

## Press Release

### **TIM begins cooperation with six Italian consumer associations: Adiconsum, Adoc, Cittadinanzattiva, Codacons, Federconsumatori and Udicon**

Quarterly meetings will be held to discuss commercial updates, technological innovation and market developments

A new channel will be set up to manage complaints for participating associations

Rome, 17 February 2020

TIM CEO Luigi Gubitosi today signed a major memorandum of cooperation with the representatives of six Italian consumer associations (*Adiconsum, Adoc, Codacons, Federconsumatori, Udicon and Cittadinanza Attiva*). The memorandum is intended to build on TIM's close relationship with the associations and improve TIM's relationships with its customers, providing them with clearer, more transparent and fuller information on services, commercial updates, technological innovation and market developments.

The memorandum also includes the launch of a new channel for the management of complaints submitted through the various member associations, enabling them to direct the complaints they receive to the company via an automated system. This channel will make it quicker and easier to resolve complaints submitted to the associations, which as such are taking on a more important role in the complaint management system.

The memorandum opens the way to quarterly meetings between TIM and the participating associations, which will engage with the company in its initiatives to provide more transparent information for customers and assist it with the assessment of complaints and settlements. Where necessary, special working groups dedicated to specific topics will also be set up, enabling joint analysis of recurring problems.

Engagement between TIM and the associations will help the company better understand customers' main preferences and requirements by using shared monitoring tools. TIM is also committing to inform Consumer Associations of its communication plan when it launches new commercial services, to ensure the maximum transparency and dissemination of information through the various available channels, such as online, in-bill messages and SMS.

The agreement is part of TIM's deep commitment to speeding up the spread of digital skills among Italian citizens, businesses and public administration, as part of the "**Operazione Risorgimento Digitale**", the Internet school TIM offers throughout Italy to teach digital skills to citizens, businesspeople and employees of the PA. Completely free of charge, the project takes in more than 20 partners -public and private, trade unions, third sector and key innovators - already praised by many consumer associations.

Another area of intense cooperation with the associations will be sharing initiatives to combat unsolicited telemarketing and the use of users' personal data by third parties. This practice has a major impact on customers and damages the entire sector. TIM intends to strengthen its existing countermeasures by acting in synergy with consumer associations.

The memorandum of collaboration is open to other consumer associations and has a duration of one year, at the end of which the parties will jointly assess whether to renew it after a careful analysis of its results.

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