Relations with Institutions in Brazil

TIM has reached an excellent level of relations with the institutions, at all levels of Government, Congress, the regulatory and antitrust authorities, the several associations of operators and the press. The dialogue is very intense and frequent and done on the basis of objective proposals, statements and positions designed not only to the development of specific issues for the company, but also for the entire industry. Governmental relations activities occur at federal level primarily with the Ministry of Science, Technology, Innovation and Communications and also with several relevant Ministries like Casa Civil, Development and Industry, Justice, Cities, Education, among others.

At Congress TIM has an important dialogue in particular with Deputies and Senators that are member of the Committees involved with themes such as (but not limited to) the economic-financial nature, privacy, telecommunications and consumer protection. Regionally, TIM Brasil maintains a permanent agenda with local institutions and authorities on general issues related to the telecommunications industry, with emphasis on the development of infrastructure and network coverage and other matters of interest to the local communities. Addressing proposals, meetings with specific stakeholders on precise subjects, stimulating debates, active participation in public hearings and contributions in public consultations, are the main modalities of the daily interactions with all the above mentioned institutions.

Additionally, TIM Brasil institutional presence on the regional and local levels is increasingly supported by the activity of the Instituto TIM that aims to democratize science, technology and innovation, enabling social progress in Brazil by promoting Mathematics and Science education among children and adolescents and developing free technologies that contribute to public policies. Since July 2013, the Institute has implemented actions in 488 cities, in 26 states and the Federal District, mobilizing 66 education departments, three ministries and over four thousand public schools, benefiting more than 15,500 teachers and 500,000 students.
**Press relations**

TIM Brasil maintains close and frequent relations with press, journalists and digital influencers, in order to develop a constant dialogue on the values, goals and positions which are strategic for the company with regards to the public and the opinion makers.

Always with full transparency and respect for the independence of the press activity, TIM Brasil produces (at the national, regional and local levels) contents, both proactively and on demand, supporting the image, the vision and the position of the company and its recognized relevant role in the TLC and business environment.

Corporate and financial issues, regulatory environment, commercial dynamics, evolution of technology, customer relations and quality of service are the main areas the press dedicates attention and demands, that TIM always attends with qualified contents and spokesperson.