Local institutions

At local level, TIM maintains constant dialogue with institutions on subjects of a general nature regarding the electronic communications sector, with particular reference to network development and to other issues of interest to the company’s business. The aim is to resolve any issues encountered, to guide the local law-making process in such a way that it respects the national reference framework, to promote the Group’s image and represent its position regarding these issues. The dialogue takes place both directly with local authorities and with their representative associations, in particular ANCI.

Monitoring and constant interaction with the decision-making centres of local institutions take place by means of hearings, including the presentation of position documents relating to the drafting of local regulations, and involvement in workshops as well as in the work of regional commissions and ministerial and specialist work groups. Furthermore, TIM frequently organises communication initiatives on specific issues of local interest.

As of 2017, thanks to the stable presence in the region of people from the Relations with Local Institutions Department, it was possible to strengthen the institutions’ oversight model and dialogue.

Coordination with the company departments operating at regional level is also essential in order to acquire information on further requests and expectations from local institutions and prepare suitable solutions; this action is mainly achieved through Field Integration Committees or internal local Committees in which the Heads of departments with regional structures play a role.

Among the main subjects of dialogue with local authorities during 2018, we would highlight the following:

- the development of new ultrabroadband networks (NGAN - Next Generation Access) and the new LTE (Long Term Evolution) standard; local coverage and reducing the digital divide;
- actions of an institutional nature involving local administrations aimed at encouraging development of the fixed and mobile telecommunications network.
• the drawing-up of protocols with local authorities in order to develop new generation access networks;
• draft regional laws and municipal regulations regarding the installation of mobile telephony systems and electromagnetic fields in order to represent the company’s requirements (particularly by submitting observations and amendments and participating in hearings) with a view to simplifying the rules and harmonising them with the relevant national provisions;
• proposed excavation rules, in order to ensure the consistency of the authorisation process and the respective regulations with the relevant national regulations, particularly in order to ensure increased simplification at local level;
• the removal of public telephone equipment (telephone booths) which involved public consultation as part of a procedure agreed with AGCOM;
• the promotion of TIM’s digital transformation initiatives to facilitate the knowledge and dissemination of new technologies by seeking forms of partnership with Municipalities;
• the dissemination of digital innovation and culture, particularly by promoting agreements, protocols and partnerships with local government offices;
• the promotion of TIM’s digital solutions and services system for the creation of smart cities. In particular it is worth mentioning: the support to the city of Genoa and participation in the activities, as founding members, of the Genoa Smart City Association; participation in the project for the European call for proposals Replicated with the Municipality of Florence, the memorandum of understanding with the Piedmont region for the digital development of the territory; the memorandum of understanding with the Liguria Region and the Municipality of Genoa; the memorandum of understanding with the Municipality of Turin; the 5G trial in Bari and Matera;
• the drawing up of 20 regional Policy Reports aimed at taking stock of the evolution of regional policies on digital services and network infrastructures in the light of the programming policy for EU funds 2014-2020;
• the central and regional management, coordination and monitoring of complaints received by local institutions, through the internal Digital Development Project amongst other means.