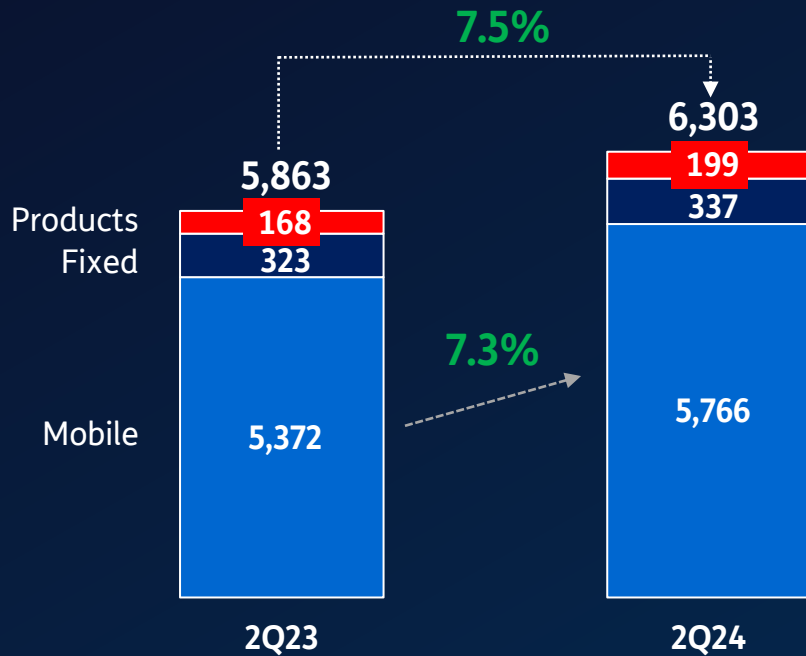
+22.5% YoY Growth
in 2Q24 Net Income

(1) Normalized for the effects detailed in slide 2; (2) OpCF calculated as EBITDA-AL minus Capex.

FINANCIALS: REVENUE PERFORMANCE IS ON A SOLID PATH



TOTAL NET REVENUE GROWING HIGH-SINGLE DIGIT
 (Normalized¹ Net Revenue in R\$ Mln; %YoY)



- 6M24 Top line growing +7.4% YoY
- 6M24 Mobile Service Revenue growing +7.4% YoY

Service Revenue¹

Mobile and Fixed streams assured strong results

+7.2%
YoY in 2Q24



Mobile Service Revenue¹

Postpaid was the main lever to boost MSR

+7.3%
YoY in 2Q24



TIM UltraFibra

Fiber expansion as key strategy to sustain a healthy revenue growth

+8.0%
YoY in 2Q24



Products Revenue

Increased sales volume and attractive portfolio boosted products revenue growth

+18.5%
YoY in 2Q24



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

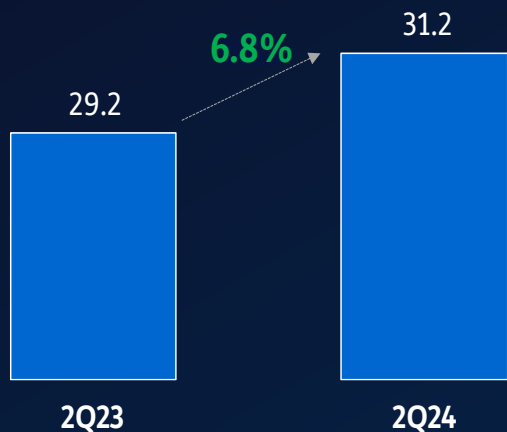
MOBILE: CUSTOMER BASE PROFILE IS STEADILY IMPROVING, DRIVING THE ROBUST MOBILE PERFORMANCE



More for more initiatives and migration strategies are supporting ARPU performance

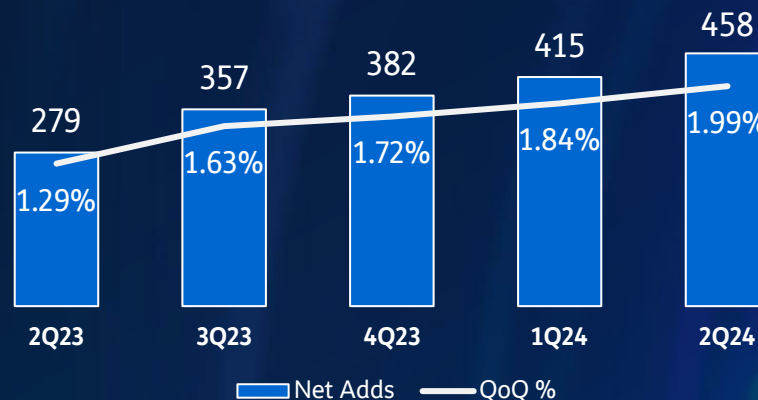
A well executed customer base management improved net additions growth through migration and churn reduction

MOBILE ARPU
(R\$/mo)



R\$ 31.2
HIGHEST MOBILE ARPU IN THE INDUSTRY

Postpaid (ex-M2M): net additions and customer base growth speed
(‘000 lines, %QoQ expansion)



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

➤ **Postpaid (ex-M2M) ARPU grew by 3.1% YoY in 2Q24**

➤ **Prepaid ARPU grew by 4.0% YoY in 2Q24**

➤ **Client migration to higher-value plans**

+14.5%

Increase in migration
Prepaid → Postpaid YoY
in 2Q24

+39.5%

Increase in migration
Control → Pure
Postpaid YoY in 2Q24

➤ **Reducing churn rate levels**

-0.7%

Postpaid ex-M2M
churn rate in 2Q24

ON TRACK WITH 3Bs STRATEGY TO BE THE MOST PREFERRED



Bringing the BEST OFFERS

More for more strategy creating value for the company and our customers:

Increasing customer convenience...



Prepaid customers purchasing in Zé Delivery app

... while providing connectivity when clients are traveling in Brazil...

Expanding the usage of our exclusive wi-fi offer in Gol and Latam planes



... and abroad.



TIM VIAGEM

New TIM Viagem roaming offer increased the number of users by 2x YoY, on average, closing an offering gap for high value clients

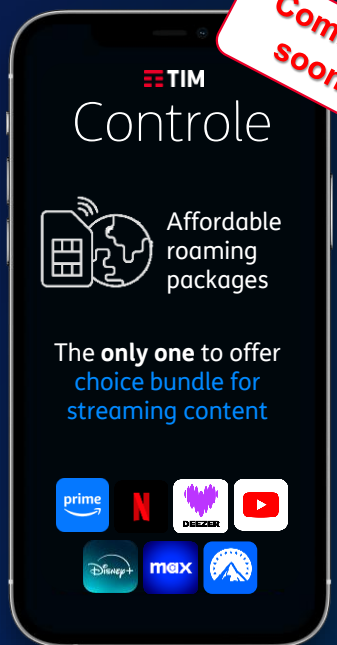
Mobile combos increase customer loyalty

+27.5%

growth in clients³ lifetime when subscribe to more than one service

Postpaid new portfolio

The best Control of Brazil



Coming soon

Providing the BEST NETWORK

Largest 5G coverage

- 60% of urban population covered
- Leader in 5G sites, improving quality perception

Innovation to expand coverage

- New exclusive antenna developed for TIM that increases¹ capacity by 50% and coverage by 30%

Delivering the BEST SERVICE

NPS increase

- +15.7% YoY growth in human assistance NPS² in 2Q24

High resolvability

- First call resolutions in 76% of human assistance calls
- Continue to perform well at Anatel, with resolvability index reaching almost 95%⁴

The combination of clearer offers and more assertive service has resulted in improved service indicators



(1) Compared to traditional sites; (2) Considering human voice assistance; (3) TIM Black customers; (4) On mobile resolvability index.

TIM ULTRAFIBRA: FOCUS ON VALUE TO SUPPORT GROWTH WITH PROFITABILITY

Sustaining high-single digit revenue growth while fine tuning commercial channels



And more...

HIGHEST ARPU

R\$ 98.6 in Broadband ARPU, the highest ever (+3.9% YoY)

STRATEGIC EXPANSION

+76 cities in 2Q24, totaling 211

B2B: IOT SOLUTIONS KEEPS EVOLVING, RAPIDLY DEVELOPING OUR KEY VERTICALS

Winning new connectivity contracts while developing end-to-end solutions



Contracted revenue expanded 10x in 2 years



(1) Historical contracted revenue accumulated until 2Q24.

TECHNOLOGY AND DISCIPLINE TO SECURE LONG TERM GAINS IN PRODUCTIVITY



360° Approach to Productivity & Efficiency

Digitalization & Cost Management

- E-billing adoption **97%** (+3p.p. YoY)
- E-payment adoption **86%^{1,3}** (+5p.p. YoY)
 - PIX instant payment share **53%^{1,3}** (+20p.p. YoY)
- Digital interactions share **89%²** (+1p.p. YoY)
 - Meu TIM App share **40%²** (+4p.p. YoY)

Infrastructure Evolution: Innovation & Efficiency

➤ Resuming Network Sharing Agreement with Vivo

- | | |
|--------------------------------------|--------------------------------------|
| <u>2G shutdown (50%⁴)</u> | <u>Single Grid (25%⁴)</u> |
| • 1.3k cities ⁵ | • 366 cities ⁵ |
| • 6.4k sites ⁵ | • 500 sites ⁵ |

Reaping benefits in energy, housing, O&M and Capex

➤ 5G Access Network RFP

- Vendor reshuffling
- More efficient technology
- Double-digit total cost of operation (Opex + Capex + Leases) reduction

AI: From Pilot to Full Rollout

➤ Testing the Models

- From 100 potential use cases, 10 were mapped to be tested in 2024, 2 already entered rollout phase

Benefits to materialize in Opex reduction and NPS increase

➤ Customer Care Copilot

- NPS increase: + 10p.p.
- Average service time reduction: - 8%

➤ Network Predictive Maintenance

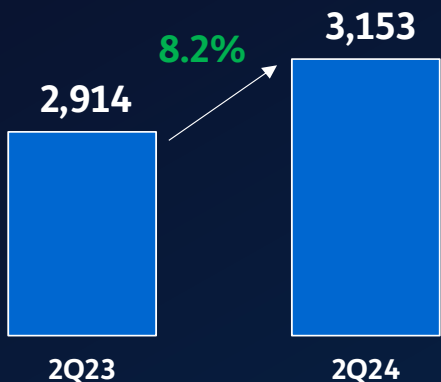
- Failure prediction accuracy: ~75%
- Failure resolution rate: >85%

FINANCIALS: REVENUE AND PRODUCTIVITY GAINS ARE SUSTAINING A ROBUST EBITDA AND MARGINS AT HIGH LEVEL



EBITDA GROWING AT HIGH SINGLE-DIGIT AND FASTER THAN REVENUE

(Normalized¹ EBITDA in R\$ Mln; %YoY)

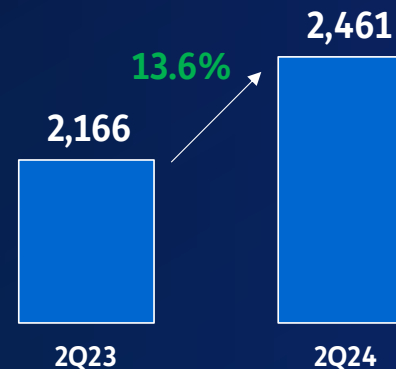


EBITDA impacted in comparative basis by Fistel credits² recognition in 2Q23

Opex grew 6.8% YoY. Excluding Fistel credits² last year, would have grown 5.1% YoY

9 CONSECUTIVE QUARTERS OF EBITDA-AL DOUBLE-DIGIT GROWTH

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

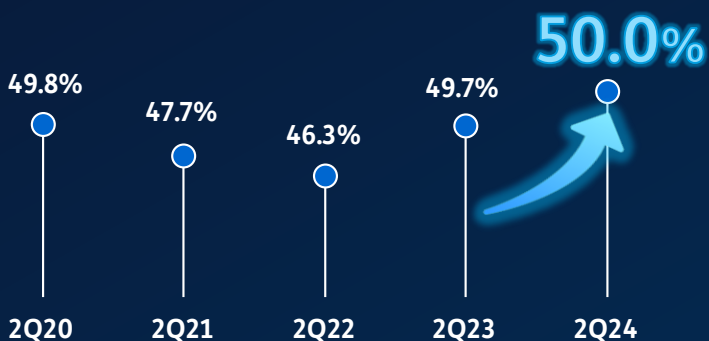


Decommissioning fines totaled R\$ 32 Mln in 2Q24, summing R\$ 297 Mln since 2023.

Approx. R\$ 56 Mln less in recurring leases expenses vs. 2Q23

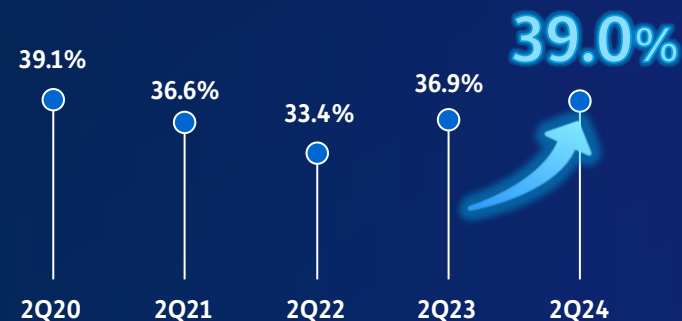
RECORD LEVEL MARGIN FOR A SECOND QUARTER

(Normalized¹ EBITDA Margin; %)



DECOMMISSIONING OF TOWERS PAVED THE WAY FOR ANOTHER STRONG EXPANSION OF 210 BPS

(Normalized¹ EBITDA-AL Margin; %)



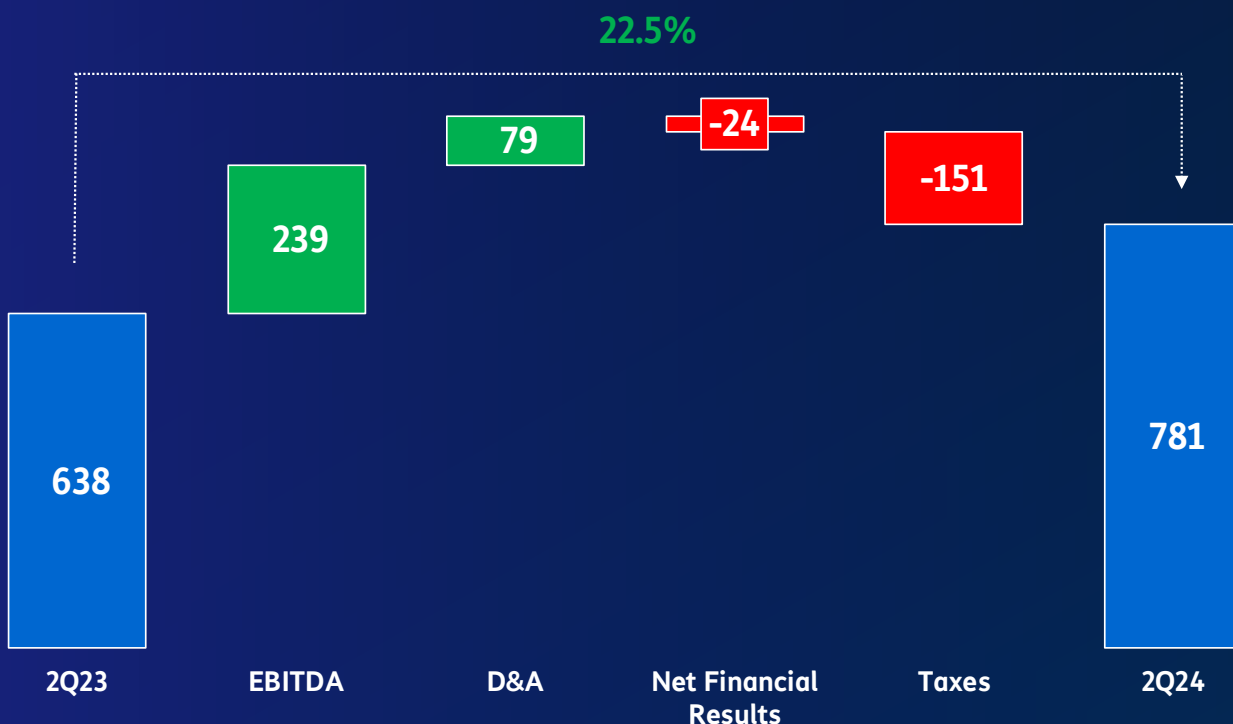
(1) Normalized for the effects detailed in slide 2; (2) Fistel credit of R\$ 47 Mln related to customer base cleaning of "SPE Cozani", acquired from Oi.

FINANCIALS: BOTTOM LINE GROWING SOLIDLY DOUBLE-DIGIT



HIGHEST NET INCOME EVER FOR A SECOND QUARTER

(Normalized¹ Net Income in R\$ Mln)



Main effects in the quarter:

- D&A (-4.3% YoY):**
 As a result of the lease reduction in 2Q24 (-R\$ 150 Mln YoY)
- Net Financial Result (+5.7% YoY):**
 Despite lower interest on financial debt, that also impacted return on cash, the year-on-year comparative basis was impacted by a worsening of MTM² over derivatives in the 2Q23
- Taxes (-R\$ 143 Mln):**
 Affected by a lower tax shield YoY due to the comparative basis, since in the same period last year a higher level of Interest on Capital were announced (R\$ 520 Mln) compared to R\$ 300 Mln issued in 2Q24

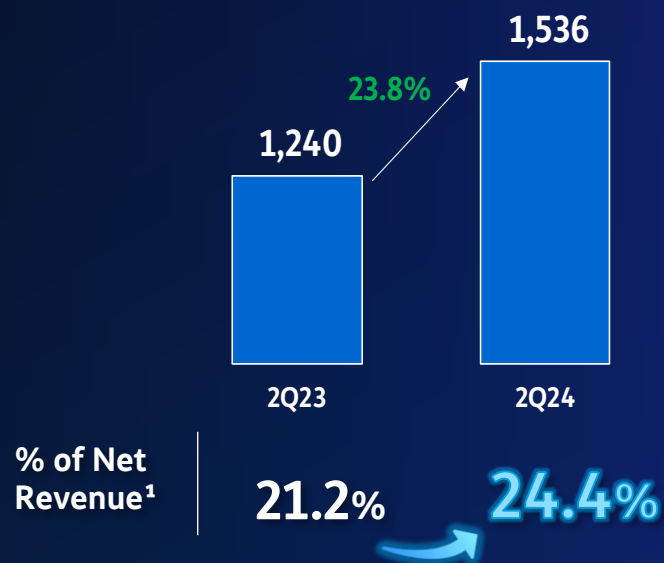
(1) Normalized for the effects detailed in slide 2; (2) The effects of MTM are temporary and have no cash effect, since the company usually carries the derivatives to maturity.

FINANCIALS: SOLID CASH FLOW GROWTH AS A RESULT OF POSITIVE OVERALL PERFORMANCE



OpCF AT DOUBLE-DIGIT GROWTH LEVEL

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

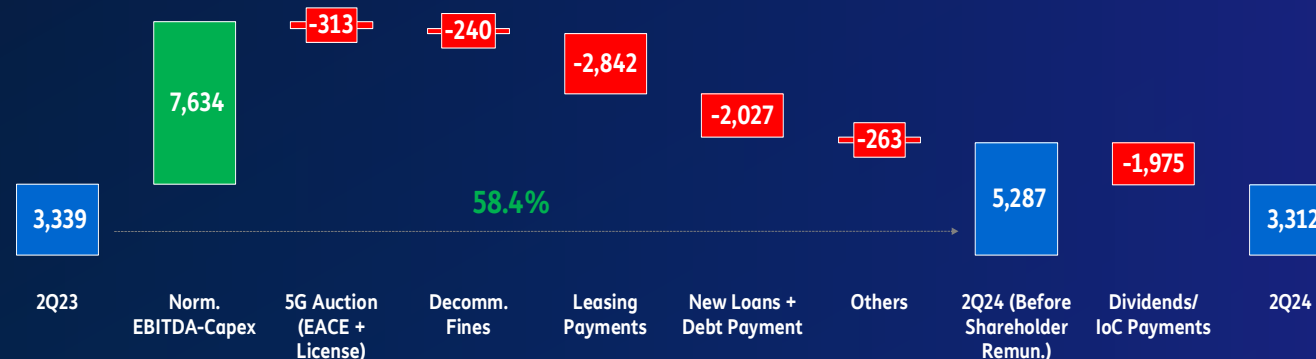


➤ EBITDA¹ minus Capex grew by 12.1% YoY in 2Q24 and 13.7% in 6M24, as % of Net Revenue was 35.3% in 2Q24 and 30.4% in 6M24

➤ Capex reached R\$ 925 Mln in 2Q24, remaining stable YoY, and grew 2.9% YoY in 6M24

STABLE CASH POSITION YOY REAFFIRMS CAPEX ALLOCATION DISCIPLINE & EFFICIENT LEASE MANAGEMENT

(Cash & Cash Equivalents in R\$ Mln; %YoY)



NET FINANCIAL POSITION AND LEVERAGE REMAIN HEALTHY

NET DEBT/ LTM
NORM. EBITDA¹

Normalized	1.05x
After Lease	0.07x

➤ Net Debt of **12.9 Bln** in 2Q24 (-16.2% YoY)

➤ R\$ 3.0 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.

PROMOTING POSITIVE CHANGE: OUR COMMITMENT TO SOCIAL IMPACT



For the second year in a row TIM was considered **one of the best companies for LGBTQIA+ people to work for**



TIM won ANATEL's 2024 **accessibility award**¹



TIM was the first telco to join **Procon Racial**², an initiative with the participation of the Zumbi dos Palmares University to combat and prevent racism in consumer relations

TIM's actions in support of the emergency situation in Rio Grande do Sul



GB bonus to all affected customers



Wheelchairs donated in partnership with "One by One" NGO

3 by 1

For each R\$ 1 donated by an employee, **TIM Institute** has donated R\$ 3 to affected employees

In partnership with "Ascendando Mentes", **TIM Institute** has also donated for the purchase of goods and emergency items

(1) ANATEL 2024 accessibility award ([Click here](#)); (2) Procon Racial ([Click Here](#)).

BETTER THAN EXPECTED FIRST HALF

First half of the year delivered at a high note all around

STRATEGIC PLAN IS ON TRACK BUT A SOLID EXECUTION IS NEEDED TO OVERCOME 2H24 CHALLENGES

Continue executing our plan towards the goal of becoming the most preferred mobile operator

6M24

Service Revenue¹

⬆️ **7.2%** YoY

EBITDA¹

⬆️ **9.4%** YoY

EBITDA-AL¹ - Capex

⬆️ **34.3%** YoY

Net Income¹

⬆️ **21.0%** YoY

IoC

R\$500 Mln

EBITDA-AL¹ -
Capex/ Revenue

19.2%

Mobile

Healthy and rational competition is expected to be maintained; 3Bs strategy will guide our actions towards the best value proposition; Implement multiple initiatives to gradually and steadily change customer perception

Digital

Continue digitalization efforts to deliver additional savings; Full rollout of AI initiatives to improve CEX and increase productivity

B2B

Accelerate the development of E2E solutions, building a second layer of offerings in our IoT Solutions portfolio

Macro

Macro environment is still a challenge, specially for low-income clients

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