



## BRISANET IS LEADER FOR THE 7th CONSECUTIVE YEAR IN ANATEL SATISFACTION SURVEY

**Brisanet Participações S.A.** ("Company" "Brisanet", B3: BRIT3), is the largest fixed broadband provider in the Northeast region, according to the Anatel ranking and since November 2021, after winning the 2.3 frequency GHz and 3.5 GHz auction, it also became a mobile telephone operator (4G/5G), informs its shareholders and the general market that it led the ranking of the best scores in the GSI<sup>1</sup> (General Satisfaction Index) **for the 7th consecutive year** by state in Brazil, as released by Anatel, in its Satisfaction and Perceived Quality Survey for the year 2023.

In all eight states in which it was surveyed, Brisanet obtained the highest customer satisfaction score. The first five states on this list were where Anatel **recorded the highest scores in the country in this regard**. For the second year in a row, the Company is recognized with the highest scores in this Survey.

Broadband			
Region	State	GSI	Ranking
Northeast	PE	8.58	1st
	AL	8.50	1st
	SE	8.49	1st
	PI	8.43	1st
	CE	8.27	1st
	RN	8.20	1st
	BA	8.08	1st
	PB	7.94	1st

According to Anatel, the data was collected between July and November 2023. The Agency points out that the level of confidence in the result data is 95% and that the Survey serves to raise the consumer's view regarding the provision of telecommunications.

The Company was also the leader in the 2023 Brazil Average in the GSI (**8.24**), where, disregarding players that were not surveyed in the previous year, Brisanet maintained its statistical stability in relation to the 2022 score.

We reinforce that in 2023, the Company had the highest organic growth in its customer base.

"Receiving recognition from our customers for the excellence of the services provided is extremely gratifying", stated **Jordão Estevam, Chief Commercial Officer** of the Company. He emphasizes that "this result validates the commitment and daily effort of the entire team, dedicated to offering excellent service and of high quality." According to him, "this reflects the fulfillment of one of the company's main objectives: to provide a quality experience for the more than one million and three hundred thousand customers who trust our work."

Pereiro/Ceará, March 27, 2024

<sup>1</sup> Anatel