



Wholesale Market

Courtesy SMS

Send an SMS reminder to your customer about an important appointment



Courtesy SMS

On the day before our technician is due to visit your end-customer's premises, we will send your end-customer a courtesy SMS to remind them of the appointment to activate the access service.

Who is it for?

Operators purchasing regulated Wholesale Access services

Preliminary Services

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).

Description of the Courtesy SMS service

COURTESY SMS allows the Customer to receive, under the terms and conditions set out below, a reminder SMS before the technician's intervention at the End-Customer's premises, as part of the process of supplying Wholesale Access services.

Conditions of service provision

- To acquire the COURTESY SMS service, the Operator must sign the application form through which it authorises and instructs TIM to send reminder SMSs before the technician's intervention. These go to the Contact (End-Customer or Operator, hereinafter referred to as EC) if a mobile network number is included in the LNA order for this EC.
- On the calendar day before 6pm on the appointment date, the EC receives a message reminding them of the appointment date and time. This courtesy SMS is sent for each agreed appointment. If the appointment is scheduled soon, within the day following the contact, the courtesy SMS is not sent.
- The standard text of the SMS is '*Dear Customer, We confirm the appointment with the technician for the day/month from X to Y. Practice code xxx*'. The SMS contains a code of the file, the LNA's resource_id, allowing the Operator to identify the work order.
- The sms cannot be called by the EC.
- The SMS sender telephone number can be customised with an alias chosen by the Operator (e.g., 'OAO 1', maximum 11 characters).
- Any customisation of the SMS's text/length, if requested by the Operator, shall be negotiated ad hoc based on technical and economic feasibility.
- With the 'COURTESY SMS' service, there are no changes to the delivery process's SLA/penalty times and parameters.



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Main information on the Operator's bill for the Courtesy SMS service

- Access line order identifier
- Date and time of SMS
- Total number of SMSs sent, per LNA order
- Text of the message and the telephone number to which the SMS was sent

Operators interested in the new COURTESY SMS service can contact their Account Manager to sign the application form.

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

Prices

The cost of the COURTESY SMS service is **€0.18 per courtesy SMS** and will only be charged to the Operator in the event of timely delivery. This contribution is additional to that provided by OR to process the new access line (LNA).





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TIM SPA

Registered Office: Via Gaetano Negri, n.1 - 20123 Milano
Sub-Office and General Management: Corso d'Italia, n. 41 - 00198 Roma
Certified email box (PEC): telecomitalia@pec.telecomitalia.it

Tax Code/VAT no. and Milan Company Register no.: 00488410010
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