



RELATORIO DE SUSTENTABILIDADE 2020

GENTE E INOVAÇÃO
CONFIANÇA NO FUTURO E NO
CRESCIMENTO SUSTENTÁVEL

Algar ▶
Telecom

Our history

2020

- We won *Exame* magazine's Best Company of the Year award.
- Our B2B and B2C customer structure now has 82,300 km of optical fiber in 367 cities 16 states and the Federal District.
- Our franchise program reached 79 cities.
- We adhered to the 10 commitments of the Forum on Companies and LGBTI+ Rights.
- Our launch of Web Protection (digital security solution for SMEs) got 5,000 activations in the period.
- We officially adopted our hybrid Remote Work Policy for all regions in which we operate.

2019-2010

- We expanded **Algar Franquias** operations to reach 65 localities and 9 clusters in our concession area.
- **Algar Franquias** was Brazil's first telecom company to franchise end-to-end operations.
- We acquired Smart Telecomunicações' assets in Recife.
- We split off the Telecom and Tech – BPO/IT Management businesses.
- We expanded *BRAIN*'s performance by opening branches in São Paulo and Recife.
- We started our *Estação* project for disruptive solutions to be developed in a more agile manner.
- We acquired assets from Cemig Telecom to drive our geographic expansion, mainly in the Northeast.
- We started operating in Brazil's Northeast region and built a metro-region network in Fortaleza (CE).
- We started operations for the Monet submarine cable connecting Praia Grande (Brazil) to Boca Raton (USA).
- We brought in Singapore's sovereign wealth fund (GIC) as a new shareholder.
- We adhered to the United Nations (UN) Global Compact initiative.
- We participated as founding member of the *BRAIN* private science and technology institute.
- We launched our 4G service (700 MHz frequency). We partnered with Nokia to expand the offer of 4G mobile services on the 1800 MHz frequency.
- In 2015, we acquired Optitel, which covers 237 cities in the states of Paraná, Santa Catarina and Rio Grande do Sul.
- We bought the 700 MHz frequency band to provide 4G/LTE services.
- We expanded Band H (3G) to 19 cities in Minas Gerais and grew our retail operations.
- We launched satellite TV.

2000's

- We changed our company name from CTBC to **Algar Telecom**.
- We went public and placed our first public debenture issue.
- We purchased our 3G license and launched the service.
- We renewed our concession awards for another 20 years.
- We acquired a metro region network in the city of São Paulo (SP).
- We started offering Internet access.
- We were authorized to expand landline telephony and data services nationwide.

- We added long distance calls to our portfolio.

1990s

- We built our first optical fiber network.
- We launched mobile telephony in our coverage area.
- We started offering paid TV in Araguari (MG) and Uberlândia (MG).
- We started Contact Center operations in Uberlândia (MG). We invested in multimedia.

1980s

- We expanded our offer of services to cover Brazil's heartland.

1970s

- Mantivemos o controle pWe retained private control at a time when most telephony service providers were under Brazilian government control.

1960s

- We expanded our business to one thousand lines in Uberlândia (MG).
- We set up the intercity service with 24 channels via radio.
- The phone company of Patos de Minas (MG) was merged into our company.
- We pioneered the use of microwave systems in the countryside of Brazil.

1954

- Nossa história começou em 1954, na cidade de Uberlândia, Minas Gerais, quando Alexandrino Garcia fundou a CTBC, atual **Algar Telecom**.