



## BRISANET HIGHLIGHTED IN ANATEL'S 2024 SATISFACTION SURVEY

**Brisanet Serviços de Telecomunicações S.A.** (“Company”, “Brisanet”, B3: BRST3), the largest fixed broadband provider in the Northeast region according to Anatel's ranking, and a mobile operator (4G/5G) since November 2021, after winning the auction for the 2.3 GHz and 3.5 GHz frequencies. 5 GHz frequencies, announces to its shareholders and the market in general that it topped the ranking of the best ISG (General Satisfaction Index) scores in the Northeast region for another year, released by Anatel in its Satisfaction and Perceived Quality Survey for the year 2024.

With a **General Satisfaction Index (ISG) of 7.74**, Brisanet reaffirms its leadership position in customer satisfaction, standing out for achieving the highest score in the fixed internet segment in the Northeast region, leading in six of the eight states surveyed, demonstrating its strong presence and recognition in the region.

The Company stood out as leading in Bahia in the first year as it was evaluated, as well as being **the best evaluated Company in the Northeast**, with 8.39 in Sergipe.

Fixed Internet			
Region	State	ISG	Position
Northeast	SE	8.39	1st
	PI	8.34	1st
	BA	8.11	1st
	RN	7.93	1st
	AL	7.9	1st
	CE	7.72	1st

This is the eighth consecutive year that Brisanet has taken part in the survey, which demonstrates a consistent track record of positive evaluations and reaffirms its ongoing commitment to excellence in the quality of the services it provides. The excellent results achieved reflect consumer confidence and the effectiveness of the company's strategy, which continues to invest in constantly improving its connectivity infrastructure and strengthening customer service.

For **Jordão Estevam, Brisanet's Commercial Director**, this recognition reinforces the company's commitment to providing excellent services, connecting an increasing number of people and promoting digital inclusion in the Northeast. “We will continue to invest in innovation, infrastructure and customer proximity to guarantee the best experience for our consumers,” he concludes, highlighting Brisanet's ongoing commitment to the evolution and satisfaction of its customers

Pereiro/CE, March 17, 2025