



# CAPITAL MARKET DAY

7 JULY 2022



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### The new TIM: unlocking hidden value

Key messages we want to convey today

Beyond vertical integration

 Reiterate reasons why unprecedented value-accretive actions are required leading to the creation of 4 separate entities with different industrial focus and economics



- Explain why each entity can achieve better results on a stand-alone basis by outlining:
  - Market context
  - Strategic priorities
  - Perimeter
  - Medium-long term financial trends and KPIs

Capital structure and Plan execution highlights

- Confirm strong commitment to reduce leverage and maintain a sustainable capital structure
- Share different strategic M&A options to create value for all stakeholders and update on execution

Relentless effort on day-to-day operations



- Beyond vertical integration
- The new TIM

  NetCo

  TIM Enterprise TIM Consumer TIM Brasil
- Capital structure and plan execution highlights
- Closing remarks
- #5 Annex

### The path to a higher value: setting the scene

### A valuable set of assets

### Relevant challenges going forward

### From...

- Top brand: 1st telecom brand in Italy
- Strongest **B2B** positioning
- Best suited to exploit NRRP(1) funds
- Unique Telco & Data Centers infrastructure
- Best in class technologies & know-how

### **External challenges**

- Hyper-competitive market dynamics
- Price-war pressure on fixed
- Mobile looking for a price rebound
- Tough regulatory environment
- New entrant competition on wholesale

### Internal challenges

- Capital structure to be improved
- Relevant capex to be financed
- Content strategy to be re-thought
- Accelerate efficiencies program

### Extraordinary actions to exploit full valuation potential

To...

- Beyond vertical integration towards expected value creation
   Increased interest from private money/infra-funds
- Better capital allocation
- In-market consolidation tangible upside potential

- Opportunities from NRRP<sup>(1)</sup> initiatives to be exploited
- Cloud/Security/IoT with very good growth prospective



The new TIM

From vertical integration... to 4 separate entities with different industrial focus and economics

### **Beyond vertical integration**

To extract the **highest value in the M-L term**, entities coexisting in TIM would better off **being managed separately** 

### NetCo

long-term value story

The 1<sup>st</sup> European wholesale only player with pervasive footprint

Defend & execute

### **TIM Enterprise**

strong growth ahead

Unique integrated ICT provider serving Top Corporations & PA

Attack

### **TIM Consumer**

fighting in crowded fixed and mobile

The market leader for premium and customer centric solutions

Turnaround

### **TIM Brasil**

top performance and growth

The next generation Telco

Grow

The separation would bring key benefits, ensuring life term assets valorisation and debt sustainability

### **Business & strategic**

- Stronger business focus
- Strategic options for the four entities
- Network company dedicated infra perimeter makes
- partnerships/aggregations easier
- Possibility to identify and fix potential inefficiencies

### Regulatory

 Network company could be freed from costorientation if it becomes "wholesale-only"<sup>(2)</sup>, promoting fiber investment, migration and decommissioning  Retail would enjoy regulatory relief (elimination of current replicability rules)

### **Financial**

- Better capital allocation
- Improved risk profile/return on capital

- Better visibility on group assets and attractiveness for private money
- Regaining financial flexibility

- Beyond vertical integration
- The new TIM

NetCo

TIM Enterprise TIM Consumer TIM Brasil

- \*3 Capital structure and plan execution highlights
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### The new TIM - Clearly identified domestic perimeter

		ServiceCo		NetCo
		TIM Consumer	TIM Enterprise	Wholesale
Commercial & Legal	Brands and legal entities	<b>■ TIM ▼KENO ■ IV</b> TIMVISION	<b>≡TIM □</b> livetti <b>≡noovle ≡</b> Telsy	<b>≡</b> FiberCop <b>≡</b> SPARKLE
	Target markets	Consumer & Small Medium Enterprises	Large corporates & Public Administrations	National and International Wholesale
	Secondary & Cabinets		Selected fibers IRU (2)	
	Primary	Selected fibers IRU (1)	Selected fibers IRU (2)	Ducts / mini-ducts & fibers
Access	Edge			
Network	Access Electronics & Central Office HW			Distr. Frame/ DSLAMs / OLT FTTC
	Real Estate & building systems			
Backbone	Junction and Backbone Fibers	Selected fibers IRU (3)	Selected fibers IRU (3)	
	Backbone/Transport HW & Platforms			
DC / Platforms	Service Platforms	Consumer Platforms	Enterprise Platforms	
	Data Centers (Noovle)			
Mobile	Mobile Network <sup>(4)</sup>		Full MVNO-like services	
	Mobile Service Platforms (4)			
	Frequencies			



- Beyond vertical integration
- The new TIM

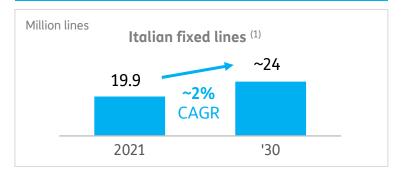
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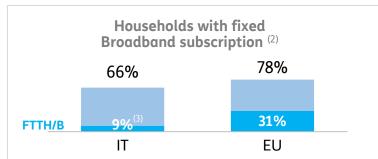
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# **NetCo** - Market context: room for improvement, with broadband market still underpenetrated and change in mix towards ultrabroadband

### Fixed lines market expected growth



### **Broadband market** underpenetrated



### **NRRP initiatives** to support FTTH coverage expansion and take-up (5)





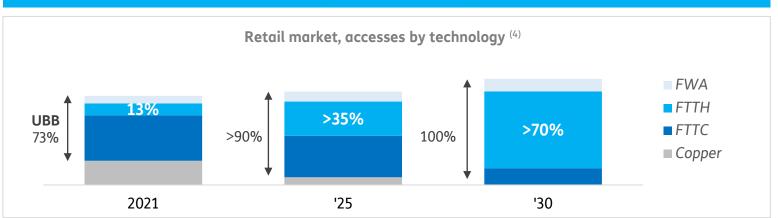


✓ 2 lots assigned to TIM (~3.1k healthcare facilities)

### "Connected schools"

✓ 4 lots assigned to TIM (~5.9k schools)

# Market growth fueled by FTTH take up thanks to coverage increase and copper switch off





### **NetCo** - The largest UBB infrastructure in the country, successfully upgrading access network through FiberCop

### CB, coverage & assets (1)

### 82%

market share fixed (2)

16.4<sub>m</sub>

accesses in 2021, o/w ~11m FTTx accesses

>94%

FTTx Coverage (3) o/w >56% with speed >100Mbps

**>27**%

technical units covered in FTTH

 $21_{\text{m km}}$ 

fiber deployed nationwide

>127<sub>k</sub>

fiber cabinets connected (4)

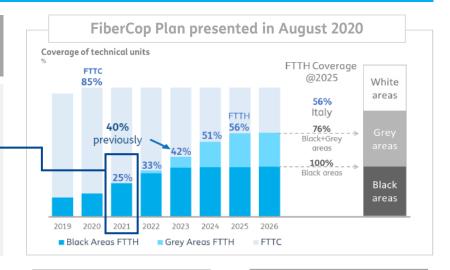
poles in white areas

### Unparalleled execution capabilities

On-track on FiberCop Plan execution

~25% FTTH coverage EoY 2021

as declared in August 2020



### From the beginning of Pandemic (Q1 '20):

- **√** 3<sub>m</sub> km fiber deployed
- $\checkmark$  18 $_k$  new fiber cabinets connected
- $\checkmark$   $8_{m}$  activations and migrations

### White areas

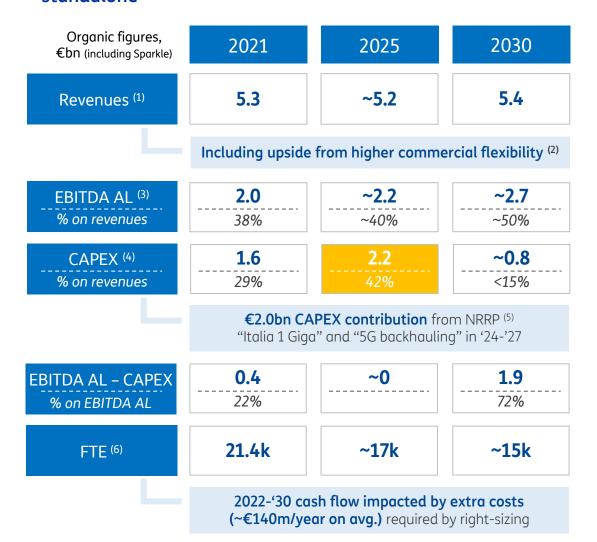
**76**% Coverage (3)

### Infratel schools tender

106% of 1st year contractual target

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# NetCo - A long-term value story



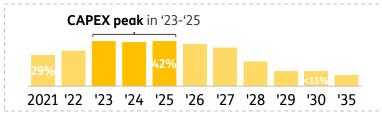
### FTTH coverage evolution @ 2028













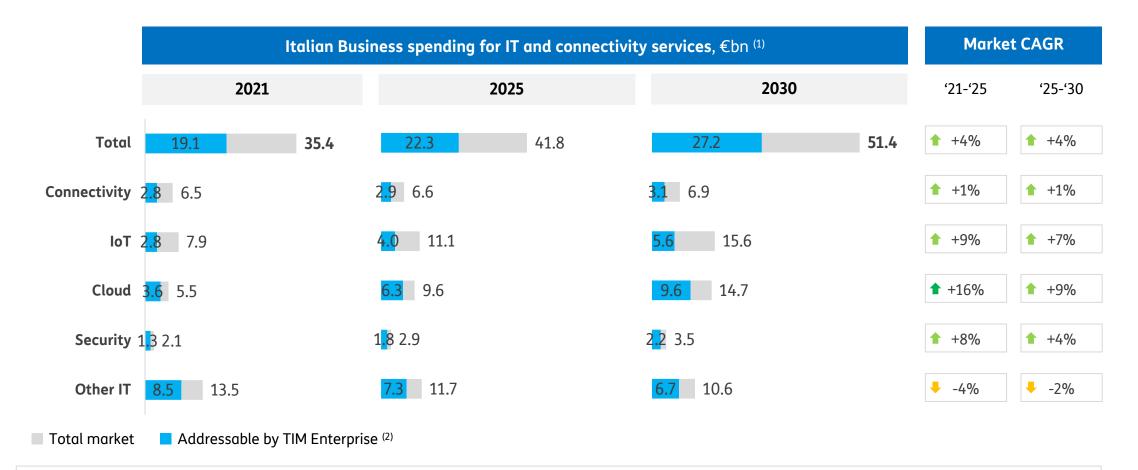
- Beyond vertical integration
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NetCo

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### TIM Enterprise - Sizable market, fast-growing & profitable ICT space



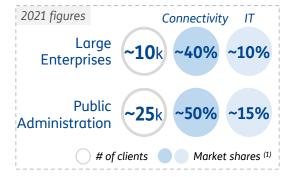
- Market growth driven by Cloud, IoT and Security, Connectivity progressively evolving towards software-based solutions
- Further acceleration from increasing need for tailored e2e ICT solutions, PA cloud-first strategy and massive tenders on-going



### TIM Enterprise - Unparalleled starting point and unique right-to-win

### Leading client portfolio and complete e2e ICT offering

Clear leadership in Large Enterprises segment, unique positioning in PA



Complete end-to-end offering, unparalleled in the market

**~3** years avg. duration of contracts, with length and value increasing as offering expands towards IT

>20 years of continued relationship on average for top 10 clients

### Unique assets & network infrastructure

The only network infrastructure ICT player in Italy, with a unique and superior assets base

- Proprietary backbone in strategic areas, with 45k+ dedicated customer fiber lines
- Own mobile core network with an MVNO agreement (2)
- **>**
- Guaranteed participation in tenders requiring owned backbone
- ✓ Low industrial costs/ high competitiveness
- ✓ Light cost structure guaranteeing competitiveness

### Superior go-to-market capabilities

# **Superior go-to-market** to push offering across the whole customer base



**~1k Sales** generating €3m+ of yearly service revenues each

**~0.5k Pre-sales** with deep industry knowledge / solution-specific know-how

**Strong strategic partnerships,** offering best in class technologies and joint go-to-market while being key tenants on TIM Enterprise DCs

### Leading DCs infrastructure in Italian market

- Direct property of 16 DCs (50k sqm, 100MW fast growing), of which 7 with Rating-4 and 5 with Rating-3 (3)
- Largest DCs footprint vs. competitors (4)



# TIM Enterprise - More than just a "sum-of-parts", new integrated model unlocking full value creation potential

From current Enterprise & Factories model...



...to new **integrated model**, larger than just a "sum-of-the-parts"...



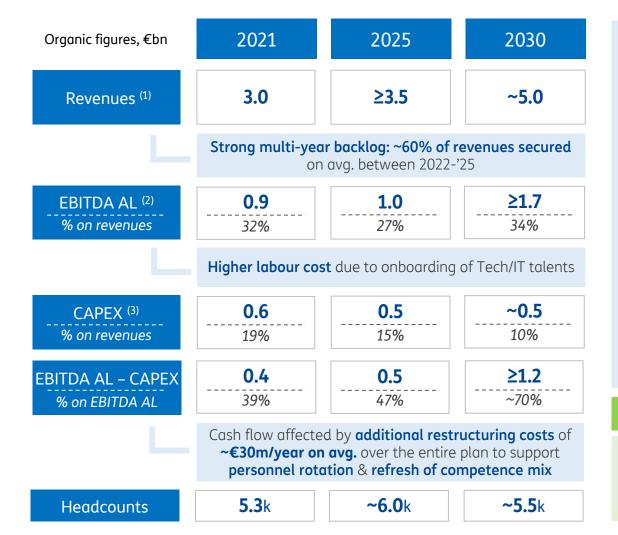
- x Fragmented offering across factories
- x Complex interaction of sales / pre-sales to propose cross-offering proposition
- x Clients unable to recognize portfolio variety and depth
- x Complexity in end-to-end assurance model
- x Some duplication / limited synergies across the various BUs



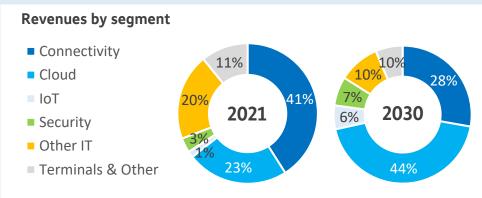
- ✓ Integrated and clear end-to-end proposition, for all customer needs, unique in B2B market
- Integrated sales / pre-sales incentivized to propose full potential offering, driving cross-selling
- Scaled up/ industrialized approach, leveraging integrated competences and capabilities, plus owned infrastructure
- ✓ Increased level of synergies and efficiencies also through portfolio simplification and R&D focus



### TIM Enterprise - Strong growth ahead



• Steady topline growth above market (4% CAGR '21-'30), with change in revenue mix



 Strong marginality and cash conversion after initial carveout/business set-up, driven by scale, optimized operating model and high focus on proprietary products / expansion towards Managed and Professional services

### Potential upsides not factored in plan

- Public safety tender and NRRP<sup>(4)</sup> additional opportunities
- Expanding collaboration with Cloud Service Providers
- Expansion on medium segment / reselling of proprietary off-theshelf products



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### TIM Enterprise - Evolutionary steps to accelerate revenue growth

TIM Enterprise BU creation

TIM Enterprise full go-to-market

### **Foundation**

6 months

Separate business unit, with integrated operating model and clear interfaces vs broader TIM Group

- Clear carve-out roadmap and target corporate structure
- Optimized product portfolio, with clear make vs buy choices, and integrated goto-market approach
- Updated target operating model, including vs broader TIM Group ("intercompany")
- Confirmed perimeter and execution roadmap for fixed & mobile assets and IT systems
- Detailed people plan

### **Evolution**

18-24 months

Standalone company, with owned infrastructure and best-in-class ICT competences and go-to-market

- Standalone legal entity with key assets transferred
- Commercial acceleration: push on proprietary products, integrated account plans and strengthened relationship with partners
- New target operating model fully in place
- Backbone & mobile core network rebuilt and fully operational
- Strong push on hirings to build IT capabilities and change in capability mix

### **Acceleration & growth**

Steady state

Best-in-class ICT company, reference player in the Italian market and beyond

- Sustained growth driven by selected new projects and opportunities in all segments, jointly with full development of new skills, new tech practices allowing to maintain a competitive position
- Continuous improvement of commercial capabilities
- Optimized cash conversion and CAPEX ROI
- Completion of IT full-stack transformation and progressive expansion of network infrastructure





- Beyond vertical integration
- The new TIM

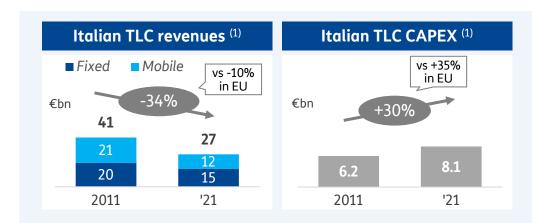
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TIM Enterprise **TIM Consumer** TIM Brasil

- \*3 Capital structure and plan execution highlights
- \*4 Closing remarks
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### TIM Consumer - Market context: crowded fixed and mobile, room for growth

### Market context is challenging...



### EBITDA-CAPEX from €10bn in '11 to €1.5bn in '21

- Highly competitive environment: Fixed growing but still highly competitive, Mobile stabilizing but still at low ARPU
- Growing Data traffic volumes expected to stretch network capacity
- Spectrum costs for 5G frequencies among the highest in EU

# ....but rising opportunities set the ground for growth

- Increase in UBB footprint driving growth of fixed market (33% HHs mobile-only vs. 7.5% avg. excluding Italy)
- ✓ **Growing bandwidth and low latency demand**, with 5G enabling a **strengthening of network capacity**
- Sharing of network infrastructures to optimize investments and reduce run costs while improving service levels
- ✓ In-market consolidation / asset separation to secure future market sustainability

### NRRP<sup>(2)</sup> to further support 5G

coverage expansion and take-up

✓ All lots assigned to TIM consortium (3)



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### TIM Consumer - Turnaround a sustainable value creation

### Fix the core

### **Build the future**

### Reposition towards premium / high reliability operator, digital with a "human touch"

- Premium brand positioning, also through targeted and digital communication
- Service level as key differentiation element
- Price-up to strengthen valorization

# Turnaround sales channels and fix execution

- Sales excellence
- Channel mix modernization, shift to digital

# Introduce new CVM<sup>(1)</sup> capabilities

- Data-driven CVM, focused on CB valorization
- Best quality customer services

# Transform digital services for economic sustainability

- Turnaround of content strategy
- Turnkey ICT solutions for SMB
- Customer platform

### Restructure operating model towards efficiency

- Channels turnground
- Organizational restructuring / right-sizing
- Smart Capex, ROIC-driven

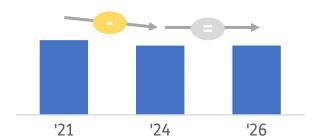


### TIM Consumer - Revenue stabilization and cost optimization

### Revenue stabilization - Ambitions 2026 vs '21

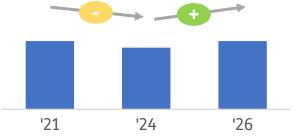
### CB stabilization,

CB fixed + mobile lines TIM Consumer + SMB



### **ARPU** increase

**CB ARPU Consumer** 

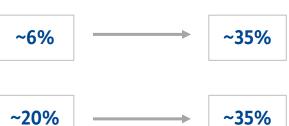


### **Focus on FTTH**

share of FTTH on tot. fixed lines, Consumer + SMB



share of digital acquisitions, Consumer fixed



### **Cost optimization** - Ambitions 2026 vs '21

### -30%

Caring cost

### -55%

bad debt

### -20%

advertising expense

### -20%

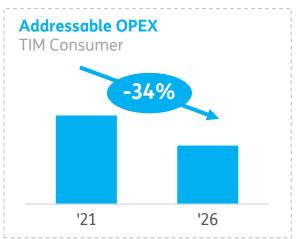
FTEs

### -20%

network CAPEX

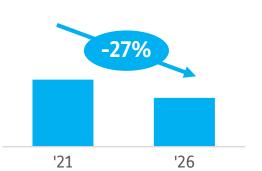
### -25%

IT full cost



### **CAPEX** net of licence

TIM Consumer





### TIM Consumer - A turnaround story

Organic figures, €bn	2021	2025	2026	
Revenues (1)	6.8	~6.4	6.5	
EBITDA AL (2) % on revenues	<b>1.2</b> 17%	<b>≥1.3</b> ~21%	<b>&gt;1.4</b> 22%	
CAPEX <sup>(3)</sup> % on revenues	<b>1.1</b> 16%	<b>0.9</b> ~13%	<b>0.8</b> 12%	
	€0.1bn CAPEX contribution from NRRP "5G backhauling" in '23-'27			
**EBITDA AL - CAPEX   % on EBITDA AL	<b>0.1</b> 10%	<b>≥0.4</b> >31%	<b>0.6</b> ~43%	
FTE <sup>(4)</sup>	<b>~14</b> k		<b>~11</b> k further actions under evaluation	
	2022-'26 cash flow impacted by extra costs (~€80m/year on avg.) required by right-sizing			

### Included in the plan

- Commercial and operative transformation
- TIM content transformation for Consumer
- ICT offering evolution for SMB
- Active sharing agreement on mobile

### Potential upsides - not included in the plan

- New regulation on power limits and 5G tender
- New ecosystem of digital services
- Further in-market consolidation and / or asset separations



### TIM Consumer - Execution roadmap

### Restructuring

6 months

Set-up transformation machine and 1<sup>st</sup> wave of cash-oriented initiatives

- Brand repositioning and pricing / portfolio redesign
- Turnground of content
- Sales excellence program
- New organizational structure
- Mobile network active sharing
- CAPEX and IT demand optimization

### **Balance** to zero

(EBITDA AL – CAPEX) as percentage on revenues

### **Turnaround**

12-18 months

### Execute structural turnaround initiatives

- Service quality optimization
- Customer Value Management
- Channels transformation
- Caring turnaround
- Organizational right-sizing
- Industrialization of ICT for SMB

### From 0% to 5%

(EBITDA AL – CAPEX) as percentage on revenues

### Sustainable growth

2024 onwards

Scale turnaround initiatives and secure sustainable growth

- Valorization beyond core
- Scale-up of Customer Value Management and channels transformation
- Transformation of IT systems



(EBITDA AL – CAPEX) as percentage on revenues

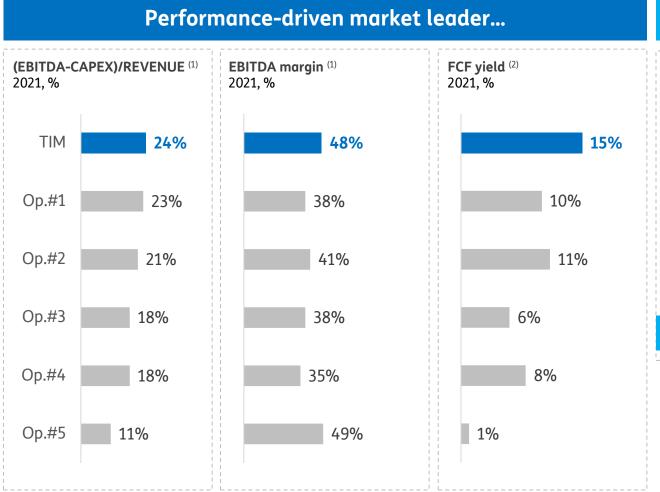


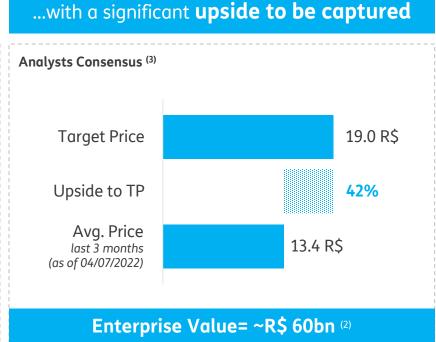
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### TIM Brasil - The most profitable company in LatAM TLC space







### TIM Brasil - Set to become the next generation telco, with a clear path to value

### **Strengthening the core** to generate cash flow...

### ...in order to **accelerate growth** beyond connectivity

Become **the best mobile operator** in Brazil

### Accelerate growth through the new asset light model

**Scale-up presence** in the B2B/IOT tech greng

**Expand partnerships** and evolve strategy

- **1. Best offer**: innovation as a core differentiator
- 2. Best service: a long journey towards customer experience excellence
- **3. Best network**: become the winner in network quality race
- 1. Massive FTTC to FTTH migration to maximize customer experience and profitability while accelerating footprint expansion
- Enhance value proposition and launch convergence play with better trade-off between volume and value

### Towards becoming a full vertical orchestrator

- 1. Select use case verticals
- 2. Partner with industry leaders
- 3. Create a strong ecosystem to expand presence in the solution and services layer

### High value generation through partnerships with potential unicorns

- ✓ New revenue streams + equity value generation
- ✓ Innovative positioning & distinctive value proposition

76,-1606

### **MOBILE**

**1.5x** revenue growth

### **BROADBAND**

**2-3x** revenue growth

### **B2B/IOT**

**10x** revenue growth +equity monetization

### **CONSUMER PLATFORM**

**2.5x** revenue growth +equity monetization

...and deliver **superior and sustainable value** to shareholders...

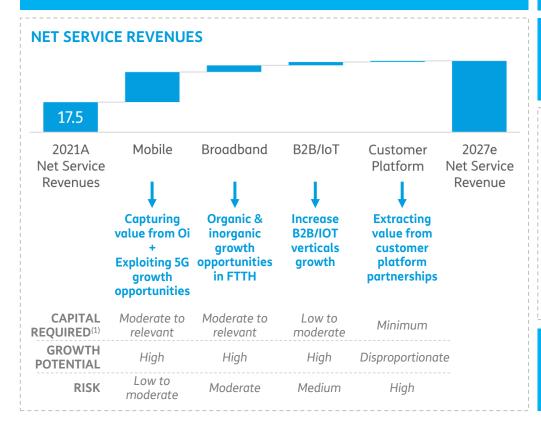
(~R\$ 2bn announced dividend in 2022 vs. R\$ 1.1bn in '21)



### TIM Brasil - Enhanced value creation from improvement in all metrics

### **Revenues Growth Acceleration**

From Mid single To High single CAGR 21-27



### **EBITDA Growth Acceleration** From Mid Single To Low Double

CAGR 21-24

### **Improved Capex on Revenues** From Mid-twenties To Mid-teens

2021 to 2030

**EBITDA – Capex on Revenues** 

From Mid-Twenties To Above 30s 2021 to 2027



- Contribution from Oi
- I-Systems impact
- x Oi TSA<sup>(2)</sup> and other integration costs
- x Impact from initial 5G deployment
- impact of Oi TSA<sup>(2)</sup> and integration x Dilution of 5G
- deployment

- ✓ Full benefit from Oi acquired spectrum and other transaction benefits
- ✓ Initial 5G payback

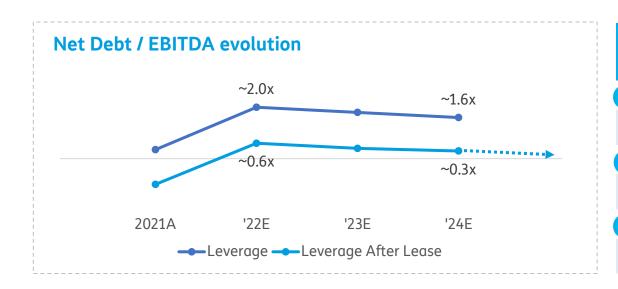
### Shareholder Remuneration

2x in 2022

Dividends and Interest on Equity

28

# TIM Brasil - Maintaining a healthy leverage position after OI closing, rapidly deleveraging afterwards. Value from the deal >2x the amount paid





R\$ 4-5bn

Immediate benefit from increased scale
(6-12 months to start materially benefiting)

R\$ 12-13bn

Additional spectrum allows for savings shortly after closing

**~R\$ 0.7bn**Goodwill starting after
transition phase

~R\$ 0.3bn Decommission starts in Q3 '22

### OI DEAL VALUE DRIVERS

### 1 COMMERCIAL DRIVERS

- ✓ Increased scale and fixed cost dilution
- ✓ Migration to more sustainable churn levels
- Shift in competitive dynamics: customer experience as a key differentiator
- ✓ Creation of new revenue opportunities

### INFRASTRUCTURE DRIVERS

- Network CAPEX and OPEX savings from additional spectrum availability
- Relevant site overlap allowing for significant OPEX/leasing synergies

### ADDITIONAL UPSIDES

- ✓ Tax Effects
- ✓ Accelerated site decommissioning
- Additional equity stakes in partners coming from the Customer Platform strategy (not quantified)



- Beyond vertical integration
- The new TIM

  NetCo

  TIM Enterprise TIM Consumer TIM Brasil
- \*3 Capital structure and plan execution highlights
- Closing remarks
- #5 Annex

### The new TIM, not a holding company







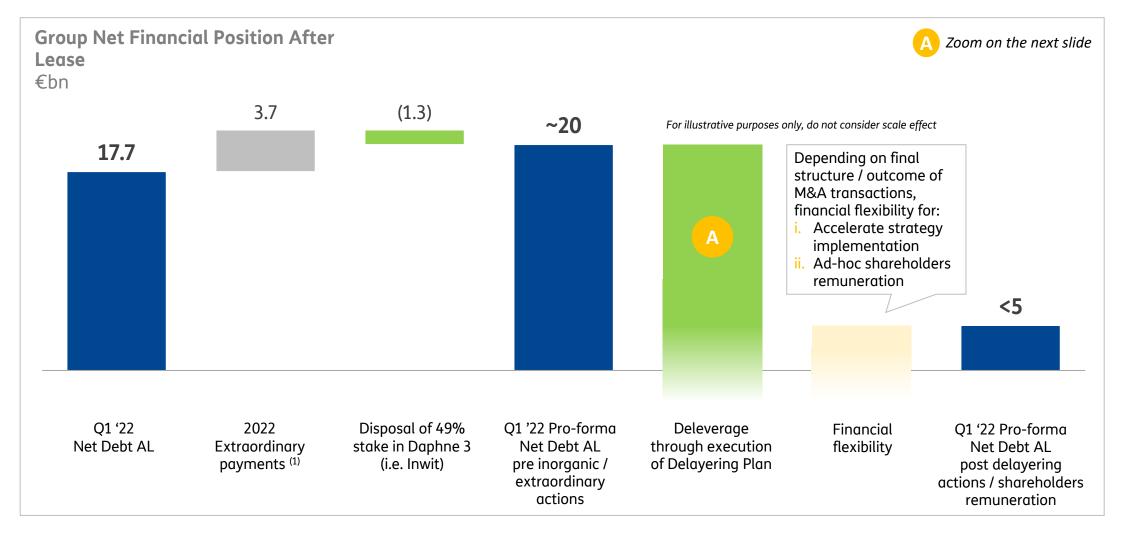


# All preparatory activities ongoing

	NetCo	ServiceCo	
Perimeter	✓	✓	
Dedicated management team	✓	✓	
FTEs allocation	✓	✓	
Dedicated business plan	✓	✓	
Carve-out financials	Ongoing: Big-4 appointed	Ongoing: Big-4 appointed	
Capital Structure	Considerable structuring work done Implementation depending on outcome of M&A transactions	Considerable structuring work done Implementation depending on outcome of M&A transactions	



### Delayering Plan - Strengthening TIM's capital structure



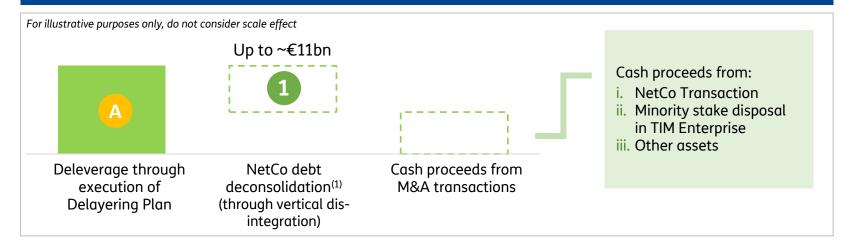


### Delayering Plan - Strengthening TIM's capital structure

### Key highlights

- TIM will no longer be vertically integrated
  - Deleverage achieved either through (i) deconsolidation of debt and (ii) cash proceeds from M&A transactions (e.g. NetCo, minority stake in TIM Enterprise, residual stake in Inwit)
- TIM has flexibility to structure M&A transactions in a manner that achieves its objectives
- Confidential M&A negotiations ongoing – amount of cash-in will depend on the outcome of the negotiations

### Delayering Plan to accelerate deleverage



### 1

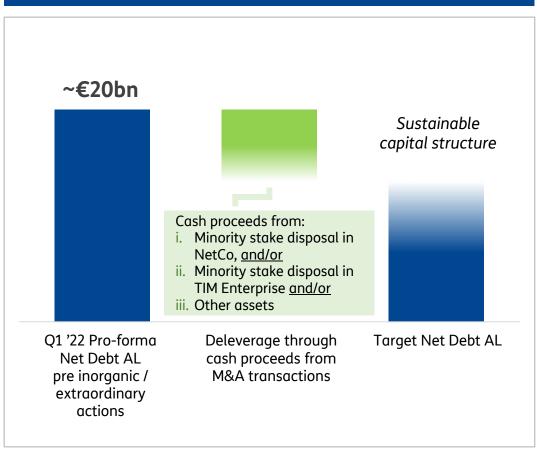
### Vertical dis-integration to accelerate deleverage

- "Combination"<sup>(2)</sup> with Open Fiber remains the priority / preferred option in order to unlock sizable synergies and allow full valorization of TIM's infrastructure network...
- ... but only if executed at attractive terms to both equity / debt holders
- Should the transaction not be finalized alternative options might include, among others:
  - Potential disposal to private market investors, given the proven appetite currently showed for the asset class
  - "Structural" separation

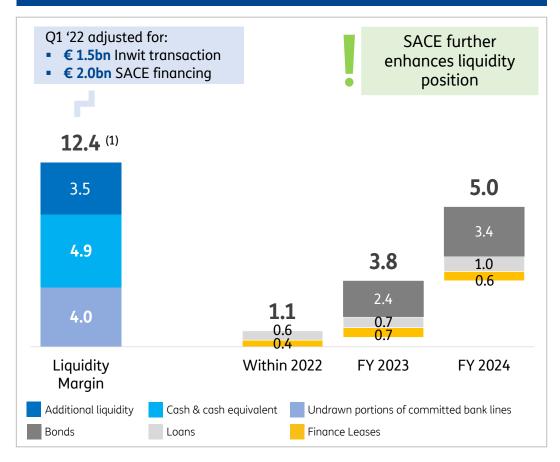


### Independently from vertical dis-integration, we still have options for a sustainable capital structure

### TIM is committed to reduce total leverage also in a "continuity" scenario



### Liquidity secured until 2024 - no refinancing needs, thus flexibility to execute





### In any potential M&A structure, a key objective of the Delayering Plan will be the reduction in leverage and strong commitment to improve rating profile

### **Key Pillars**

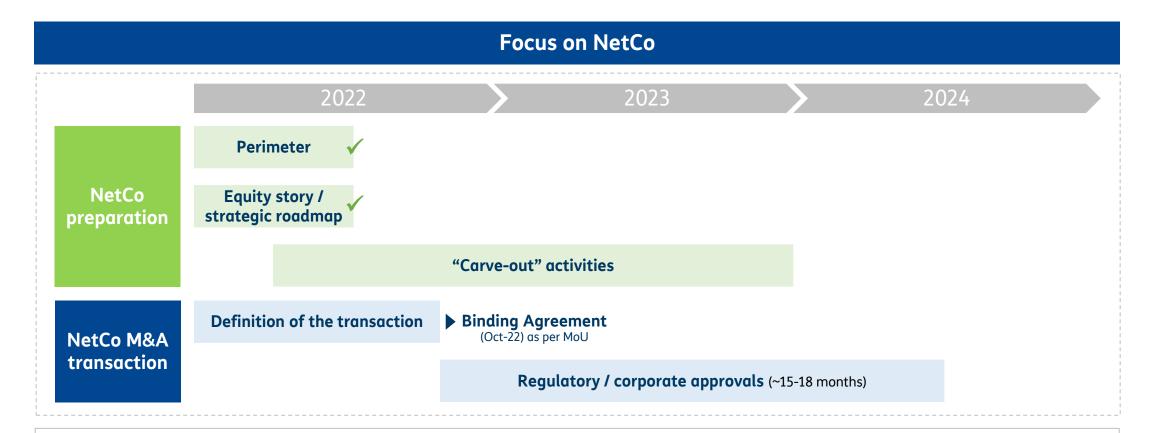
- One of TIM's key objectives for the Delayering Plan is to improve Group's leverage and credit metrics
- TIM currently benefits from a strong liquidity position, sufficient to cover any maturities until 2024 – this will allow ample time to complete the contemplated strategic transactions without having to refinance maturities before a transaction structure is decided
- Considerable structuring work on the current capital structure has been completed to ensure all envisaged transaction structures can be implemented in an efficient way and with an improvement in the leverage profile
  - Envisaged liability management actions for debt allocation, if any, will be decided once there is full visibility on the final structure / final negotiation of the M&A transactions

### **Rating Considerations**

- Before committing to any transaction, TIM intends to pursue a full rating assessment
- Following the execution of the Delayering Plan, TIM targets a solid and sustainable capital structure, resulting in ratings (e.g., for ServiceCo) which are robust and not lower than current ratings
- TIM will optimise its de-leveraging and structuring solutions to achieve its objectives such that the interest of TIM debtholders are preserved



# **Delayering Plan** - Execution will take ~15-18 months given the extraordinary nature and complexity of the transaction



- TIM is focused on identifying NetCo "path" to vertical dis-integration by YE '22, in parallel with the assessment of other strategic options
- Execution (including regulatory / corporate approvals) will take ~15-18 months
- TIM is committed to accelerate delayering plan's execution



- Beyond vertical integration
- The new TIM

  NetCo

  TIM Enterprise TIM Consumer TIM Brasil
- \*3 Capital structure and plan execution highlights
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### **Closing remarks**

- Delayering TIM is an unprecedented opportunity to unleash the strengths hidden in the integrated model
- Running a well-balanced portfolio of distinct entities with different characteristics and at different level of maturity
- Identified a clear tailor-made strategy for each entity
- Focus will be on execution
- Strong commitment to reduce leverage and improve rating profile
- Different options ensure the necessary flexibility vis-à-vis the status quo



- Beyond vertical integration
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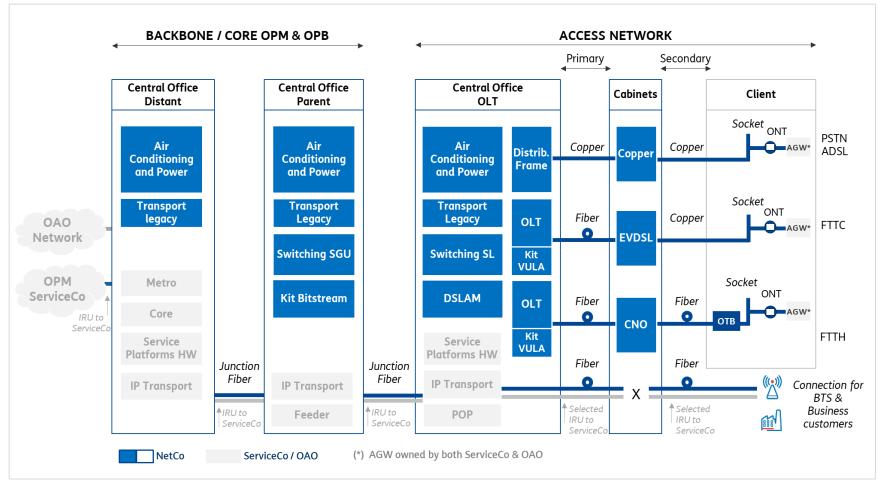
  NetCo

  TIM Enterprise TIM Consumer TIM Brasil

Capital structure and plan execution highlights

- \*4 Closing remarks
- #5 Annex

### **NetCo** - Perimeter



# **Highlights** on NetCo perimeter

- Copper and fiber infrastructure from central office to client premises, with ServiceCo retaining selected primary fibers
- Central offices and junction infrastructure, excluding backbone, IP transport and mobile infrastructure
- All real estate assets except for data centers, commercial only spaces and ServiceCo-only offices

**Glossary:** AGW= Access Gateway; **BTS**= Base Transceiver Station; **CNO**= Optical Distribution Node; **DSLAM**= Digital Subscriber Line Access Multiplexer; **EVDSL**= Enhanced Very-high-bit-rate Digital Subscriber Line; **IRU**= Indefeasible right of use; **OAO**= Other Authorized Operators; **OLT**= Optical Line Terminal; **ONT**= Optical Network Termination; **OPB**= Optical Packet Backbone; **OPM**= Optical Packet Metro; **OTB**= Optical Termination Box; **POP**= Point of Presence; **PSTN**= Public Switched Telephone Network; **Switching SL** = Switching "Stadio di Linea"



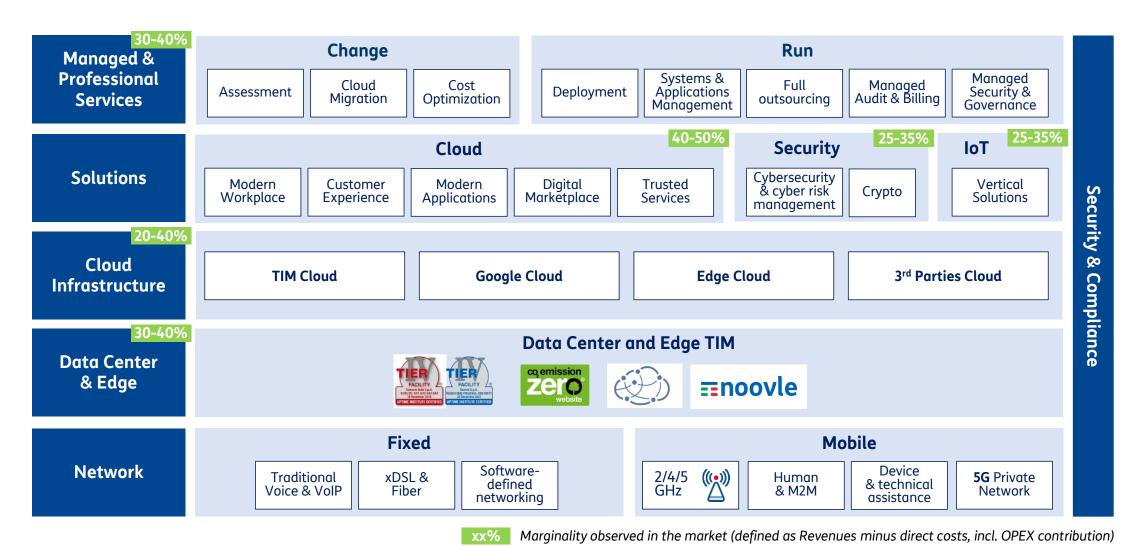
### **NetCo** - Key services between NetCo and ServiceCo

### NetCo Access services needed to implement Accesses retail services (1) **Building &** Space occupancy and energy for Services to implement wholesale Bandwidth industrial and office/commercial use services requiring IP transport (2) energy Operation and maintenance on Network Usage of patents + telephony, G&A ServiceCo owned network internet & computers (3) engineering components **Delivery &** IT Systems & Installation/configuration of Management of IT/OSS assigned to equipment and assurance activities ServiceCo for the interim period **Assurance** platforms Management of shared IT Systems **Other Services** and Platforms assigned to NetCo

### ServiceCo

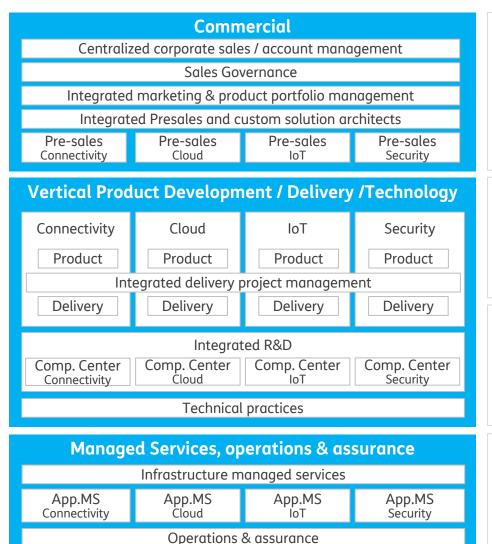


### TIM Enterprise - Complete end-to-end ICT offering, unparallel in the market





### TIM Enterprise - Operating model



- Centralized corporate sales / account management: single point of contact to engage with customers in order to better identify needs and explore opportunities
- Integrated marketing and solution development, by industry and top clients
- Specialized pre-sales: product-focused pre-sales specialists supporting account managers during sales process
- Vertical product management: product-focused business and technical requirement identification to steer competence center development
- Integrated delivery project management: specialized PMs for project delivery coordination
- Vertical delivery specialists: product-focused experts responsible for single product delivery
- Integrated R&D to setup common standards and methodology
- Product-specific competence centers to develop internal IP from product management inputs
- Integrated technical practices for management of key partners' technology solutions
- Integrated managed services for infrastructures
- Vertical application managed services (product-specific)
- Integrated operations & assurance in charge of post-sales services, assurance & maintenance



# For further questions please contact the IR team



(+39) 06 3688 2500



Investor\_relations@telecomitalia.it



www.gruppotim.it



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