



## Wholesale Market

### Four APP

Digitise the process of the 4th Field Representative



# Four APP

If your customer refuses the intervention or is unavailable, our field technician contacts your 4th Contact via the dedicated APP. All the outcomes of the APP-based interaction between our technician and your 4th Contact are tracked electronically.

## Who is it for?

Operators purchasing high volumes of regulated Wholesale Accesses

## Preliminary services

For other Preliminary Services, see the Technical Data Sheet.

SLU, VULA, ULL, Bitstream.

## Description of the service

FOUR APP is the digital alternative to the traditional telephone channel, for interaction between TIM Wholesale and the 4th OAO Contact.

Available from 1 July 2019, FOUR APP is a commercial service that allows TIM Wholesale to interact via an app with the 4th OAO Contact person specialising in resolving field issues. Such issues may arise as part of the wholesale access supply process with the technician's intervention at the end customer's premises (LNA), under the terms and conditions set out below.

## **Conditions of service provision**

To purchase the FOUR APP service, the Operator must first sign an application form.

To enable the FOUR APP service, the Operator will be charged a one-off fee of €350.00.

For the 4th referee service, the standard economic conditions set out in the Reference Offer (RFO) apply.

## **Description of Functionality**

The Operator's 4th Contact Person can access the FOUR APP application in the private area of the Wholesale portal and view the files to be processed from a dedicated web console.

The 4th Contact Person then contacts their end customer and provides feedback in real time by selecting one of the following outcomes from the web console:

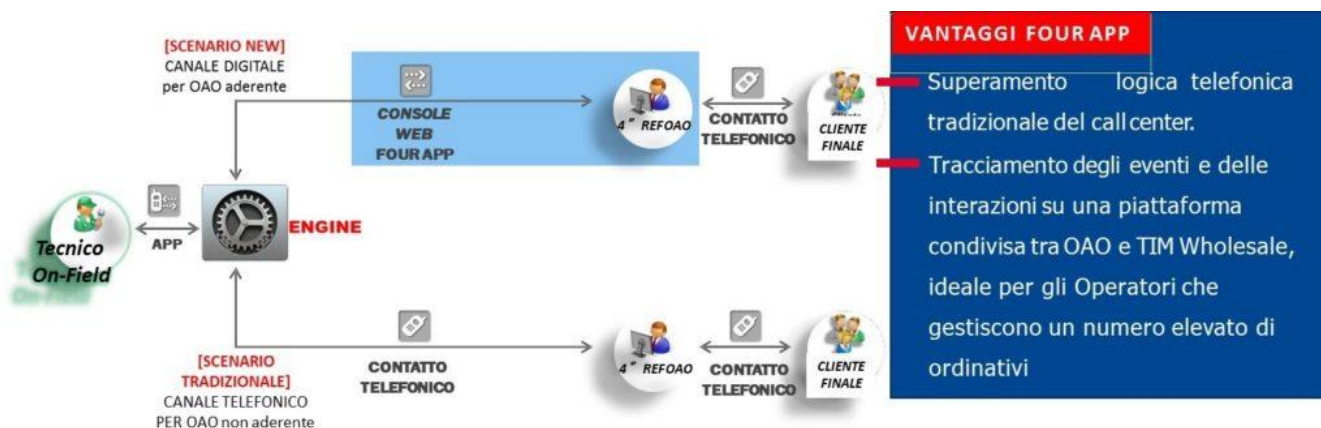
- KO confirmed by OAO;
- KO not confirmed by OAO and Continuation of Activity;
- KO not confirmed by OAO - Other



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The results mentioned above, go directly to the TIM Wholesale technician via the app. The technician is on field and acts accordingly. It is as if the feedback from the 4th Operator Contact had been received by telephone.

The Operator's 4th Contact Person can receive the files to be processed, via the application, from Monday to Friday from 8am to 7pm and on Saturdays from 8.30am to 6pm. The flow of communication via FOUR APP takes place within the technician's working hours (as per OR) at the Operator's end-customer site.



Operators interested in the new FOUR APP service can request the application form from the Account Manager, also specifying the user profiles to be enabled to access the APP, via the Wholesale portal.

**Interaction with the 4th OAO Contact Person via the Application is available in relation to the following access services (LNA):**

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

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



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Our field technician, in the event of problems such as ‘the customer refuses/is unavailable’, contacts your 4th Contact via an application that displays the situation in real time on a web console accessible from the Wholesale portal. All outcomes of the APP interaction between our field technician and your 4th Contact person are computer-tracked.

## Prices

A fee of 350.00 euro (excluding VAT) is due upon signing the application form.





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