1 - Telecom Italia and the Charter of Services
The Telecom Italia charter of fixed telephony services implements the resolutions of the Italian Communication Authority with regard to quality and the TLC Service Charters, and is addressed to all customers. Through this Charter we intend to provide the continuous improvement of our quality standards in order to simplify, strengthen and ensure more transparency in our relationship with Customers, working constantly to improve quality with respect to customer expectations and requirements.
The Charter of Services applies together with the General Subscription Conditions, which govern the contract relations established with our Customers. The Charter is published on the websites www.187.it and www.191.it, as well as in the telephone directories.
Our Customer Service, accessed free of charge by calling 187 and 191, is available for any type of information related to the Charter of Services, as well as for requesting subscription to the telephone services and at the same time state your intention of being inserted in the directory, to make suggestions and provide observations for improving the quality of the service, to provide any other information of a commercial type on products and services, and to provide information on regulations or specific techniques by which TLC services and supplementary services are provided.

2 - The Company
The Telecom Italia Group is present in Italy and abroad, on the telecommunications market: fixed, mobile, maritime, Internet and data transmission. The registered offices are in Milan, Piazza Affari 2.
To receive further information on Telecom Italia and/or other Group Companies, the website www.telecomitalia.it is available to customers, or they can write to our Telecom Italia offices, at the address indicated on the Telecom Italia bill.
Our mission is to be a telecommunications operator competitive for a global market. We therefore wish to provide increasingly advanced communications services, of interest to the domestic and international
market, and contributing, with the dissemination of new technologies, to the development of the entire national system, to which we likewise guarantee the supply of the universal service. Customer satisfaction is at the heart of corporate values and our company and the entire organisation are projected to the market.

3 - Our principles
In order to constantly provide a quality service, we ensure that our activities are inspired by the principles of transparency, participation, continuity, efficiency, equality and impartiality, courtesy and availability. This is what these principles mean for us:

Transparency, clarity and promptness: we adopt and verify the complete respect of the contract rules and provisions, ensuring that these are all easily available to and known by all Customers, ensuring that all the information is disseminated according to these principles. We seek to ensure that our procedures are easy to understand for all, clear and balanced.

Participation: we are committed to satisfying your requirements, by receiving suggestions and proposals on how to improve our services and the Charter of Services itself. In this regard, Telecom Italia also has relationships involving collaboration and discussion with some of the main consumer associations.

Continuity: in the mutual respect of the rules, the services are ensured in a continuous manner, except for the necessary measures for ordinary and extraordinary maintenance.

Efficiency and effectiveness: the aim is to guarantee an immediate, qualified and competent response to your requirements, also through the adoption of technological and organisational solutions.

Objectiveness and justice: our contract causes for the supply of services are inspired by the implementation of these principles.

Equality and impartiality: we supply our services without distinction to all Customers, without any discrimination, throughout the entire territory of Italy.

Courtesy and availability: our operators and all our personnel are available to satisfy your requirements, devoting the utmost attention to the constant listening to your requests.

4. Our commitments:
Your satisfaction is the principle that inspires our activities, and to this end we are committed to the following:

• Activating our services, agreeing with you the time and procedures for intervention and thus indicating at the time of the request the date of the appointment for which the technical intervention at your home/office is scheduled, when technically possible;
• Supplying a telephone service, with calls free of charge, active 24 hours a day, where you can report breakdowns for prompt repair;
• Supplying a telephone service for assistance with calls free of charge, where you can ask for information, find prompt solutions to eventual problems and propose improvements;
• Sending the Telecom Italia bill, within 15 days from the expiry of the payments, a document that is easy to read and containing all the necessary information, including, for those who request it and free of charge, the documentation of every single call made in the reference period in order to allow you to check your consumption level (the numbers called are shown with last three figures concealed);
• Promptly notifying any changes in the economic and technical conditions of the service, by messages on the Telecom Italia bill and suitable information campaigns. Furthermore, our Customer Service, with a free of charge call, is available for any clarification;
• Supplying within 30 days a written reply for complaints not resolved by telephone;
• In accordance with the framework agreement signed with the principal consumer associations, planning meetings with the latter in order to receive observations and suggestions regarding the main requirements expressed by customers;
• Making available a free of charge reconciliation procedure agreed with the consumer associations for the resolution of complaints about which you still believe you are not satisfied;
• Inserting free of charge and modifying at any time on the basis of your indications your identification data in the database which includes the numbers of the subscribers to the services of all the fixed and mobile telephony providers present on Italian territory and the corresponding identification elements in accordance with provisions on the handling of personal data utilised for the formation of general telephone directories and for providing the corresponding information services to users (in accordance
with the Resolutions of the Autorità per le Garanzie nelle Comunicazioni (Italian Communications Authority) n.36/02/CONS and n. 180/02/CONS);

- We are committed to living you all the information necessary on the legal, economic and technical procedures for the providing of services;
- We are committed to providing you in several ways the Charter of Services and making the contract conditions available;
- We are committed to returning to you, once 90 days have elapsed from the termination of the contract, the advance payment for conversations. Should this reimbursement, and any other amount to be returned to you, take place after the deadline, we are committed to returning the aforesaid amount together with legal interest. Given these commitments, we shall indemnify you for poor services that could be considered as failures to comply with the contract. These indemnities may be directly connected with the prejudice to the customer on a case by case basis, or may be automatic.
- The activation of the telephone line will take place within a maximum time of 10 days, except for cases of exceptional technical difficulty and in cases of timing agreed with the Customers, including the date of the appointment indicated; in case of delay you will automatically receive an indemnity equivalent to 50% of the monthly fixed fee paid by you for each working day of delay.
- The transfer of your telephone line will take place within a maximum time of 10 days from your request, except for cases of exceptional technical difficulty and in cases of timing agreed with the Customers, including the date of the appointment indicated; in case of delay you will automatically receive an indemnity equivalent to 50% of the monthly fixed fee paid by you for each working day of delay.
- Should we be forced due to technical problems to change your telephone number, you will receive advance notice of 90 days, and a message will be provided for the old number free of charge for 45 days; in case of failure to respect the deadline of the advance notice, you will be paid, upon request, an indemnity equivalent to 50% of the fixed monthly charge paid by you, for each working day of delay.
- In case an error on our part in inserting the name or telephone number in the directory for the corresponding geographical area, you will be entitled to receive an indemnity, upon request, equivalent to two months of the fixed subscription rate paid by you; the information will in any case be provided in a correct manner to our service "subscriber directory information", after the report to our Customer Service.
- In case of omission of the name or telephone number in the directory for the corresponding geographical area you will be entitled to receive an indemnity, upon request, equivalent to four months of the fixed subscription rate paid by you; the information will in any case be provided in a correct manner to our service "subscriber directory information", after the report to our Customer Service.
- It is our commitment to repair breakdowns of the telephone line reported to our telephone services, within the second day after the one when the report is made. If one of the two days after reporting is a Sunday or national holiday, the breakdown will be repaired within the third day after reporting. If both days after reporting are holidays, the breakdown will be repaired within the fourth day after reporting. Exceptions are made for especially complex breakdowns, which will be repaired promptly. In case of delay, you will be paid, upon request, an indemnity equivalent to 50% of the fixed monthly fee paid by you for each day of delay.

Residential ADSL service

From the day of recording of the order by the operator and upon condition that the basic RTG telephone line has been activated, the maximum time for activation for the line only ADSL service is 30 (thirty) calendar days. In case of activation of the service in profiles with modem and self-installing CD or with intervention by the technician at the customer’s domicile for the installation or in case of activation of the Alice Voce and Alice Home TV service (including ADSL connectivity), the maximum time for activation of the Service is 50 (fifty) calendar days. If an RTG telephone line RTG is not active or if the Customer has an ISDN telephone line, the maximum time of activation of the service must be calculated starting from the first calendar day after the one on which the basic RTG telephone line has been activated. If the customer requests the transfer of the basic telephone line at the same time as the Service, the maximum time of activation of the service must be calculated starting from the first calendar day after the one when the transfer of the basic telephone line has been made. Should the failure to respect the time of activation of the service be attributable to Telecom Italia, the latter shall pay, upon request by the Customer, an indemnity equivalent to 5 (five) euro for each working day of delay, for the Services with flat/semiflat connectivity, up to a maximum of 100 (one hundred) euro; and an indemnity
equivalent to 2 (two) euro for each working day of delay, for the Services with consumption-based connectivity up to a maximum of 40 (forty) euro. This amount will be credited on the first available Telecom bill; in case of a prepaid service, Telecom Italia will inform the Customer of the possibility of requesting payment of the amount.

Telecom Italia will repair free of charge any malfunctioning not attributable directly or indirectly to Customers within the 2 (two) days following the reporting of the problem. If one of the two days following the reporting is a Sunday or annual holiday, the breakdown will be repaired within the third day after reporting. Should both the days following the reporting be holidays, the breakdown will be repaired within the fourth day after reporting. Exceptions are made for especially complex breakdowns, which will be repaired promptly. In case of delay attributable to Telecom Italia, with respect to the maximum time of repair, the latter will pay, upon request by the Customer, an indemnity equivalent to 5 (five) euro for each working day of delay, for the Services with connectivity flat/semiflat, up to a maximum of 100 (one hundred) euro and an indemnity equivalent to 2 (two) euro for each working day of delay, for the services with consumption-based connectivity, up to a maximum of 40 (forty) euro. This amount will be credited to the first Telecom bill available; in case of a prepaid service, Telecom Italia will inform the Customer of the possibility of requesting payment of the amount.

ADSL Business Service

From the day of recording of the order by Telecom Italia and upon condition that the RTG telephone line is already active, the maximum time of activation of the line only Alice Business Service is 30 (thirty) calendar days. In case of activation of the service in the profiles with modem and Self-installing CD or with intervention of the technician at the customer’s domicile for the installation, the maximum time of activation is 50 (fifty) calendar days. In case of activation of the Alice Business Voice Service (including ADSL connectivity), the maximum time of activation is 70 (seventy) calendar days. If an ISDN telephone line is active, the aforesaid time is increased by 10 (ten) calendar days. If no RTG or ISDN telephone line is active, the maximum time of activation of the service is calculated starting from the first calendar day after the day of activation of the RTG or ISDN telephone line. If at the same time the customer requests to the Service the transfer of the RTG or ISDN telephone line, the maximum time of activation of the service is calculated starting from the first calendar day after the one day of transfer of the RTG or ISDN telephone line. Should the failure to respect the activation times of the service be attributable to Telecom Italia, the latter will pay, upon request by the Customer, an indemnity equivalent to 5 (five) euro for each working day of delay for the Services with connectivity flat/semiflat up to a maximum of 100 (one hundred) euro; and an indemnity equivalent to 2 (two) euro for each working day of delay for the Services with consumption-based connectivity up to a maximum of 40 (forty) euro. This amount will be credited to the first Telecom bill available.

Telecom Italia will repair free of charge any malfunctioning not directly or indirectly attributable to Customers within the 2 (two) days following the reporting of the problem. If one of the two days following the reporting is a Sunday or annual holiday, the breakdown will be repaired within the third day after reporting. Should both the days following the reporting be holidays, the breakdown will be repaired within the fourth day after reporting. Exceptions are made for especially complex breakdowns, which will be repaired promptly. In case of delay attributable to Telecom Italia, with respect to maximum time of repair, the latter will pay, upon request del Customer, an indemnity equivalent to 5 (five) euro for each working day of delay for the Services with connectivity flat/semiflat up to a maximum of 100 (one hundred) euro, and an indemnity equivalent to 2 (two) euro for each working day of delay for the services with consumption-based connectivity up to a maximum of 40 (forty) euro. This amount will be credited to the first Telecom bill available.

5 - Our quality standards

We constantly undertake verification and checking of our services and our responses to your requirements, in order to ensure the continuous improvement of our quality standards.

Among the reference points for guaranteeing quality, we can highlight some important parameters of the voice telephony service, the values of which are monitored and updated periodically (the annual targets are attached to the Charter of Services):

- Time for supplying the initial connection;
- Rate of malfunctioning per access line;
- Repair time for malfunctioning;
- Answering time for services with operator;
- Percentage of public pay phones (using coins and cards) in service;
- Bills contested;
- Billing accuracy;
- Answering time to calls to customer assistance services;
- Answering time for directory services.

Similarly, the reference points for guaranteeing quality, we can highlight some important parameters of the services for Internet access from fixed positions, the values of which are monitored and updated periodically (the annual targets are attached to the Charter of Services):
- Activation time of broadband Internet services;
- Rate of malfunctioning of broadband Internet services;
- Repair time of broadband Internet services
- Answering time to calls to customer assistance services;
- Contested billing.

The monitoring, undertaken using the standards indicated by the most up to date applicable international rules, enable us to constantly verify the quality level of our services, also thanks to the help of opinion polls and tests. This is also applicable for certification according to consolidated and modern quality standards.

In accordance with the provisions of the resolutions of the Italian Communications Authority N. 179/03/CSP, N. 254/04/CSP and N.131/06/CSP we notify and publish annually the indicators for the quality of the services supplied by Telecom Italia, the methods used for measurements, the target set and the results achieved.

Results of monitoring are published on the Telecom Italia website4s www.187.it and www.191.it.

6 - Complaints management

We are committed to providing you with a service that satisfies all your requirements; if in any case you are not satisfied, do not hesitate to contact us and report your opinions and eventual complaints. Any complaints can be communicated to the telephone services 187 and 191, to the address indicated on the Telecom Italia bill, via fax, or in via e-mail, within the terms of expiry of the Telecom Italia bill to which the complaint refers. You must in any case pay the Telecom Italia bill within the terms stated, with the sole exclusion of the amounts directly challenged. Consequently Telecom will evaluate the justification of the complaint and notify you the result of this evaluation, in writing and within 30 days from the time when the complaint was received.

Pursuant to Art. 3 of Resolution 173/07/CONS, customers are entitled to undertake attempted reconciliation, before presenting a lawsuit before an ordinary judge, before the Corecom having geographical jurisdiction, or alternatively, before bodies other than the courts, in compliance with the principles set forth in Commission Recommendation 2001/310/EC.

In case of a complaint for fraud concerning the undue use by third parties of the network connection made outside of the premises where your user terminal is located, the payments regarding claims for fraudulent traffic made in the complaint shall be suspended until the completion of the complaint procedure, described in this paragraph, capo or until the completion of the attempt of reconciliation, as set forth in Articles 4 and 5 of resolution 173/07/CONS. Suspended payments will be charged to customers in case of the absence of tampering of the network connection.

Should the complaint be found to be justified, also in case of ascertained fraud, and you have already paid all the amounts charged on the Telecom Italia bill, we undertake to return the aforesaid amounts, paying to you the legal interest for the period between the making of the payment and the data of reimbursement.

If the complaint is not accepted, you will have to pay the amount owed to us as notified to you by us, as well as the late payment charge, in a subsequent Telecom Italia bill. In order to ensure transparency, we conserve the complaints and reports sent by you.

Should you wish to complain about the violation of your rights in relation to the contract relationship with us, and intend to take legal action, you must promote the attempt of reconciliation according to the regulations in force issued by the Italian Communications Authority under resolution 173/07/CONS.

The Reconciliation Procedure, developed on the basis of concrete collaboration with the main consumer associations, will allow you, if the complaint is not held to be justified by us, to apply free of charge to a regional reconciliation commission that will re-examine the case.
In order to activate the reconciliation procedure, you need only fill in the printed form “application for reconciliation”, available on the websites www.187.it and www.191.it in the sections dedicated to information for consumers, as well as at the offices of the associations forming part of the agreement and the Reconciliation Secretariats present throughout the country on the regional level.

For the entire duration of the reconciliation, Telecom Italia shall refrain from any initiative against you. If in the end reconciliation is not achieved, you may appeal to the Italian Communications Authority, or to the courts for a decision on the dispute.

7 – How to contact us.
The telephone service “187” is available to you free of charge, every day 24 hours a day, for any requirement, and also provides all the commercial information on products and services for residential customers.

Calling “187” is simplest way to contact us, but of course you may, if you wish, write to the address shown on the Telecom Italia bill.

For specific commercial and assistance requirements of small and medium size enterprises, the telephone service “191” is available to you free of charge (Monday to Saturday from 8.00 to 20.00).

For special commercial and assistance requirements of large enterprises, dedicated numbers are available allowing you to report, every day 24 hours a day, any breakdowns in voice telephony, complex telecommunications systems, advanced services and data transmission systems.

The following telephone services are available for reporting any problems:

“187” – enables residential customers to report, any problems on the line and on telephone equipment, every day 24 hours a day.

“191” – enables small and medium size enterprises to report any problems, every day 24 hours a day.

For those who use the Internet, Telecom Italia websites are available: www.187.it, dedicated to residential customers, and www.191.it dedicated to enterprises. Besides information on everything regarding the services and products available, with the relative prices, there is an e-mail service each website, where information can be requested.

8 - Telecom Italia and customer protection
8.1 - Customers with special needs.

Our services allow the elimination of barriers to communication for the disabled and elderly, also with regard to the assistance service, as well as easy activation of the service and the implementation of contract and technical changes that may be necessary, taking into account the requirements of this category of customers, also providing some features to allow their use by persons with special needs:

- All our public telephones designed for use by customers with hearing aids;
- In order to prevent the risk for blind persons of collisions that could be dangerous for their safety, our dome-type public phone boxes in the open are equipped with a metal bar on their base allowing for detection with the stick used by the blind;
- We guarantee the presence throughout the whole of Italy of an adequate number of public telephones accessible to disabled customers;
- Some products of the Telecom range have features useful for dealing with problems due to old age or moderate disabilities, for example telephones with large keys for customers affected by reduced sight or trembling in the hands, telephones with receiver voice amplification for customers with slight hearing problems or with direct connection to hearing aids for customers using these.

Furthermore, the following reductions are provided:

- A 50% reduction of the monthly amount of the subscription to telephone services for households having specific requisites from the subjective and objective point of view;
- Total exemption from payment of the monthly amount of the subscription to telephone services for households containing one “deaf” person, as defined pursuant to Law 381/1970 and subsequent amendments, and having entitlement to the communication indemnity set forth in Law 508/1988 and subsequent amendments;
- 90 hours of free use of the Internet, or if a flat offer applies to the line, a 50% reduction of the monthly amount of this offer, for households that include one “completely blind” person as defined pursuant to Law 138/2001 and subsequent amendments, and being entitled to the accompaniment benefits under Law 406/1968 and subsequent amendments.
Complete information on the requisites from the subjective and objective point of view required for entitlement to the aforesaid reductions, and the corresponding forms to be used to send the application, are available on the website www.187.it in the section dedicated to Useful Information.

To further improve services for the customers with special needs and to increase the range of products for them, we are committed to considerable amount of activities involving technological research and experiments.

Finally, we promote and provide significant support to numerous socially useful initiatives through various activities:

- A programme for the issue of prepaid phone cards, containing messages on social issues, in favour of bodies and associations, or at the time of events of particular social relevance;
- A programme for donations to bodies and associations of information material no longer used.

8.2 – The environment.
We consider the respect of the environment as one of our reference values, and as a telecommunications operator we believe that we can contribute concretely to the improvement of environmental quality, following the path of “sustainable development”.

With regard to the internal management of environmental problems, in 1996, together with 20 other European telecommunications operators, we signed the “Environmental Charter”, a planning document in which the various companies agreed to start up specific actions oriented to the protection of the environment.

In accordance with the commitment undertaken, we have implemented an Environmental Management System, designed in accordance with UNI EN ISO 14.000 standards. This system is aimed at achieving a better management of the environment variable, through the adoption of suitable instruments such as an environmental policy, internal control systems, audits focused on some environmental factors, and specific training measures.

9 – Our services.
The aim of our activity is to satisfy the needs of our customers through a range of services created to respond to every requirement.

9.1 - The telephone services.
The telephone services, by the activation of the line connecting the communication apparatus installed at your domicile to the general telephone network of Telecom Italia, allowing access to all the services provided, including those of making and receiving calls.

Following activation of the line, the telephone directory for the corresponding geographical area will be delivered to you, with delivery expenses only being charged. In compliance with legislation on the protection of privacy, you can apply for your personal data to be excluded from the directory and therefore also from the “Subscriber Directory Information Service”.

We are committed to informing you on the right to choose whether or not to be included in telephone directories and regarding the procedures for insertion, modification, use and cancellation of personal data, as well as on the procedures for the supply of directories.

We are likewise committed informing you in advance of all the planned maintenance measures involving the complete interruption of the service, with specific indications on the duration.

Finally, we will provide you with a free of charge telephone number by which you can check your consumption level.

9.2 – The ISDN line
The ISDN line is the development of the normal telephone line. Thanks to the installation of a small device, it provides two separate digital telephone lines rather than one. Thus you can make a call while surfing on the Internet at a speed higher than a normal telephone line (if you have an ISDN modem), or you can make two telephone calls at the same time. Furthermore, with the ISDN line the services Call Waiting, Call Diversion, 3-way Calling and Caller Display are free of charge.

9.3 – Advanced telephone services
Through our services, for which the economic conditions are also available on our websites www.187.it and www.191.it, you can use the telephone in a new way, exploiting the possibilities of use for more convenient and easier communications.
Centralised answer phone (Memotel), to receive and record messages when you are not at home or your line is busy.

3-way Calling, so that during a telephone call, you can also call another customer and converse with both at the same time.

Call Waiting, to be notified of another incoming telephone call while you are already talking: you can answer the incoming call, putting the first call on hold or ring off the previous conversation to start the new one immediately.

Call Diversion, to transfer the incoming telephone calls on your number to another number of your choice, also a mobile number.

Call Barring Services, to check the use of the line, by using a confidential numerical code, for the making of calls towards area codes other than your own, international prefixes, mobile numbers and special numbers on which premium services are provided.

Caller display, the service enables you to see the telephone number of the person calling you after the first ring, as long as the number is not confidential, and where technically available. In order to utilise this service, a suitable telephone with display or other specific device is required.

“4197” Service – Urgent Call, forwards an urgent call message, 24 hours a day, to the number found to be busy. When the message has been sent, the service reports that the message has been forwards or that the number for the customer is no longer busy.

Ring Back, by dialling the number 5 you can book a call to a busy telephone number.

9.4 – Some information services

It is not necessary to sign a contract for these services which are always accessible, by payment, from any telephone.

The “12.54” service provides you with information 24 hours a day on the telephone numbers of all operating companies regarding: private individuals, professional and companies, the public administration, useful numbers, toll-free numbers and international telephone numbers.

The “412” service provides a wide range of information 24 hours a day by choosing the option required:

• Op.1 - our operators will be available to obtain information on cinema programmes, opening hours of the pharmacies nearest to you, information on restaurants and hotels, train and airplane schedules, and weather forecasts. A specialised team will also provide you with information on traffic conditions and assistance for buying tickets for numerous events (concerts, theatrical performances, exhibitions, museums and sports events).

• Op. 2 - the new voice service of Telecom Italia, providing you every day with a wide range of useful information, such as taxis, weather, pharmacies, cinema, the horoscope and lots of other interesting items, all in a totally automatic way.

• The “892.412” service provides you 24 hours a day with the Italian and foreign directory information, as well as a wide range of information. Our operators will be available to provide information on cinema programmes, opening hours of the pharmacies nearest to you, information on restaurants and hotels, train and airplane schedules, and weather forecasts. A specialised team will also provide you with information on traffic conditions and assistance for buying tickets for numerous events (concerts, theatrical performances, exhibitions, museums and sports events).

9.5 – Other services

“4161 - Clock” service, provides you 24 hours a day with the date and time.

“4114 – Automatic wake call” service, enables you to book the wake call, 24 hours a day, so that the number used to request the service is called back at the time requested.

9.6 – Some International services

You can call a foreign country through the service direct international dialling service. You can also find information on the prices of calls to all the countries directly accessible from Italy in the first pages of the telephone directories and on our websites www.187.it and www.191.it. For calls to Italy, we remind you that the international prefix and identification code for Italy is 0039, to which you must add the prefix, including the “0”, of the place you want to call.

The foreign directory information service is provided by the 1254 and 892412 services, every day from 7.00 to midnight. Both services provide you with telephone numbers, names and addresses of foreign users.

The “170” service, available every day from 7.00 to midnight, enables you, with the help of an operator, to:

. Communicate with satellite phone numbers
Utilise the English translation on line service to all the countries of the world. The service operates from Monday to Friday, from 8.00 to 21.00.

Make domestic and international collect calls.

The "Italia in diretta - Italy Direct" service allows you, with the help of an operator, to call from over 80 countries to Italy, charging the cost of the call to the person called, after receiving the latter’s consent, or to your own account if you have a Telecom Italia phone credit card. The access numbers vary according to the country.

The "Incoming Collect" Service allows you call customers in Italy by dialling a special prefix and through the local operator of the foreign service, charging the cost of the call to the person called. The availability and procedures for access to the service depend on the conditions applied by local telephone services in the various foreign countries.

9.7 – Some of our Cards.

Telecom Italia sells prepaid cards, to be used by the expiry date, and telephone credit cards to enable you to utilise the telephone service the most practical way.

Our Cards.

*Prepaid phone cards* can be used in all the Telecom Italia public telephones equipped with the proper readers and are available in denominations of 1€, 2.5€, 3€, 5€ and 7.5€, sold at tobacconist shops, newsagents, post offices, Telecom Italia shops and other commercial services.

New Welcome

New Welcome is a prepaid phone card for international and domestic calls, usable in Italy on private fixed telephones and on Telecom Italia public telephones; from mobile phones, only calls to international prefixes can be made. The card applies rates lower than ordinary Telecom Italia tariffs for the main international destinations called by non-EU immigrants. To use it, just dial the toll-free access number 800 174174 (4747 from Telecom Italia public telephones), dial the code shown on the card and follow the automatic voice instructions. The card is sold in denominations of 5 and 10 euro.

Time

Time is a prepaid phone card for international and domestic calls, usable in Italy on fixed private telephones, Telecom Italia public telephones and from mobile phones when the operators authorize their use. Time is a code card, which is not inserted in the telephone.

The card is for those who frequently call Western Europe, North America and some countries in the Far East, applying lower tariffs for these destinations compared to the normal Telecom Italia tariffs.

To use it, just dial the Toll-Free Number for access 800 256652 (4748 from Telecom Italia public telephones), input the code on the card and follow the automatic voice instructions. The card is sold in denominations of 5, 10 and 25 euro.

Furthermore you can use it for your domestic telephone calls, to the fixed and mobile network, as well as during your journeys abroad. Time can be used in 60 countries, to call the country where you are located, Italy and the whole world

New Columbus

New Columbus is the Telecom Italia international phone card for calling from abroad to Italy and all over the world. It is a code card that is not inserted in the telephone. From abroad (60 countries) you can use it on public and private telephones, fixed and mobile, also from hotels, without having to use coins or local phone cards.

To phone from abroad, just call the Toll-Free Number of the country where you are, input the secret code shown on the back of the card and dial the number required, complete with the prefix, following the automatic voice instructions.

In case of difficulties, an operator is available to provide assistance to customers, without additional costs. The amount of the call is deducted from the value of the card (for telephone calls made from mobile phones, and you must request information from your own phone service to find out whether or not the payment of a fee is required for calls from mobile phones to the numbers for access to the service).

After your return to Italy you can use the card to call abroad from fixed subscriber telephones and Telecom Italia public telephones. To phone from Italy, just dial:
• The number 4749 from Telecom Italia fixed subscriber telephones
• The number 4745 from Telecom Italia public telephones
Then enter the secret code shown on the back of the card and dial the number required, complete with prefix, following the voice instructions.
New Columbus is on sale in denominations of 5 and 12.00 Euro.

Our Cards.
“Call it” is the telephone credit card without tariff charges or answer charges, and can be used from all Telecom Italia public telephones and/or private telephones (except mobile phones) in Italy and in over 80 countries in the world to call Italy and abroad.
The calls can be charged to the Telecom Italia bill or a commercial credit card.

9.8 - Some of our services for companies
The following services are some of the solutions that companies and public bodies use to communicate with their customers and/or with the public. In this case, too, a more detailed description, with the technical characteristics, prices and procedures for activation are available on the first pages of the telephone directories and our website.
“Toll-Free Number”, through the Toll-Free Numbers – marked by the prefix 800 – companies and public bodies provide services, give information, promote their products, provide post-sales assistance and receive complaints. The cost of the telephone call is incurred totally by the companies and public bodies.
“Shared Number”, through the shared number – marked by the prefix 840-0/848-8, companies and public bodies call the public and customers with the cost of the telephone call being shared between the caller and the person called.
“Single Number”, with the single number, companies can be called from all over Italy through a single telephone number. The price of the telephone call is wholly charged to the caller. The prefix of this service is 199-1.

9.9 - Emergency phone numbers.
The following emergency numbers can be called free of charge from all private telephones, including those temporarily suspended from service, and from Telecom Italia public telephones, without the need to insert any type of payment. In the public interest, these numbers must be called only in case of real necessity and imminent danger:
112 - Emergency Intervention
113 - Emergency Public Assistance
114 - Child Emergency
115 - Fire Department Emergency
118 - Health Emergency

9.10 - Useful phone numbers.
The following useful public numbers can be called free of charge from all private telephones and Telecom Italia public telephones
117 - Fiscal Police
1515 - Service to fight forest fires of the State Forestry Corps
1530 - Maritime Rescue Service of the Port Authorities and Coast Guard
1518 - C.I.S. Information Service
1500 - Communications for public health emergencies
1522 - Service to support women victims of violence
1525 - Environmental Emergency Service
1533 - Health Service Booking
116000 - Direct Line Service for missing minors

Annexe

QUALITY TARGETS FOR FIXED VOICE TELEPHONY SERVICES
The following table shows the quality indicators of the universal service and the relative target for the year 2009 set by the Italian Communications Authority with resolution N. 49/09/CSP

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Measure</th>
<th>2009 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Indicator</td>
<td>Measure</td>
<td>2009 Target</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>-------------------------------------------------------------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Time of supply of initial connection</td>
<td>Percentile 95% of supply time</td>
<td>18 days</td>
</tr>
<tr>
<td></td>
<td>Percentile 95% of supply time</td>
<td>34 days</td>
</tr>
<tr>
<td></td>
<td>Percentage of valid orders completed within the data agreed with the customer</td>
<td>95%</td>
</tr>
<tr>
<td>Malfunctioning rate per access line</td>
<td>Ratio between the number of actual malfunctioning report and the average number of RTG access lines</td>
<td>13.4%</td>
</tr>
<tr>
<td>Repair time of malfunctioning</td>
<td>Percentile 80% of repair time of malfunctioning</td>
<td>48 hours</td>
</tr>
<tr>
<td></td>
<td>Percentile 80% of repair time of malfunctioning</td>
<td>125 hours</td>
</tr>
<tr>
<td></td>
<td>Percentage of repairs of malfunctioning completed within the maximum time set by contract</td>
<td>92%</td>
</tr>
<tr>
<td>Answer times for operator services</td>
<td>Average time for answering incoming calls</td>
<td>5 seconds</td>
</tr>
<tr>
<td></td>
<td>Percentage of incoming calls with answer time less than 20 seconds</td>
<td>90%</td>
</tr>
<tr>
<td>Percentage of public pay phones (coins and cards) in operation</td>
<td>Ratio between the sum of the number of days of functioning of all the public telephones observed in the period considered, and the number of days in the same period, multiplied by the number of public telephones under observation</td>
<td>93%</td>
</tr>
<tr>
<td>Bills challenged</td>
<td>Ratio between the number of complaints received in the period considered and the number of bills issued in the same period</td>
<td>2.8%</td>
</tr>
<tr>
<td>Billing accuracy</td>
<td>Ratio between the number of bills challenged in which the error was recognised issued in the period considered and the number of bills issued in the same period</td>
<td>0.50%</td>
</tr>
<tr>
<td>Answer times of calls to customer assistance calls</td>
<td>Minimum time of operation on the IVR to access the “operator” option</td>
<td>70 seconds</td>
</tr>
<tr>
<td></td>
<td>Average time for operator answering incoming calls</td>
<td>95 seconds</td>
</tr>
<tr>
<td></td>
<td>Percentage of incoming calls with operator answer time less than 20 seconds</td>
<td>38%</td>
</tr>
</tbody>
</table>

There follow the quality targets set by Telecom Italia for the year 2009 for the directory services:

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Measure</th>
<th>2009 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Answering time for consulting directory</td>
<td>Average time for answering incoming calls</td>
<td>5 sec.</td>
</tr>
<tr>
<td></td>
<td>Percentage of incoming calls with answer time less than 20 seconds</td>
<td>96%</td>
</tr>
</tbody>
</table>

**QUALITY TARGETS FOR INTERNET ACCESS SERVICES FROM FIXED TELEPHONY**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Measure</th>
<th>2009 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activation time of services for access to broadband internet on active telephone lines</td>
<td>Activation of service for access to broadband internet on active telephone lines</td>
<td>30 days</td>
</tr>
<tr>
<td></td>
<td>Percentile 95% of supply time</td>
<td>65 days</td>
</tr>
<tr>
<td></td>
<td>Percentile 99% of supply time</td>
<td>11 days</td>
</tr>
<tr>
<td></td>
<td>Percentage of valid orders completed within the date agreed with the customer</td>
<td>90.0%</td>
</tr>
<tr>
<td></td>
<td>Average supply time</td>
<td></td>
</tr>
<tr>
<td>Activation time of services for access to broadband internet on new telephone lines, transferred telephone lines, telephone lines converted from ISDN to RTG and telephone lines coming from another operator</td>
<td>Activation of service for access to broadband internet on new telephone lines, transferred telephone lines, telephone lines converted from ISDN to RTG and telephone lines coming from another operator</td>
<td>50 days</td>
</tr>
<tr>
<td></td>
<td>Percentile 95% of supply time</td>
<td>78 days</td>
</tr>
<tr>
<td></td>
<td>Percentile 99% of supply time</td>
<td></td>
</tr>
<tr>
<td>Category</td>
<td>Description</td>
<td>Value</td>
</tr>
<tr>
<td>----------</td>
<td>------------------------------------------------------------------------------</td>
<td>----------------</td>
</tr>
<tr>
<td>Percentage of valid orders completed within the date agreed with the customer</td>
<td>90.0%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Average supply time</td>
<td>20 days</td>
</tr>
<tr>
<td>Malfunctioning rate of services for access to broadband internet</td>
<td>Ratio between the number of actual malfunctioning reports and the average number broadband access lines</td>
<td>25.0%</td>
</tr>
<tr>
<td>Repair time for services for access to broadband internet</td>
<td>Percentile 80% of malfunctioning repair time</td>
<td>50 hours</td>
</tr>
<tr>
<td></td>
<td>Percentile 95% of malfunctioning repair time</td>
<td>140 hours</td>
</tr>
<tr>
<td></td>
<td>Percentage of repairs of malfunctioning completed in the maximum time provided for by contract</td>
<td>86.0%</td>
</tr>
<tr>
<td></td>
<td>Average repair time</td>
<td>34 hours</td>
</tr>
<tr>
<td>Answer times to calls to customer assistance services</td>
<td>Minimum time of operation on the IVR to access the “operator” option</td>
<td>75 seconds</td>
</tr>
<tr>
<td></td>
<td>Average time for operator answering incoming calls</td>
<td>105 seconds</td>
</tr>
<tr>
<td></td>
<td>Percentage of incoming calls with operator answer time less than 20 seconds</td>
<td>30%</td>
</tr>
<tr>
<td>Bills challenged</td>
<td>Ratio between the number of complaints about amounts charged in bills for all the internet access services (received in the period of monitoring) and the number of bills issued in the same period</td>
<td>1.5%</td>
</tr>
</tbody>
</table>