



THE SUPERVISORY BOARD

Receives complaints / reports.
*Undertakings group 7.1
Art. 11 para. 1 of the Internal Regulation
Art. 2 Criteria for treating complaints*

15 days



THE SUPERVISORY OFFICE

Opens a preliminary investigation within 15 days and submits the outcome to the Supervisory Board for evaluation.
Art. 3 paras. 1 and 2 Criteria for treating complaints

RESULTS OF THE EVALUATION

COMPLAINT NOT CLEARLY VAGUE / INCORRECT

The SO upon indication from the SB opens the investigation and informs the complainant.
*Art. 11 para. 3 of the Internal Regulation
Art. 11 para. 6 (a) of the Internal Regulation
Art. 3 paras. 5 e 6 Criteria for treating complaints*



CLEARLY VAGUE / INCORRECT COMPLAINT

The SO following indication from the SB closes the complaint and informs the complainant.
*Art. 11 para. 6 (a) of the Internal Regulation
Art. 3 para. 3 Criteria for treating complaints*



COMPLAINT NOT WITHIN SCOPE OF THE SB

The SO requested by the SB, forwards the complaint to the competent functions in Telecom Italia.
*Art. 11 para. 6 (B) of the Internal Regulation
Art. 3 para. 4 Criteria for treating complaints*



PARTICIPATION IN OPENING THE INVESTIGATION

The SB guarantees adequate communication of decision to open an investigation.
*Art. 3 para. 6 (a) Criteria for treating complaints
Art. 5 para. 3 Criteria for treating complaints*



90 days



The SO conducts the investigation and makes any requests for data or technical reports from Telecom Italia.
*Art. 11 para. 4 of the Internal Regulation
Art. 12 of the Internal Regulation
Art. 5 Criteria for treating complaints
Art. 5 bis Criteria for treating complaints*

RIGHT OF RESPONSE AND PARTICIPATION IN THE PHASES OF THE INVESTIGATION

Right of response is guaranteed for Telecom Italia and the others parties involved in the proceedings. They have the right to present further documentation or be heard.
Art. 11 paras. 7-11 of the Internal Regulation



INITIATING A TECHNICAL ROUNDTABLE

The SB may call for a Technical Roundtable aiming to find technical and operational solutions to the issues raised, in agreement with the parties involved.
*Art. 11 para. 12 of the Internal Regulation
Art. 5 quater Criteria for treating complaints*



The SB evaluates elements and may extend the deadline for closing the investigation.

PRELIMINARY INVESTIGATION RESULTS

POSITIVE RESULTS

The Supervisory Board sends Telecom Italia, and the parties involved a preliminary communication with the outcome of the investigation, setting a deadline for completing the audit. Telecom Italia may present a written defence and ask to be heard by the SB in the hearing.
*Art. 14 of the Internal Regulation
Art. 6 e 7 Criteria for treating complaints*



NEGATIVE RESULTS

The Supervisory Board: closes the complaint.
The Supervisory Office: informs the complainant.



SUSPENDING / INTERRUPTING THE PROCEEDINGS

Should a similar investigation be pending with Ago, upon request from the Regulatory Authority the SB will suspend or interrupt the proceedings.



INVESTIGATION RESULTS

POSITIVE RESULTS

The Supervisory Board takes note of the irregularities or inadequate execution of the Undertakings and sets a deadline for Telecom Italia to make amends, informs the parties involved.
*Art. 15 para. 2 of the Internal Regulation
Art. 15 para. 1 of the Internal Regulation
Art. 7 Criteria for treating complaints*



NEGATIVE RESULTS

The Supervisory Board: closes the complaint.
The Supervisory Office: informs the complainant.



Within 15 days of completing the investigation

TELECOM ITALIA

COMPLIES WITH THE DEADLINE SET BY THE SUPERVISORY BOARD

The SB verifies compliance with requirements.
Art. 7 para. 2 Criteria for treating complaints



DOESN'T COMPLY WITH THE DEADLINE SET BY THE SUPERVISORY BOARD

The Supervisory Board: forwards the complaint to Ago and the Telecom Italia Board of Directors.
The Supervisory Office: informs the complainant and all parties involved.
*Undertakings Groups 7.15 and 7.16
Art. 15 para. 2 of the Internal Regulation*



INVESTIGATION RESULTS



The Supervisory Board: closes the complaint.



The Supervisory Office: informs the complainant and all parties involved.

