



Wholesale Market



Info Care

A toll-free number for your
customers



TIM

The toll-free care and information support number are available to your End-customer who wants to contact us before and during the intervention of our field technician.

Who is it for?

Operators purchasing regulated Wholesale Accesses

Description of the Info Care service

INFO CARE is the commercial service through which, as part of supplying Wholesale Access services (LNA) that require the technician's intervention at the End Customer's premises, it is possible to take advantage of additional appointment management care services.

INFO CARE is a bundle of multiple functionalities: sending of courtesy SMS, sending confirmation SMSs for the appointment made, INbound telephone support for requests for information and/or rescheduling of the appointment for the technician's intervention.

TIM provides the customer care service (hereinafter also CSA) during the supply process of Wholesale Access services on a non-active line (LNA). It is available immediately after making the appointment with the Contact Person (as defined in the OR, both end-customer and Operator, hereinafter EC) indicated by the Operator in the LNA order.

The INFO CARE service provides for two types of SMS to be sent to the EC if their mobile network number is present in the LNA order:

1. the **'appointment confirmation'** SMS which is sent a few minutes after the first appointment is made (by telephone or Virtual Agent, see also the RENDEZ VOUS commercial service) together with the CSA toll-free number.

the SMS reads 'Dear customer, we confirm your appointment with the technician for day X at time slot Y. For support call the toll-free number 800xxx. The procedure code is yyyy'.

This SMS does not incur a charge.

2. the **'courtesy'** SMS, which is sent as a reminder by 6pm on the day before the scheduled appointment, together with the CSA toll-free number.

the SMS reads 'Dear customer, We remind you of your appointment with the technician for day X at time slot Y. For support call the toll-free number 800xxx. The procedure code is yyyy'.

This SMS does incur a charge.

In both cases the SMS will then contain the following information:

- date and time of the appointment made;
- the CSA's toll-free number 800xxx can be contacted by the EC to request information and/or reschedule your appointment.
- the procedure code yyy (id_resource) as the unique identifier of the LNA work order



The SMS sender telephone number can be customised with an alias chosen by the Operator (e.g., 'OAO 1', maximum 11 characters).

The text indicated above for SMSs prevails and will always be used even if the Operator has activated other services in parallel (e.g., Courtesy SMS and/or RENDEZ VOUS).

Description of CSA inbound functionality

After the first appointment, the EC who received the toll-free number by SMS can contact TIM via the inbound channel (CSA), available from 8am to 8pm., Monday to Saturday, excluding holidays.

The EC, by calling the toll-free number, can ask:

- for information about the place, date and time of the appointment made (*service provided free of charge*);
- to arrange a new appointment for the technician to intervene (*if the rescheduling of the appointment is successful, a fee will be charged for this activity*);
- if the EC requests information beyond the above (e.g., LNA ADSL speed, terminations), the CSA will instruct the EC to contact their Provider (generically referred to as *operator*, without specifying which one) directly. No fee is requested for this activity;
- the scripts used by the SHA are given in the application form;
- there are no changes to the SLA times of the Reference Offer; in case of a new appointment requested by the EC and positively agreed, a suspension/remodulation is triggered due to OLO/end-customer and the Operator will be notified of the new appointment.

Operators interested in the new INFO CARE service can request the application form from their Account Manager.

The 'INFO CARE' service is available for orders related to the following access services (LNA):

- ULL LNA;
- SLU LNA;
- WLR LNA;
- NEW ACTIVATION NAKED ADSL BITSTREAM (both ATM and ETH and EASY IP ADSL);
- NEW ACTIVATION NGA and VULA BITSTREAM (FTTCAB and FTTH).

Depending on market demand, TIM reserves the right to modify details relating to the operational management of the Info Care service, subject to at least 30 days' notice through the publication of specific news on the Wholesale portal.

Info Care

Conditions of service provision

To purchase the INFO CARE service, the Operator must first sign an application form. To enable the INFO CARE service, the Operator will be charged a one-off fee of €350.00.

For the courtesy SMS service, the Operator will be charged €0.18 for each courtesy SMS delivered within the time limits.

For the appointment rescheduling service, the Operator will be charged €4.50 for each successfully managed request.

For the new LNA access line, the economic conditions set out in the Reference Offer (RO) apply.





TIM

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Entry in the Register of Producers of Electrical and Electronic
Equipment (AEE) IT080200000799
Share Capital €11,677,002,855.10 fully paid-up