



EARNINGS RELEASE

1Q22

TC REACHES **NET REVENUE** OF **R\$ 25.4 MILLION** IN 1Q22

São Paulo, May 16, 2022 - TC Traders Club S.A. ("TC" or "Company"), one of the most innovative and high-tech platforms for financial education, data analysis and market intelligence in Brazil, announces its results for the **first quarter of 2022 (1Q22)**. The financial information reported is presented in Reais (R\$), in accordance with accounting practices adopted in Brazil (BR GAAP) and International Financial Reporting Standards (IFRS).

EARNINGS VIDEOCONFERENCE

May 17, 2022

11:00 a.m. (Brasília)

10:00 a.m. (New York)

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Q&A

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HIGHLIGHTS OF THE PERIOD

1Q22

642,000

REGISTERED
USERS¹

△ +117% (1Q22/1Q21)

88,000

PAYING
USERS¹

△ +340% (1Q22/1Q21)

R\$ 25 mm

NET
REVENUE

△ +76% (1Q22/1Q21)

(R\$ 000)	1Q22	1Q21	Chg %	4Q21	Chg %
Net revenue	25,436	14,457	75.9%	28,699	-11.4%
Cost of services rendered (CSS)	-12,295	-3,685	233.6%	-11,868	3.6%
Adjusted gross profit²	14,345	10,772	33.2%	19,022	-24.6%
<i>Adjusted gross margin (%)²</i>	<i>56.4%</i>	<i>74.5%</i>	<i>n.a.</i>	<i>66.3%</i>	<i>n.a.</i>
Adjusted net profit (loss)²	-16,092	1,620	n.a.	-2,319	594.0%
<i>Adjusted net margin (%)²</i>	<i>-63.3%</i>	<i>11.2%</i>	<i>n.a.</i>	<i>-8.1%</i>	<i>n.a.</i>
Adjusted EBITDA²	-11,908	3,007	n.a.	-7,646	55.7%
<i>Adjusted EBITDA margin (%)²</i>	<i>-46.8%</i>	<i>20.8%</i>	<i>n.a.</i>	<i>-26.6%</i>	<i>n.a.</i>

1. Including Sencon users.

2. Includes ex-growth (except 1Q22) and non-recurring adjustments. Gross profit includes only cost adjustments.



MESSAGE FROM MANAGEMENT

Around a year ago, we were preparing to join the Brazilian stock exchange and make TC one of the youngest companies to have its shares traded on B3. Many things have changed along this journey.

In addition to exponential growth and important investments and acquisitions, our business model has undergone major transformations. We entered the B2B segment, and the TC platform – initially geared toward investors with portfolios focused on stocks – today offers courses and products for a wide array of assets, such as real estate funds, fixed-income and crypto.

This diversification of assets within the platform, and the offer of new services to institutional and retail clients, are new sources of monetization and are aimed at making TC's business model and revenues more resilient, even when facing adverse external scenarios. This transformation is already taking place.

We continue to work hard on the integration of services and on the launch of products related to the acquisitions announced thus far. In B2C, many new features have already been delivered, including the possibility of trading crypto-assets free of charge within the TC platform, allowing users to keep up with the market, our community insights and execute their orders in a single environment. And this is just the first step of the transactional phase and yet another major competitive advantage for the Company.

In 1Q22, we announced the Company's entry into the independent third-party asset management business, with the creation of TC's Multi Family Office, and we acquired equity interest in the companies TC Sfoggia Tax Tech, Arko Advice, and Arko Digital, which are new developments that complement one another and have great synergy with the current portfolio.

The number of users registered on the platform reached 642,000 in March 2022, 117% higher than in 1Q21. In turn, net revenue grew by 75.9% on the same basis of comparison.

Our goal for the coming months is to increase our market share in the B2B segment through RIWeb, a division dedicated to consulting services and technological solutions for investor relations teams, and Tax Tech, which offers tax consulting focused on tax optimization and tax recovery for businesses.

We continue to work on important deliveries such as the data and market intelligence terminal developed for institutional clients and TC Investimentos, which will expand the options of assets to be traded within the TC platform. In addition, we are with total discipline in managing costs and expenses and have adopted several initiatives to return with speed to its operational profitability already in the next quarters.

We are committed to creating a unique and indispensable ecosystem in the day-to-day activity of those who work in the capital market, whether they are individual investors, companies, investment funds or asset managers.

And despite so many changes, we remain restless and steadfast in our purpose of democratizing access to the financial market, and we look forward to disclosing, very soon, these latest developments and the results of these efforts to everyone.

Pedro Albuquerque
Founder and CEO

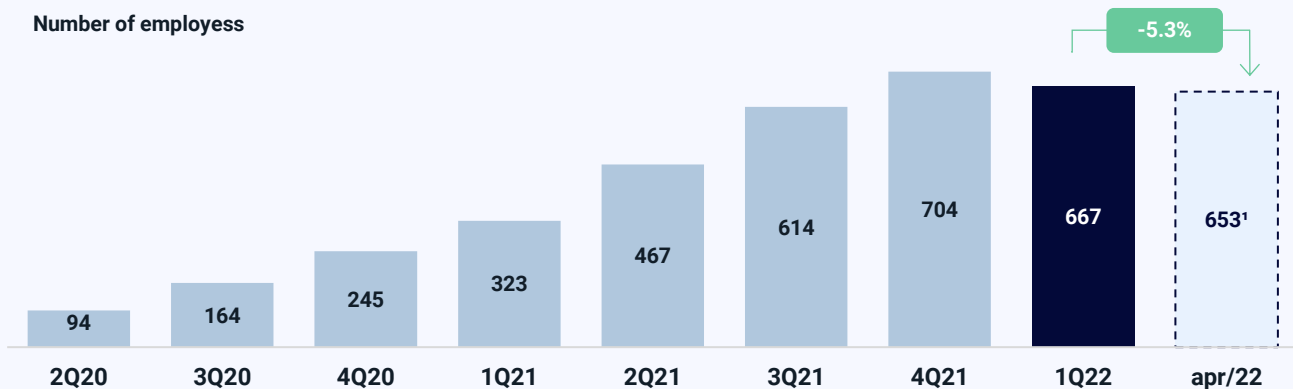


FINANCIAL AND OPERATIONAL PERFORMANCE

CORPORATE

At the end of March 2022, the Company's headcount totaled **667 employees**, 5.3% lower than in 4Q21 and 106.5% higher in YoY comparison.

Number of employees

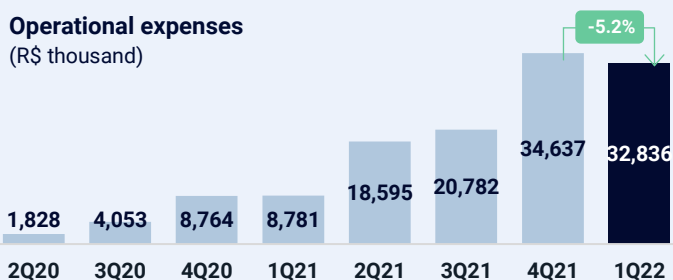


1. Number of employees as of April 30, 2022.

After a natural growth of this indicator considering the demands arising from the IPO, acquisitions, development of new products and platform improvements, TC now continues to concentrate on managing costs and expenses in order to quickly return to operational profitability.

Among the main initiatives adopted are the reduction in the number of employees (-7.2% in April/2022 compared to December/2021); the review of all tool and infrastructure expenses; and renegotiation with suppliers.

Operational expenses
(R\$ thousand)

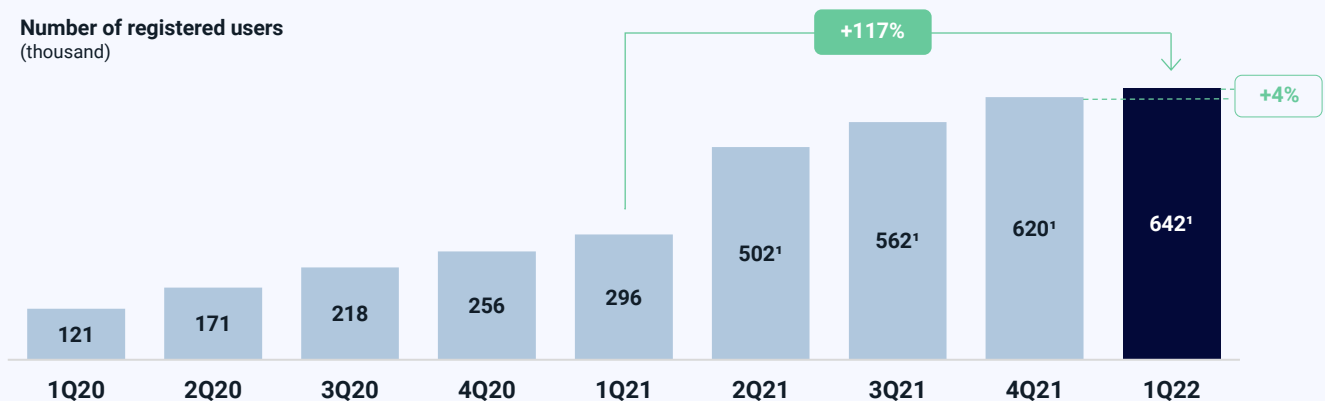


As a reflection of these efforts, in 1Q22, TC's operating expenses were 5.2% lower compared to 4Q21 and it is expected that this management will substantially improve the Company's profitability in the next quarters.

REGISTERED USERS

TC ended 1Q22 with **642 thousand registered users** on the platform, accounting for an increase of 116.9% compared to the same quarter of 2021 and of 3.5% compared to 4Q21. The Company is focused on expanding the registered user base, increasing the offer of products and bringing continuous improvements to the platform, aiming at later conversion into subscriptions and other monetized services offered by TC.

Number of registered users
(thousand)

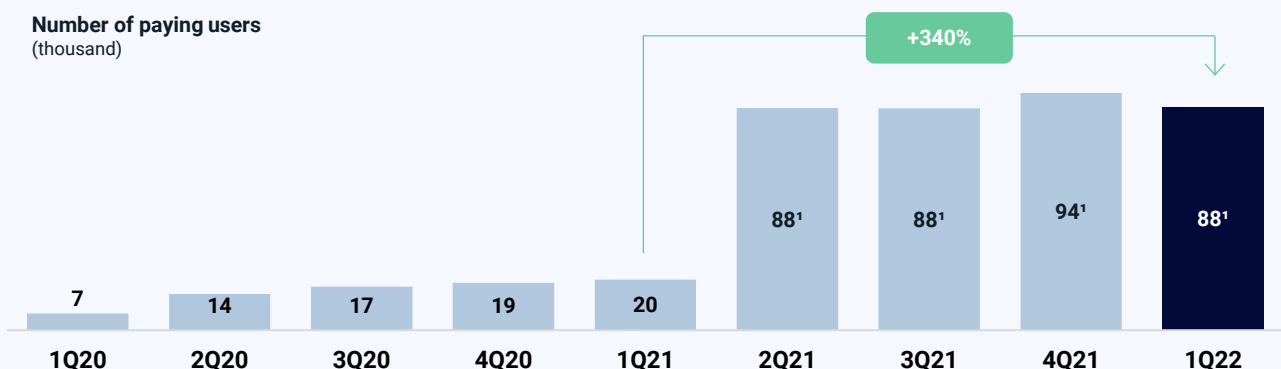


1. Including Sencon users.

PAYING USERS

In 1Q22, the number of **paying users** reached **88 thousand**, an increase of 340.0% compared to 1Q21 and 6.4% lower when compared to 4Q21. This result is directly related to the seasonality of annual contracts and stock market volatility on Sencon's numbers.

Number of paying users
(thousand)



1. Including Sencon users.

RECURRING REVENUE

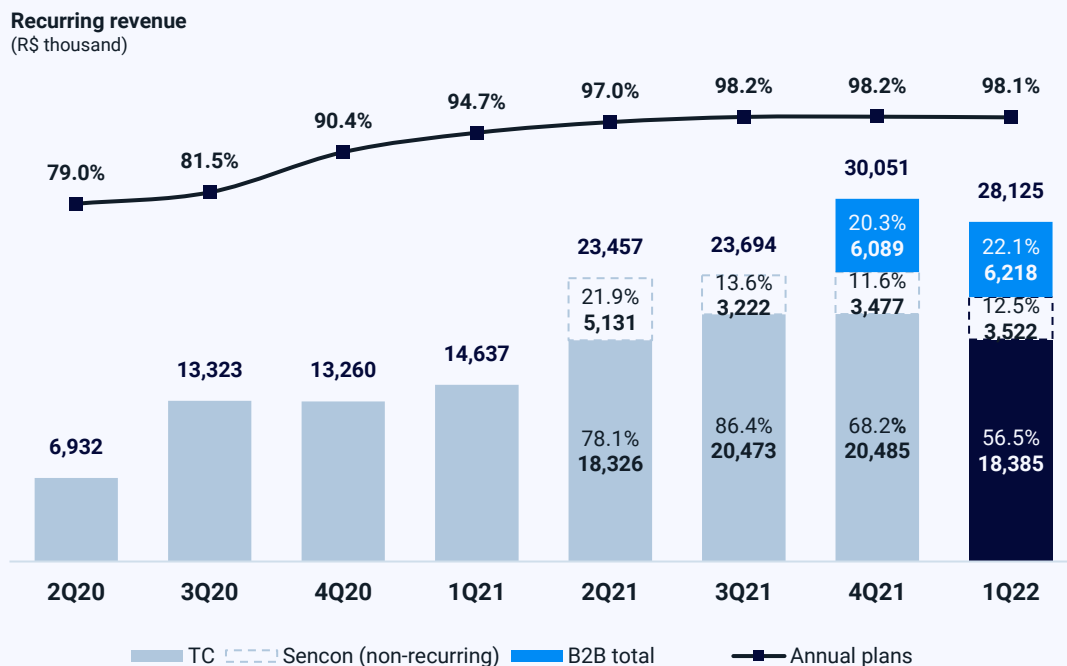
TC adopts the SaaS (*Software as a Service*) model and, at the end of March 2022, **98.1%** of its subscriptions were linked to annual plans (3.4 p.p. above the amount recorded in 1Q21).

The Company's **recurring revenue** reached **R\$ 28.1 million** in 1Q22, accounting for an increase of 92.2% compared to the same period of the previous year, an effect of the positive result of the investments made by TC until now.

In the comparison with 4Q21, the value calculated in the last quarter was 6.4% lower, due to the renewal period of annual contracts and external factors that impact investments on the stock exchange.

Revenues from **institutional customers** already account for **22.1%** of total recurring revenue, as a result of the Company's ongoing efforts to increase its share and product offer in this segment, which represents a new source of revenue, with a higher average ticket and lower volatility.

Sencon's revenues, which are not yet fully integrated into the SaaS model, recorded an increase of 0.9 p.p. compared to the fourth quarter of 2021, because of the beginning of the annual tax return period.



RECURRING MONTHLY NET REVENUE RETENTION

TC has a policy of adopting annual plans, which mitigates the seasonality of the customer base churn, which roughly represents the customers who canceled their plans during the analyzed period

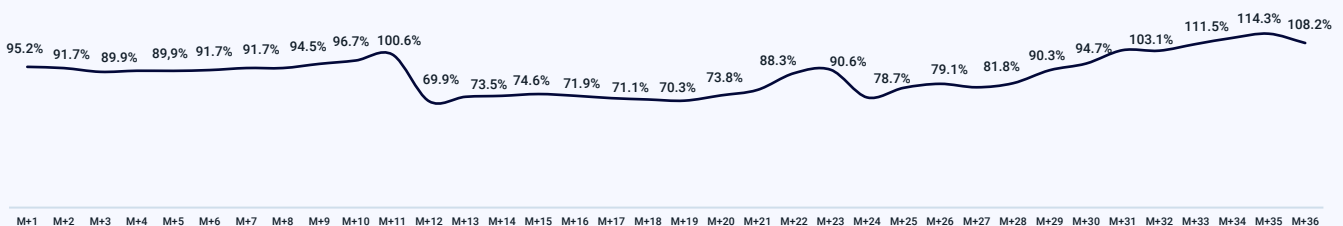
Aiming to measure the revenue volume that is maintained within the Company in a given cohort, we use a metric called Net Monthly Recurring Revenue Retention, which indicates how much net revenue was retained in percentage terms in relation to the number of customers who have canceled or migrated their plans during the same period.

The chart below indicates the average behavior of revenue retention contracted by TC customers, measured by monthly cohorts. The behavior of the curve obtained indicates that, based on the customer movements (upgrades, downgrades, cross selling and cancellations), revenue from TC's cohorts is well supported on average during the first year.

The decrease recorded in the M+12 and M+24 periods reflects the seasonality of plan renewal, considering that most of them are annual plans.

Soon after this period, we can observe a recovery in revenue from customers who remained in the cohort - which is especially due to the launch of new products and promotional campaigns - and to the fact that, in general, customers who remain in the TC tend to increase their average ticket, thus compensating for lost revenue from customers who leave over time.

Recurring monthly net revenue retention
B2C segment (%)

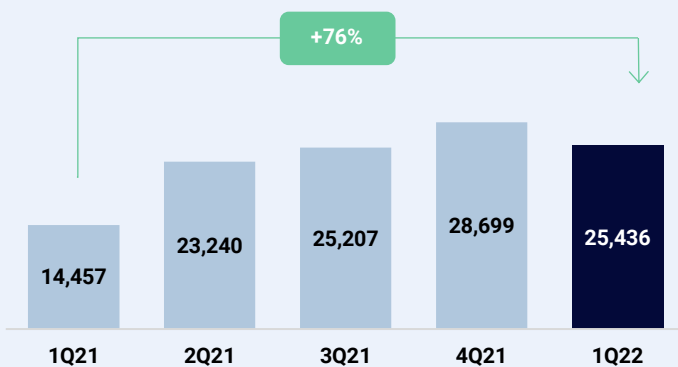


NET REVENUE

Net revenue totaled **R\$ 25.4 million** in 1Q22, accounting for an increase of 75.9% compared to the same period in 2021 and 11.4% lower compared to 4Q21, a difference that was mainly due to the change in the number of paying users.

(R\$ 000)	1Q22	1Q21	Chg %	4Q21	Chg %
Gross revenue	28,698	16,466	74.3%	32,105	-10.6%
Deductions	-3,262	-2,009	62.4%	-3,406	-4.2%
Net revenue	25,436	14,457	75.9%	28,699	-11.4%

Net revenue evolution
(R\$ thousand)

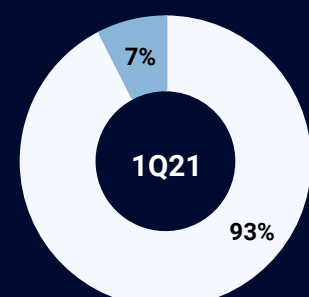
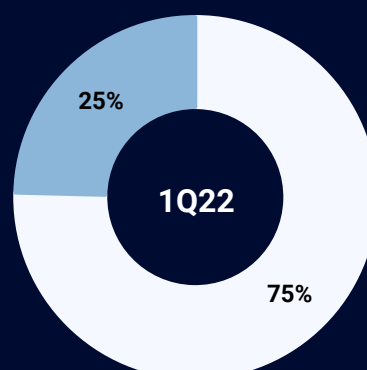
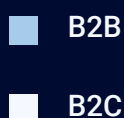


In the short term, the Company aims to offer diversified asset products to its users, monetization alternatives in addition to subscriptions within the platform and new revenue streams from the B2B segment, to make revenues more resilient in the face of adverse situations that cause large market fluctuations.

Since the second semester of last year, when the first acquisitions related to such strategy were announced, major advances can already be noticed in the offer of services and are reflected in the share of the B2B segment in gross revenue, which

already accounts for 25% of the total in 1Q22, compared to only 7% in 1Q21.

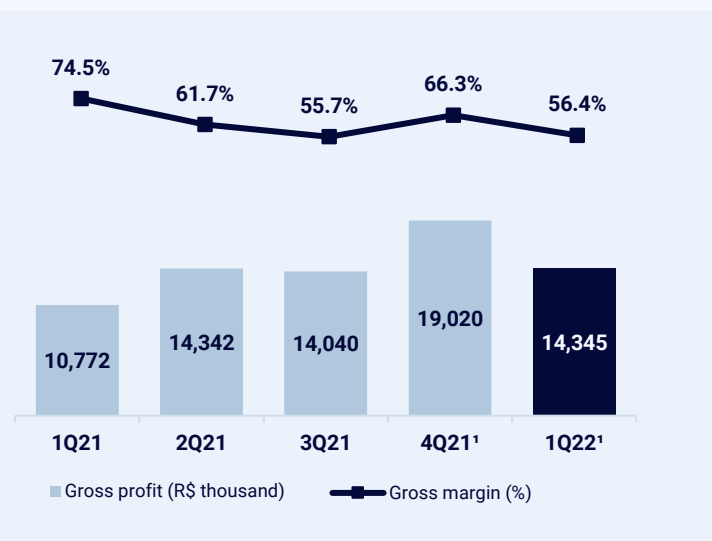
BREAKDOWN OF GROSS REVENUE



LUCRO BRUTO E MARGEM BRUTA

Gross profit, including non-recurring effects in the cost, totaled **R\$ 14.3 million** in 1Q22, up 33.2% compared to the amount recorded in 1Q21.

(R\$ 000)	1Q22	1Q21	Chg %	4Q21	Chg %
Net revenue	25,436	14,457	75.9%	28,699	-11.4%
Cost of services rendered (CSS)	-12,295	-3,685	233.6%	-11,868	3.6%
Gross profit	13,141	10,772	-22.0%	16,831	-21.9%
Gross margin	51.7%	74.5%	n.a.	58.6%	n.a.
Operating cost adjustments ¹	1,204	-	n.a.	2,191	-45.0%
Adjusted gross profit¹	14,345	10,772	33.2%	19,022	24.6%
Adjusted gross margin (%) ¹	56.4%	74.5%	n.a.	66.3%	n.a.



CSS, which represents the costs levied on a service provided, reached **R\$ 12.3 million** in 1Q22, an amount 3.6% higher than in the previous quarter, due to payments for personnel and operational systems that are directly related to the development of the services offered.

Such factors anticipate the additional growth expected for revenues, considering that it is necessary to prepare the Company to provide new services and expand existing services, which have the potential to generate revenue growth.

1. Includes ex-growth (except 1Q22) and non-recurring adjustments that affect the cost.

OPERATING PROFIT (LOSS)

Operating expenses reached **R\$ 32.8 million** in 1Q22, accounting for a decrease of 5.2% compared to 4Q21, due to the reduction in the number of the Company's employees and in marketing expenses.

(R\$ 000)	1Q22	1Q21	Chg %	4Q21	Chg %
Other operating income (expenses)	-32,836	-8,781	273.9%	-34,637	-5.2%
<i>General and administrative</i>	-25,603	-6,379	301.4%	-31,405	-18.5%
<i>Sales / marketing expenses</i>	-6,616	-2,402	175.4%	-8,329	-20.6%
<i>Other operating revenues (expenses), net</i>	-73	-	n.a.	5,094	n.a.
<i>Share of profit (loss) of investees</i>	-544	-	n.a.	3	n.a.

FINANCE INCOME (COSTS)

The Company recorded **financial loss** of **R\$ 9.4 million** in 1Q22, as a result of equity investments made in Qooore Corporation and 2TM Holding Company Ltd., announced in the fourth quarter of 2021.

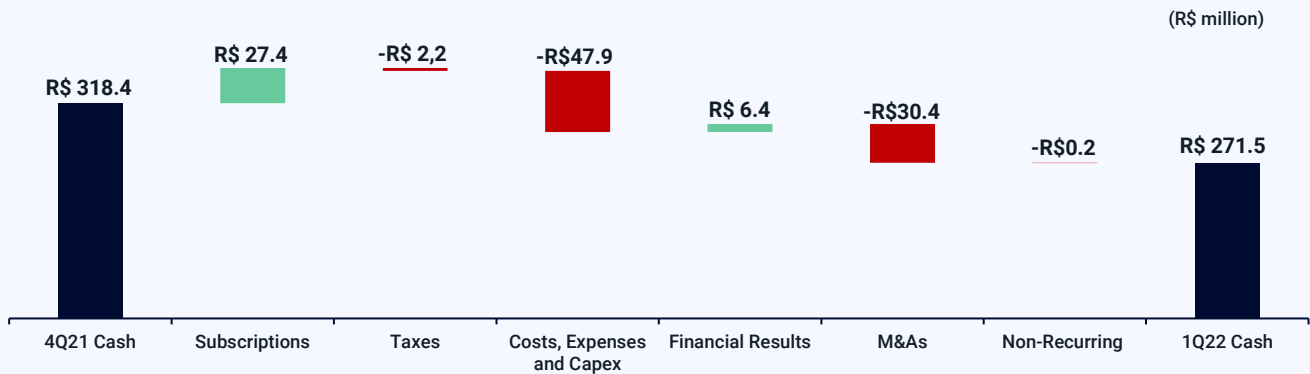
(R\$ 000)	1Q22	1Q21	Chg %	4Q21	Chg %
Net finance income (costs)	-9,361	-153	6018.3%	6,275	n.a.
<i>Finance income</i>	6,824	40	16960.0%	7,682	-11.2%
<i>Finance cost</i>	-16,185	-193	8286.0%	-1,407	1050.3%

CASH STRUCTURE

At the end of March 2022, **cash and cash equivalents** of TC totaled **R\$ 271.5 million**, 14.7% lower than the amount calculated at the end of December 2021.

(R\$ 000)	1Q22	2021	Chg %
Banks	38,903	5,618	592.5%
Short-term investments	232,639	312,815	-25.6%
Cash and cash equivalents	271,542	318,433	-14.7%

The Company's cash reserves, low indebtedness and the growth observed in net revenue between 1Q21 and 1Q22 reinforce TC's ability to maintain the investments necessary for the continuity of its operations.



NET PROFIT (LOSS) AND NET MARGIN

In the last quarter, after excluding non-recurring items, the Company recorded a **net loss of R\$ 16.1 million**. This result reflects the scenario for major investments and the expansion of the product line offered by the Company, with the purpose of consolidating itself as a one-stop-shop platform.

(R\$ 000)	1Q22	1Q21	Chg %	4Q21	Chg %
Gross profit	13,141	10,772	22.0%	16,831	-21.9%
(+/-) Operating income (loss)	-19,695	1,991	n.a.	-17,806	10.6%
(+/-) Financial income (loss)	-9,361	-153	6018.3%	6,275	n.a.
(+/-) Income tax/Social contribution	8,663	-672	n.a.	2,331	271.6%
Net profit (loss)	-20,393	1,166	n.a.	-9,200	121.7%
<i>Net Margin (%)</i>	<i>-80.2%</i>	<i>8.1%</i>	<i>n.a.</i>	<i>-32.1%</i>	<i>n.a.</i>
(-/+) Non-recurring items ¹	4,301	454	847.4%	2,628	63.7%
(+/-) Growth adjustment ²	-	-	n.a.	4,253	n.a.
Adjusted net profit (loss)³	-16,092	1,620	n.a.	-2,319	594.0%
<i>Adjusted net margin (%)³</i>	<i>-63.3%</i>	<i>11.2%</i>	<i>n.a.</i>	<i>-8.1%</i>	<i>n.a.</i>

1. Refers to non-recurring expenses related to M&As (legal advisory), marketing and optimization of operating systems.

2. Refers to the exclusion of the effects of hirings made with the purpose of accelerating the launch of products and helping the integration of the acquired companies.

3. Includes non-recurring and ex-growth item adjustments.

EBITDA AND EBITDA MARGIN

After adjustments for non-recurring items, the Company recorded negative **EBITDA** of **R\$ 11.9 million** at the end of 1Q22, with a margin of -46.8%. Such adjustments seek to reflect the real situation of TC, along with the extraordinary investments made to support the Company's fast expansion, especially on the B2B segment.

(R\$ 000)	1Q22	1Q21	Chg %	4Q21	Chg %
Net profit (loss)	-20,393	1,166	<i>n.a.</i>	-9,200	121.7%
(+/-) Income Tax/Social contribution	8,663	-672	<i>n.a.</i>	2,331	271.6%
(+/-) Financial income (loss)	-9,361	-153	6018.3%	6,275	<i>n.a.</i>
(+/-) Depreciation/amortization	3,486	562	520.3%	3,279	6.3%
EBITDA	-16,209	2,553	<i>n.a.</i>	-14,527	11.8%
<i>EBITDA margin (%)</i>	-63.7%	17.7%	<i>n.a.</i>	-50.6%	<i>n.a.</i>
(-/+) Non-recurring items ¹	4,301	454	847,4%	2,628	63.7%
(+/-) Growth ² adjustment	-	-	<i>n.a.</i>	4,253	<i>n.a.</i>
Adjusted EBITDA³	-11,908	3,007	<i>n.a.</i>	-7,646	55.7%
<i>Adjusted EBITDA Margin (%)³</i>	-46.8%	20.8%	<i>n.a.</i>	-26.6%	<i>n.a.</i>

1. Refers to non-recurring expenses related to M&As (legal advisory), marketing and optimization of operating systems.

2. Refers to the exclusion of the effects of hirings made with the purpose of accelerating the launch of products and helping the integration of the acquired companies.

3. Includes non-recurring and ex-growth item adjustments.

SUBSEQUENT EVENTS

CONCLUSION OF TRS CONTRACTS

On March 29, 2022, the Board of Directors approved the execution of Total Return Swap contracts ("TRS"). The sum of the economic exposure resulting from the TRS Contracts will be up to 4,258,490 common shares issued by the Company, in view of the limit on holding treasury shares provided for in article 8 of ICVM 567/15, which is 5% of the shares of each type or class of shares outstanding in the market.

ADDITIONAL INFORMATION

RELATIONSHIP WITH AUDITORS

The Company's policy for engaging services not related to external audit with independent auditors is based on the principles that preserve its independence. These principles comprise internationally accepted standards, in which: (a) the auditor should not audit its own work; (b) the auditor must not exercise a management role in its customer; and (c) the auditor must not generate conflicts of interest with its customer.

During the period ended March 31, 2022, Grant Thornton Auditores Independentes was engaged to perform solely external audit services.

ANNEXES

STATEMENT OF FINANCIAL POSITION (CONSOLIDATED)

(R\$ 000)	1Q22	2021
ASSETS	621,179	646,582
Current assets	298,340	346,813
Cash and cash equivalents	271,542	318,433
Trade receivables	14,289	15,034
Advances	1,865	1,520
Recoverable taxes	5,009	6,183
Other receivables	5,635	5,643
Noncurrent assets	322,839	299,769
Other receivables	2,375	2,816
Deferred tax assets	29,488	20,241
Financial assets	72,005	87,459
Investments	46,227	23,128
Property and equipment	22,365	23,338
Intangible assets	150,379	142,787
LIABILITIES AND SHAREHOLDERS' EQUITY	621,179	646,582
Current liabilities	24,696	28,914
Payroll and social charges	7,667	6,041
Taxes payable	1,769	1,450
Contract liabilities	3,271	4,269
Leases	3,890	3,662
Other trade payables	8,042	13,435
Dividends payable	57	57
Noncurrent liabilities	3,628	4,457
Leases	3,500	4,363
Provision for contingencies	128	94
Shareholders' equity	592,852	613,211
Share capital	581,164	581,164
Capital reserve	36,640	36,640
Treasury shares	-13,269	-13,301
Statutory earnings reserve	8,708	8,708
Accumulated profits		
Non-controlling interests	3	-
Shareholders' equity total	592,855	613,211

STATEMENT OF PROFIT OR LOSS (CONSOLIDATED)

(R\$ 000)	1Q22	1Q21
Net revenue	25,436	14,457
Cost of services rendered (CSS)	-12,295	-3,685
Gross profit	13,141	10,772
Other operating income (expenses)	-32,836	-8,781
Sales / marketing expenses	-6,616	-2,402
General and administrative expenses	-25,603	-6,379
Other operating income (expenses), net	-73	-
Share of profit (loss) of investees	-544	-
Operating profit (loss) before finance income (costs)	-19,695	1,991
Finance income	6,824	40
Finance costs	-16,185	-193
Finance income (costs), net	-9,361	-153
Profit (loss) before income tax and social contribution	-29,056	1,838
Current income tax and social contribution	-584	-672
Deferred income tax and social contribution	9,247	-
Net profit (loss)	-20,393	1,166

STATEMENT OF CASH FLOWS (CONSOLIDATED)

(R\$ 000)

	1Q22	1Q21
Operating activities		
Profit (loss) for the period	-20,393	1,166
Adjustments due to:	-9,817	1,834
Depreciation and amortization	3,486	562
Net write-off and adjustments of fixed and intangible assets	45	-
Exchange variation	15,453	-
Provision for contingencies	34	-
Chargeback provisions	23	-
Share of profit (loss) of investees	544	-
Deferred tax	-9,247	-
Interest expense	238	106
Decrease (increase) in assets		
Trade receivables	722	-429
Advances	-308	-2,639
Recoverable taxes	1,174	-297
Other credits	449	-686
(Decrease) increase in liabilities		
Payroll and social charges	1,626	628
Taxes payable	319	-555
Contract liabilities	-998	-46
Other trade payables	-7,570	521
Net cash generated (consumed) in operating activities	-14,403	-1,669
Cash flow from investing activities		
Acquisition of investment	-21,465	-
Purchases of property and equipment	-743	-1,398
Purchase of intangible assets	-9,158	-898
Net cash used in investing activities	-31,366	-2,296
Cash flow from financing activities		
Lease payments	-1,122	-320
Related parties - Assets	-	-307
Net cash provided by financing activities	-1,222	-627
Net increase (decrease) in cash and cash equivalents	-46,891	-4,592
Cash and cash equivalents		
At the beginning of year	318,433	6,180
At the end of year	271,542	1,588
Net increase (decrease) in cash and cash equivalents	-46,891	-4,592

GLOSSARY

AMORTIZATION: It is the installment payment of a debt during a pre-established period. In other words, the payment of a loan, financing or something similar, in installments.

"ASSET": Asset managers responsible for managing third party assets.

ASSETS: Goods, values or credits that form the assets of an individual or company.

B2B (BUSINESS TO BUSINESS): "Business to business" model where the end customer is another business or organization.

B2C (BUSINESS TO CONSUMER): "Business to consumer" model where the final customer is an individual.

STATEMENT OF FINANCIAL POSITION: It is a financial statement that presents a "picture" of the company's financial position.

BR GAAP: Refers to the set of accounting standards in force in Brazil.

CASH AND CASH EQUIVALENTS: Cash is the amount of cash and bank deposits available to a company. Cash Equivalents are all short-term, highly liquid investments that are subject to an insignificant risk of change in value.

CHURN: Churn is an indicator that calculates how many users stopped subscribing to a company's service or product over the previous period.

COHORT: Cohort is a concept intended to classify a group of users with similar behaviors.

SOCIAL CONTRIBUTION (CSLL): Complement of Income Tax taxation.

CROSS SELLING: Cross Selling is the strategy of offering the customer a product or service that is complementary to what he or she has already purchased or is about to purchase.

COST OF SERVICES SOLD (CSS): Represents the costs incurred on the sale of a product or service provided by a company.

DEPRECIATION: Depreciation indicates how much of an asset's value has been used. It is used in accounting to try to match the cost of an asset to the income the asset helps the company earn.

OPERATING EXPENSES: Selling, General and Administrative Expenses, or SG&A. Include all costs that are not directly related to production (employee salaries and marketing expenses, for example).

DOWNGRADE: Request by the end user of the service to switch from the current plan to another with a lower cost than that initially contracted.

EBITDA/ADJUSTED EBITDA: Financial indicator that informs the profit of a company before discounting what said company spent on interest and taxes, as well as what it lost in depreciation and amortization. When it is disclosed as "adjusted", it means that the calculation was made in a customized way by a company, using its own rules.

HEADCOUNT: The number of employees in a company.

INTERNATIONAL FINANCIAL REPORTING STANDARDS (IFRS): International Financial Reporting Standards. It is the set of international accounting standards issued and reviewed by the International Accounting Standards Board (IASB).

INCOME TAX (IR): Federal income tax.

IPO (INITIAL PUBLIC OFFER): The Initial Public Offer refers to the process in which a company starts selling its assets to the public for the first time.

GROSS PROFIT: Gross operating profit or sales profit is the difference between a company's revenue and its variable costs (raw materials, production costs, commissions and other productive inputs).

NET PROFIT: Actual earning of a company, calculated by the difference between total revenue, total costs and expenses, finance income and costs, and taxes.

GROSS MARGIN: Result of dividing Gross Profit by Net Revenue. It presents the company's profitability, according to a percentage of profit that the company earns on its sales.

EBITDA MARGIN: Difference between the EBITDA value by the revenue value, representing the portion of revenue that generated cash for the Company.

NET MARGIN: Result of dividing Net Profit by Net Revenue, which indicates the percentage of profit in relation to total revenues for the period.

LIABILITIES: It is the balance of everything that is owed by an individual or a company.

SHAREHOLDERS' EQUITY: Shareholders' equity represents the residual value of a company's assets after deducting all its liabilities.

GROSS REVENUE: Represents the amount of revenue arising from a transaction between an entity and a buyer that must be measured at fair value. It can arise from both the sale of goods and the provision of services.

NET REVENUE: Represents the result of sales and services rendered after deducting costs, discounts, rebates, returns and taxes levied on sales/services.

FINANCE INCOME (COSTS): Difference between total finance income (income not related to the company's activities, such as interest and discounts) and finance costs (expenses not related to the company's activities, such as loans, tax on financial operations and bank fees).

SAAS (SOFTWARE AS A SERVICE): SaaS, or Software as a Service, is a way of making software and technology solutions available over the Internet as a service.

AVERAGE TICKET: Indicator used by companies that expresses the average amount of revenue that a customer generates for that company.

UPGRADE: Request by the end user of the service to switch from one plan to another that is superior to the one initially contracted.