

PRESS RELEASE

SUPERVISORY BODY: Recommendations adopted on incentive system for Open Access and Wholesale management and deflation of user disputes

Rome, May 15, 2009

The Supervisory Body on Equivalent Access to the Telecom Italia Network met for the second time yesterday.

During the course of its meeting, which was attended by the Head of Telecom Italia's Open Access unit, the Body continued its examination of how Telecom Italia is implementing its Undertakings.

The Supervisory Body adopted Resolutions nos. 3/2009 and 4/2009, containing a series of recommendations to Telecom Italia regarding Undertaking Groups 2 (incentives and code of conduct for Open Access and Wholesale Department employees) and 14 (Measures to deflate disputes with users).

The Supervisory Body is keen to foster improved and more effective Undertaking implementation, as part of the competencies assigned to it in the Undertakings and in its own regulations.

The Supervisory Body's recommendations regarding Undertaking Group no. 2 are designed to foster greater transparency and a more analytical approach to the new system of incentives for management at Telecom Italia's Open Access and Wholesale departments.

Specifically, the Supervisory Body proposes strengthening the relationship between achieving targets defined in the undertakings and the size of remuneration packages.

The Body's recommendations on the employee code of conduct provide an outline for Telecom Italia to further highlight the rules and procedures put in place by the company to ensure observance of the Undertakings.

The Supervisory Body requested additional information on the targets associated with measuring how satisfied OLOs are with SPM and co-location services.

The Supervisory Body's recommendations on Undertaking Group 14 are designed to foster and accelerate the establishment of a single, comprehensive system for conciliation procedures in order to significantly deflate disputes with users.

To this end, the Supervisory Body provided Telecom Italia with specific instructions on rolling out the new organizational model described in the Undertakings as rapidly as possible to all conciliation proceedings underway, including disputes regarding mobile issues, and disputes which are currently being examined at Chambers of Commerce.