



## Wholesale Market



## Digital Appointment

With a few simple steps, your Call Centre also can make an appointment with one of our technicians.



# Digital Appointment

The service allows both your End Customer and your Call Centre to make an appointment with one of our Technicians for quick and easy access line activation, interacting with a Virtual Agent.

## Who is it for?

Operators purchasing regulated Wholesale Access services

## Preliminary services

VULA, SLU, Bitstream NGA, ULL

## Description of the service

From June 2020, a new commercial service called Digital Appointment was made available to Operators in the ambit of providing ULL, SLU, VULA (FTTCAB and FTTH), Bitstream NGA (FTTCAB and FTTH) services over LNA.

The Service allows both the Operator and the end customer to make an appointment with an on-field technician (the Technician) at the end customer's premises, exclusively in digital mode, interacting with a Virtual Agent (VA).

The Service:

- includes the sending of a reminder SMS to the end customer about the appointment scheduled with the technician;
- is available to Operators using the 4th Contact Person for on-field problem solving;
- provides for the use of either a specific project code or a specific delivery code (at the Operator's choice), assigned by TIM Wholesale, to be included in the work orders on LNA.

If the Operator in a given work order enters the project/delivery code of the Service, TIM Wholesale:

- will NOT initiate the Telephone Contact Policy (CP) described in the Reference Offer;
- will NOT initiate any commercial services (Rendez Vous/Rendez Vous 2.0, Courtesy SMS, INFO CARE).

For ULL/SLU services, if the Operator sends a Work Order (WO) in unbundled mode also requesting the unbundling of the Contact Policy (appointment taking), but enters:

- the Service project code, the work order is processed in the mode envisaged by the Service project code (and not in unbundled mode);
- the Service delivery code, the work order is processed in unbundled mode (the delivery code is ignored).

The conditions from the Reference Offer (prices, SLAs and XML/XSD paths) remain the same.



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If the Operator, on a specific work order, enters the Service's project code or delivery code (delivery code only for unbundled orders), TIM Wholesale:

1. they will not carry out the Contact Policy set out in the Reference Offers;
2. they will send the end customer an engagement SMS containing the link to access the Virtual Agent and make the appointment.

The engagement SMS will have text and an alias that can be customised by the Operator requesting it.

The engagement SMS will be sent from Monday to Saturday from 7am to 8pm after:

- the notification of configured OK ('CO'), for VULA (FTTCAB and FTTH), Bitstream NGA (FTTCAB and FTTH) services;
- notification of acceptance ('AC'), for ULL and SLU services.

3. they will deposit, within five hours from the sending of the engagement SMS, in a special directory of the SFTP site, a new file in CSV format with the following fields: OAO order code, Date (dd/mm/yyyy), active Virtual Agent link, phone number to which the engagement SMS was sent. The Operator will use the active link to the Virtual Agent, present in the CSV format file to schedule the appointment through the Virtual Agent. The time correlation between the sending of the engagement SMS and the deposit of the CSV file on the SFTP site is as follows:

	Giorno X						
INVIO SMS CLIENTE FINALE	07:00	09:00	11:00	13:00	15:00	17:00	19:00
	Giorno X				Giorno X+1		
DEPOSITO FILE SFTP	12:00	14:00	16:00	18:00	20:00	entro 09:00 (X+1)	entro 11:00 (X++1)

4. it will notify the Operator, after sending the Engagement SMS, of the following reasons:
  - 'Customer not available' (code W08), for VULA services (FTTCAB and FTTH), Bitstream NGA (FTTCAB and FTTH);
  - 'Customer not available at appointment' (code Z18), for ULL/SLU services.The notification of such reasons is valid for calculating the commencement of the suspension times due to Operator/end customer to calculate the SLAs described in the Reference Offers.
5. if the end customer or the Operator, within three working days including the day on which the engagement SMS is sent, has scheduled the appointment with the Technician via Virtual Agent, TIM wholesale:
  - will send the Operator a notification with reason code W09 'Suspension of Customer for Appointment made' for VULA services (FTTCAB and FTTH), Bitstream NGA (FTTCAB and FTTH) or a 'AM' notification (Appointment Made) notification for ULL/SLU services. The processing of the work order will proceed as described in the Reference Offers and the Technician will travel to the end customer's premises on the set day/time;
  - it will send the end customer a reminder SMS by 6pm on the day before the scheduled appointment with the technician.



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The engagement SMS will have a text and alias that the Operator requesting it can customise.

- 6. if the end customer or the Operator, within three working days including the day on which the engagement SMS is sent, has NOT scheduled an appointment** with the Technician via Virtual Agent, TIM Wholesale will send the Operator a suspension notification with reason code W24 'OLO on standby because remote customer unavailable - time out KO' for VULA services (FTTCAB and FTTH), Bitstream NGA (FTTCAB and FTTH) or a notification with reason code Z36 'OLO on standby because customer unavailable at appointment time' for ULL/SLU services. Processing of the order will continue as described in the Reference Offers.

## Terms and conditions

If the Operator and the end customer try to make an appointment via the Virtual Agent at the same time, the system will only allow the first applicant (Operator or end customer) to make the appointment via the Virtual Agent.

The URL of the Virtual Agent link corresponds to a domain registered by the Operator (if the Operator has subscribed to the Rendez Vous service, the URL must be the same as the domain already registered for the Rendez Vous service).

Through the Virtual Agent, the end customer or the Operator can:

- if an appointment with the Technician has already been made, reschedule the appointment date/time slot (earlier or later), provided that this is done by 6pm on the (calendar) day preceding the appointment already made. Processing of the order will continue as described in the Reference Offers.
- in the event of an appointment with the Technician not yet made, or refusal to make the appointment. TIM Wholesale will send the Operator a suspension notification with code W24 'OLO on standby because remote customer unavailable - time out KO' for FTTCAB VULA, FTTH VULA, FTTCAB BTS NGA, FTTH BTS NGA services, or with reason code Z36 'OLO on standby because customer not available at appointment time' for ULL/SLU services. Processing of the order will continue as described in the Reference Offers.





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**TIM SPA**

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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