



BRISANET PARTICIPAÇÕES S.A.

Corporate Taxpayer's ID (CNPJ/MF) N.º 19.796.586/0001-70

Corporate Registry (NIRE) 23.300.045.742

NOTICE TO THE MARKET

ANATEL SURVEY OF SATISFACTION AND PERCEIVED QUALITY

Brisanet Participações S.A. ("Company", B3: BRIT3), the largest company among independent internet service providers in Brazil¹ and the largest fixed broadband provider in the Northeast region, leads the ranking of the top five scores in GSI (General Satisfaction Index) by state in Brazil, as disclosed yesterday by Anatel (National Telecommunications Agency) in its Satisfaction and Perceived Quality Survey for 2022.

In all seven states where it was surveyed, Brisanet obtained the highest customer satisfaction score – **Alagoas (8.50), Piauí (8.49), Pernambuco (8.47), Sergipe (8.36), Rio Grande do Norte (8.34)**, Ceará (8.09) and Paraíba (7.79). The first five states on this list were where Anatel **recorded the highest scores in the country in this regard.**

According to Anatel, the data for the Survey were collected between July 2022 and January 2023. The Agency points out that the confidence level in the result data is 95% and that the Survey serves to raise the consumer's view about the provision of telecommunications services.

The Company was also the company that evolved the most between 2021 and 2022 in the states that entered the Survey in the 2 years – Piauí and Sergipe were not included in 2021. A weighted improvement of 6.27%. And this in the same period in which it was also the leader in customer base growth.

For Brisanet's CCO, Jordão Estevam, it is very gratifying to have Anatel's recognition pointing to the excellence of the company's services. "This result validates the commitment of all our employees who dedicate themselves daily to offering qualified service and assistance. We are fulfilling one of our main objectives, which is to deliver a quality experience to more than one million and one hundred thousand customers who trust and approve of our work", he says.

Pereiro/Ceará, April 6, 2023.

¹ Considering the Brisanet and Agility brands (through franchises) in December/2022.