



Wholesale Market

Saturday

We also activate Saturday accesses
for your customers



Saturday

So that your End-Customer can also choose Saturday as the day for our technician 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).

Service description Saturday

SATURDAY is a new TIM commercial service making it possible to activate, under the terms and conditions set out below, wholesale access services which envisage intervention at the End-Customer's premises (LNA) even during the following hours:

Saturday : 12:30pm - 6:30pm (excluding public holidays)

Conditions of service provision

- To purchase the SATURDAY service, the Operator must first sign an application form. By signing this, the Operator authorises TIM to accept appointments and consequent activations from the Contact Person (as defined in the Reference Offer, hereinafter referred to as 'EC') also on Saturdays from 12:30 pm to 6:30 pm: (excluding public holidays)
- Following completion of the application form, TIM will also propose Saturdays during the 'on call' appointment with the EC. However, the appointment will be agreed according to the needs of the EC and can be finalised on a standard day.
- It is the Operator's responsibility to inform its End-Customer that they will be contacted on behalf of the Operator and that they must allow access to their premises for the performance of activities necessary for provisioning. When agreeing the date and time of the appointment, to take into account any preferences and needs of the end-customer, TIM may agree appointments on Saturdays as well: 12:30pm - 6:30pm (excluding public holidays)
- With the Saturday service, there are no changes to the SLA times, it being understood that activations performed on Saturdays are considered to have taken place the previous standard day.
- For interventions from 12:30pm to 6:30pm on Saturdays, the Operator shall ensure the availability of the 4 Field Representative.



Saturday

COMPUTERISED MANAGEMENT OF DATES ON SYSTEMS (for Work Orders managed either by XML/XSD files or by online GUI)

OAO to TIM:

DAC and/or DAD: dates falling on a Saturday may not be indicated in the Work Order; however, by signing the application form, the Operator allows the activation of the access line to also take place between 12:30pm and 6:30pm on Saturdays.

TIM to OAO:

DAC (date of actual completion) notifications, DSN (date of system notification) notifications, REDD (rescheduling of expected delivery date) notifications are sent to the Operator with a date that can also fall on a Saturday.

Operators interested in the new SATURDAY service can ask their Account Manager for the application form.

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

Prices

When signing the application form to enable the SATURDAY service, the Operator will be charged a one-off fee of €350.00 (excluding VAT). For the new LNA access line, the economic conditions set out in the Reference Offer (RO) apply.





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TIM SPA

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Tax Code/VAT no. and Milan Company Register no.: 00488410010
Entry in the Register of Producers of Electrical and Electronic
Equipment (AEE) IT080200000799
Share Capital €11,677,002,855.10 fully paid-up