Q3 '23 DELIVERING & DELAYERING

09 NOVEMBER 2023







Disclaimer

This presentation contains statements that constitute **forward looking statements** regarding the intent, belief or current expectations of future growth in the different business lines and the global business, financial results and other aspects of the activities and situation relating to the TIM Group. Such forward looking statements are not guarantees of future performance and involve risks and uncertainties, and actual results may differ materially from those projected or implied in the forward-looking statements as a result of various factors.

The financial results of the TIM Group for Q3 '23 and 9M '23 has been prepared in **compliance with the accounting standards**, the recognition and measurement criteria and the consolidation methods and criteria adopted for the preparation of the Consolidated Financial Statements at December 31, 2022, to which reference can be made for a more extensive description, except for the amendments to the standards issued by IASB and adopted starting from 1 January 2023.

Please note that the financial results for Q3 '23 and 9M '23 of the TIM Group are unaudited.

Alternative Performance Measures

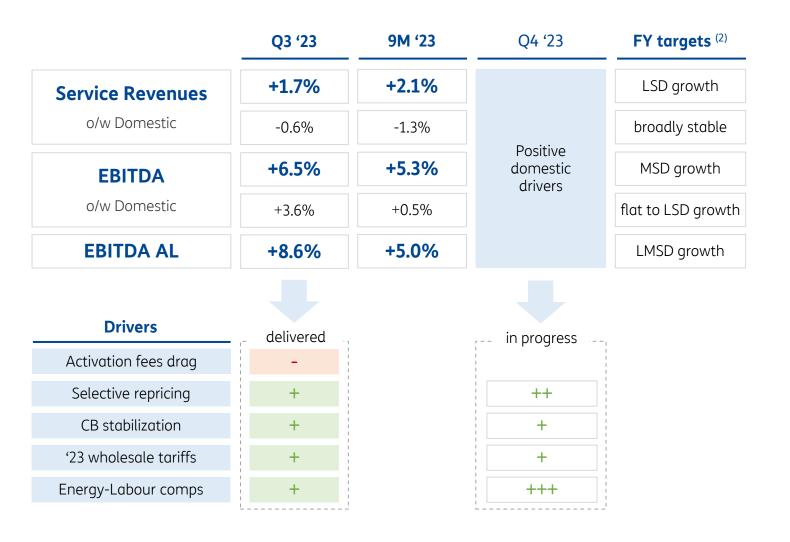
The TIM Group, in addition to the conventional financial performance measures established by IFRS, uses certain alternative performance measures for the purposes of enabling a better understanding of the performance of operations and the financial position of the TIM Group. In particular, such alternative performance measures include: EBITDA, EBIT, Organic change and impact of non-recurring items on revenue, EBITDA and EBIT; EBITDA margin and EBIT margin; net financial debt (carrying and adjusted amount), Equity Free Cash Flow, Operating Free Cash Flow (OFCF) and Operating Free Cash Flow (net of licences). Moreover, following the adoption of IFRS 16, the TIM Group uses the following additional alternative performance indicators: EBITDA After Lease ("EBITDA-AL"), Adjusted Net Financial Debt After Lease and Equity Free Cash Flow After Lease. Such alternative performance measures are unaudited.



- *1 Operations update
- Financial and operating results
- #3 Delayering TIM
- *4 Closing remarks

Group and Domestic results fully on track vs FY guidance

Organic data, YoY trend (1)

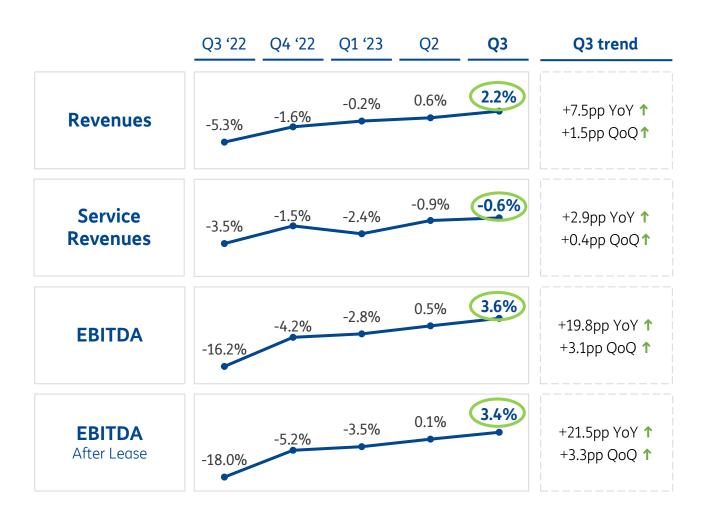






Domestic growth trajectory confirmed on all metrics

Organic data, YoY trend (1)



Highlights

2nd consecutive quarter of Revenues growth

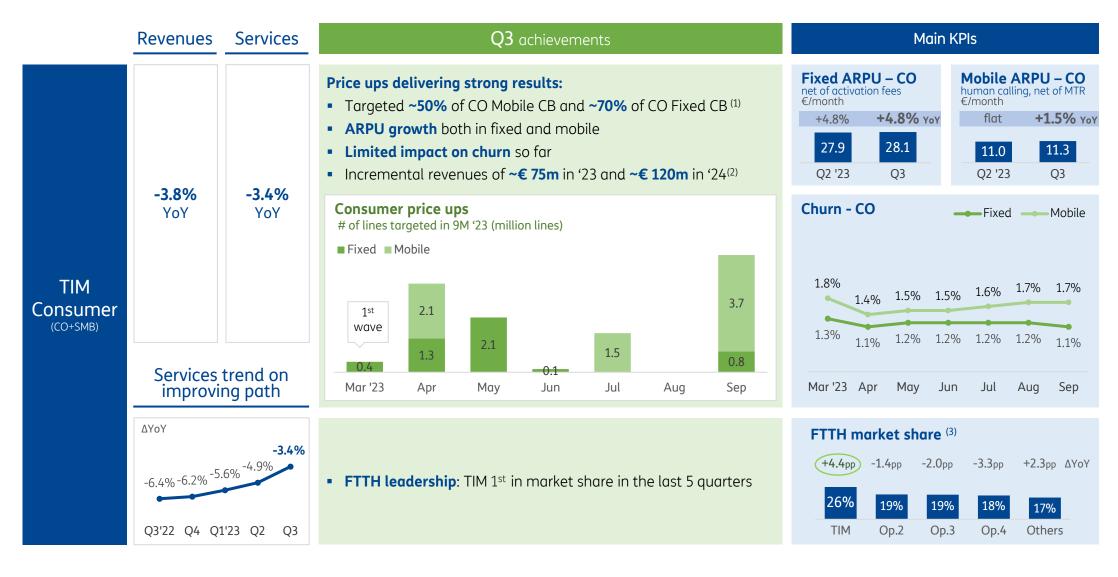
Service revenues trending towards stabilization

2nd consecutive quarter of EBITDA growth

EBITDA trend YoY accelerating, further improvement expected in Q4



TIM Entities delivering results (1/3)





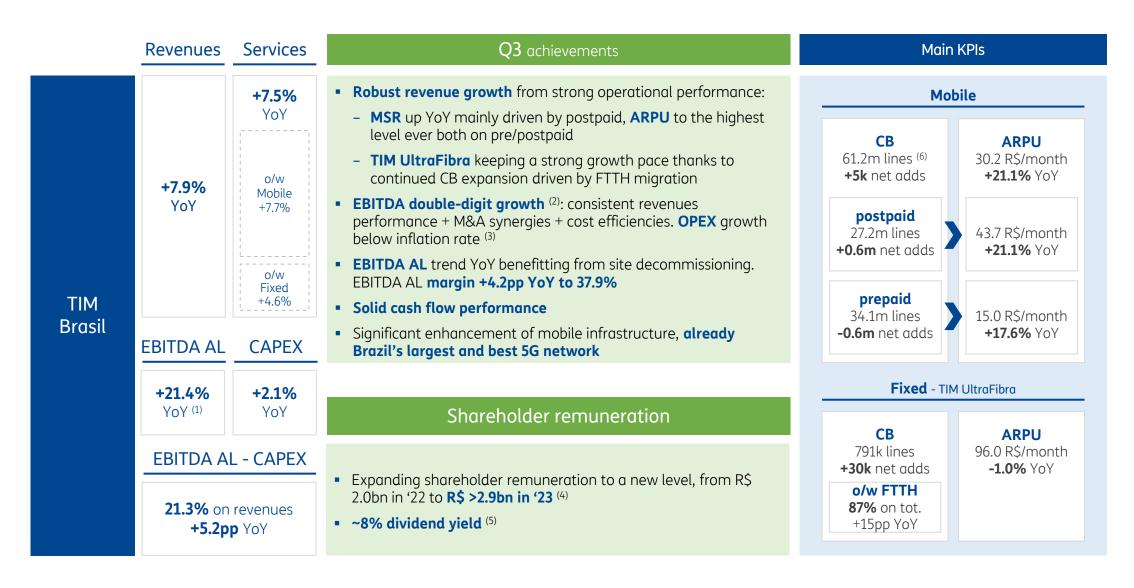
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TIM Entities delivering results (2/3)

	Revenues	Services		Q3 achievements			Main	KPIs	
TIM Enterprise	+4.8% YoY	+4.2% YoY	 Positive revenue growth, faster pace vs. Q2 driven by fixed monthly fees and mobile services. Cloud revenues +24% YoY YTD net of SPC Cloud phase out 			9M '23 Servic	e Revenu Δ YoY		nue mix Δ YoY
			 ~€ 1.8bn worth of pipeline National Strategic Hub beyond expectations The first 10 contracts signed generate ~80% of 1st year marketed NSH services Total value NSH negotiations equal to € 0.4bn, of which 80% concentrated on 41 Customers 		Connectivity Cloud IoT Security Other IT	-3% +8% -3% +9% +9%	42% 30% 2% 3% 23%	-2.6pp +1.3pp -0.1pp +0.2pp +1.2pp	
NetCo	+5.8% YoY	-1.1% YoY	confirmed by YE Service revenues tre	vance payment unlocked end YoY broadly stable n technical units connect		Market sho 79% 15.6m access >70% FTT	ses ⁽¹⁾	95% of a	overage ctive lines 100Mbps
			Italia 1 Giga	5G Backhauling	5G Coverage	FTTH cov	erage (te	chnical units, m	iillion) ⁽³⁾
			Progressive acceleration excluding Sardinia (2)	Expected to achieve YE target (2)	Expected to achieve YE target ⁽²⁾	7.8	8.0	8.3	8.7
				No risk of penalties		FY '22	Q1 '23	Q2	Q3



TIM Entities delivering results (3/3)





Transformation plan - ~€ 0.2bn additional savings achieved, >3/4 of FY target reached

TARGET SAVINGS (€bn) (1)

o/w OPEX savings (2) o/w cash cost / CAPEX extra-savings

2022	2023	2024	
0.3 🗸	1.1	1.5	
0.3	0.7	1.0	
-	0.4	0.5	

~€ 0.2bn additional savings in Q3 '23

€ 0.1bn OPEX savings € 0.1bn cash cost /CAPEX extra savings

77% of incremental FY target reached

Q3 highlights

Digital break-through

- New digital CX, activation process based on client digital ID
- **eSIM**, enhanced activation process
- Certified email and digitization:
 - 58% customer paper mails shifted to digital (3)
 - >1 million digital invoices in Q3

Customer care

- Customer Care, on track to achieve 10% cost reduction YoY thanks to lower human volumes, make vs buy and digitalization
- **Generative Al & Voicebot**, set-up of future-proof platform, golive in Q1 '24 (4)

9M key contributors

Real Estate

• Closure of 200k sqm by leveraging 'work from home'

Energy

• **Efficiencies**, ~10% lower consumption

Rightsizing & talents' uplift

- Hourly reduction, average impact equivalent to 4.2k FTEs
- Voluntary exits, ~0.4k HCs (~80% of taraet achieved)
- Early retirements, ~1.4k HCs
- **Insourcing**, ~0.6k HCs already re-skilled
- Hirings, ~0.4k HCs already recruited

Decommissioning update

- Public Payphones, on track with plan
 - ~7.5K already dismantled (~50% of YE target)
 - ~2.5K to be converted into Digital Booths

- Copper legacy, on track with plan (5)
 - Approval received by AGCOM to shut down 1.3k COs by '25

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OPEX – Slight YoY increase mainly attributable to revenue-driven costs, tailwinds from labour and energy

Domestic OPEX Organic data, IFRS 16, € m						
	Q3 '23	YoY trend	Weight on OPEX trend			
TOT. OPEX	1,855	+24 (+1.3%)				
(cash view)		+11 (+0.6%)				
Interconnection	280	-3%	-0.5pp ↓			
Equipment	157	-13%	-1.3pp ↓			
Other CoGS	275	+24%	+2.9pp ↑			
Commercial	317	+9%	+1.4pp ↑			
Industrial	314	-4%	-0.7pp ↓			
G&A and IT	91	-8%	-0.4pp ↓			
Labour ⁽¹⁾	406	-5%	-1.2pp ↓			
Other ⁽²⁾	15	n.m.	+1.1pp ↑			

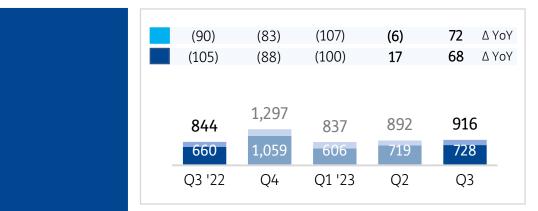
- Variable costs +5% YoY in Q3
 - Interconnection down YoY for lower volumes and cost rationalization
 - Equipment reduction due to lower volumes sold
 - Other CoGS increase related to ICT revenue dynamic and other goods sold
- Commercial costs +9% YoY mainly driven by higher Content & Vas (related to higher multimedia revenues) and Commissioning (only for accounting effects, down in cash terms)
- Industrial costs -4% YoY, with lower network maintenance costs.
 Energy costs -9% YoY due to lower energy prices and volume efficiencies despite no fiscal benefits in Q3 '23
- G&A and IT -8% YoY for lower IT costs (mainly for lower managed services revenues) and professional services
- Labour -5% YoY driven by solidarity and lower FTEs

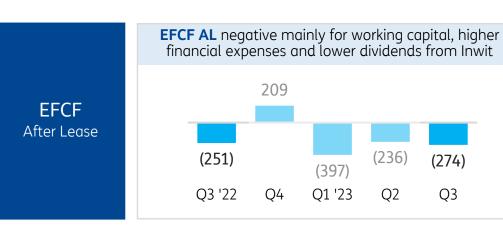


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Domestic CAPEX in line with plan. **Net Debt** increase due to negative EqFCF

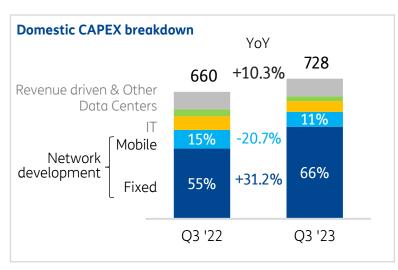
Organic figures⁽¹⁾, IFRS 16 and After Lease, €m



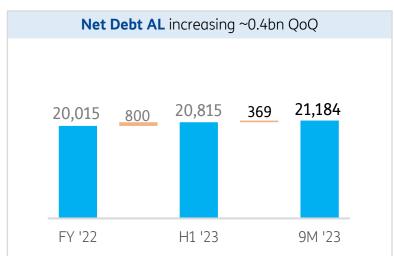


Group









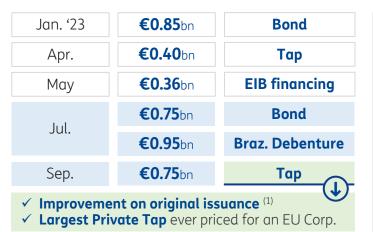
Domestic

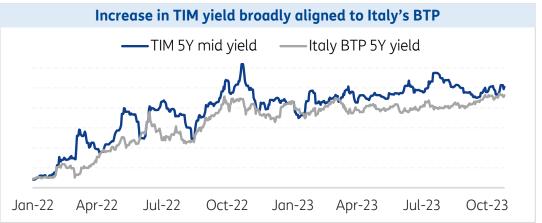
Brazil

Refinancing activity - Completed for 2023, € 4.1bn raised in 9M o/w € 2.5bn in Q3

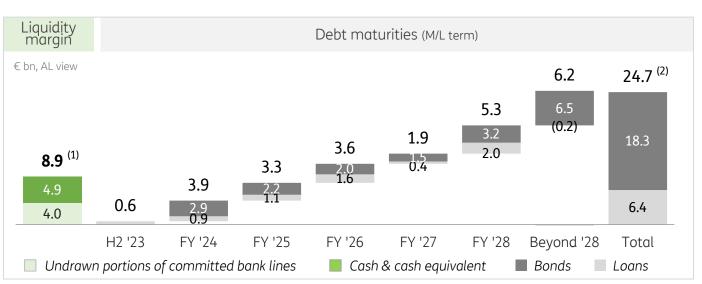
2023 refinancing initiatives

TIM largest EUR High Yield issuer YTD

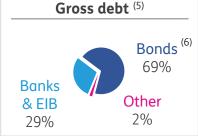




Liquidity margin covering debt maturities until '25



Cost of debt ~4.6% (3) +0.2pp QoQ, +0.9pp YoY ~66% M/L term debt at fixed rate (4)



(1) Includes € 0.7bn repurchase agreements (nominal amount) due in the following 9 months debt. By adding the balance of IAS adjustments and reverse fair value valuations (€ 1.1bn) and current financial liabilities (€ 1.2bn), gross debt figure of € 27.0bn is reconciled with reported number (3) After Lease view (4) Avg. M-L term maturity 5.3y (bonds 6.3y) (5) Gross debt adjusted (6) ~28% of outstanding bonds (nominal amount) denominated in USD and GBP and fully hedged

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Delayering TIM

Section to be provided tomorrow, Thursday 9th November



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Closing remarks



Domestic growth trajectory confirmed, 2nd consecutive quarter of positive Revenues and EBITDA

Delivering

- > Transformation Plan execution on track with FY target
- > 9M performance + positive drivers expected in Q4 → <u>FY GUIDANCE CONFIRMED</u>
- > € 0.7bn partial anticipation of NRRP funds to be cashed-in by YE, refinancing activities completed for '23
- > Neutral Equity FCF in FY, including NRRP anticipation



Q&A

Annex

Key financials

Organic data ⁽¹⁾, IFRS 16 and After Lease (AL), €m and YoY trend

	Q3 '23	YoY trend	vs. Q2 '23	vs. Q3 '22
Revenues	4,107	+3.7%	+0.9pp ↑	+2.6pp ↑
o/w Domestic	2,978	+2.2%	+1.5pp ↑	+7.5pp ↑
Service Revenues	3,771	+1.7%	-0.1pp ↓	-1.3pp ↓
o/w Domestic	2,675	-0.6%	+0.4pp ↑	+2.9pp ↑
EBITDA	1,687	+6.5%	+0.9pp ↑	+13.0pp ↑
o/w Domestic	1,123	+3.6%	+3.1pp ↑	+19.8pp ↑
EBITDA AL	1,420	+8.6%	+3.1pp ↑	+19.8pp ↑
CAPEX (2)	916	+8.5%		
o/w Domestic	728	+10.3%		
EFCF AL	-274	-23		
Net Debt AL (3)	21,184 (+369 in Q3)		

Q3 highlights

Continued growth at Group level both on Revenues and EBITDA

Domestic: 2nd consecutive quarter of Revenues and EBITDA growth

Domestic services YoY trend improved vs Q2, on track towards stabilization

Accelerated EBITDA growth YoY both at Group and Domestic level

CAPEX in line with plan. Group +72m YoY, o/w +68m Domestic driven by a push on FTTH

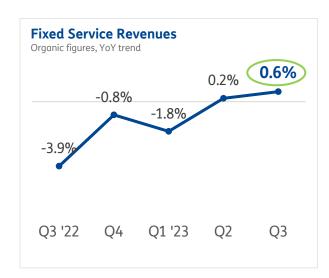
EFCF AL negative mainly for working capital, higher financial expenses & lower dividends from Inwit. **Net Debt AL** increasing 0.4bn QoQ



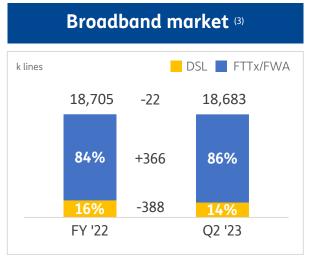
⁽¹⁾ Excluding exchange rate fluctuations, non-recurring items and change in consolidation area. Group figures @ average exchange-rate 5.43 R\$/€

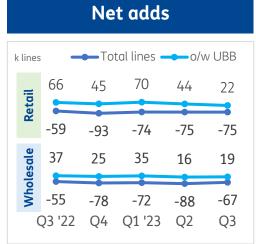
Q3 '23 - Delivering & Delayering

Fixed - 2nd consecutive quarter of FSR growth YoY, higher ARPU, churn contained

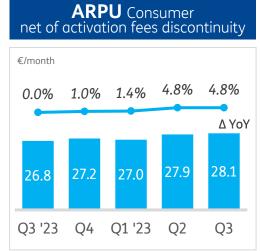


Organic figures	YoY trend	vs. Q2 '23	Highlights	
Fixed revenues	2,242	+5.4%	+1.5pp ↑	
Equipment	214	+91.5%	+21.3pp ↑	~½ of growth YoY from wholesale deal with OF
Services	2,028	+0.6%	+0.3pp ↑	activation fees drag -2.0pp YoY
o/w retail ⁽¹⁾	1,275	-1.0%	+1.8pp ↑	lower CB, higher ARPU
o/w Nat. wholesale (2)	505	+2.4%	-2.7pp ↓	change in regulated prices more than offsetting lower customer volumes
o/w Int. wholesale	242	+3.4%	+0.1pp ↑	higher data connectivity YoY

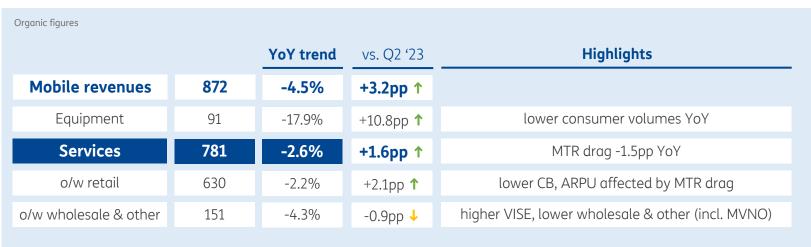




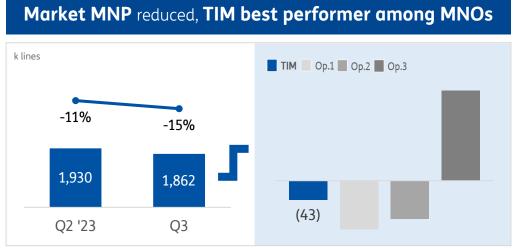


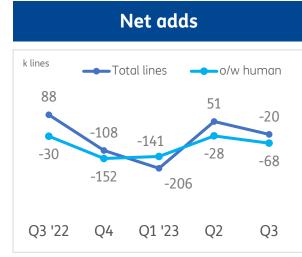


Mobile - MSR trend improved despite still affected by MTR reduction and lower CB YoY MNPs under control, higher ARPU, churn contained





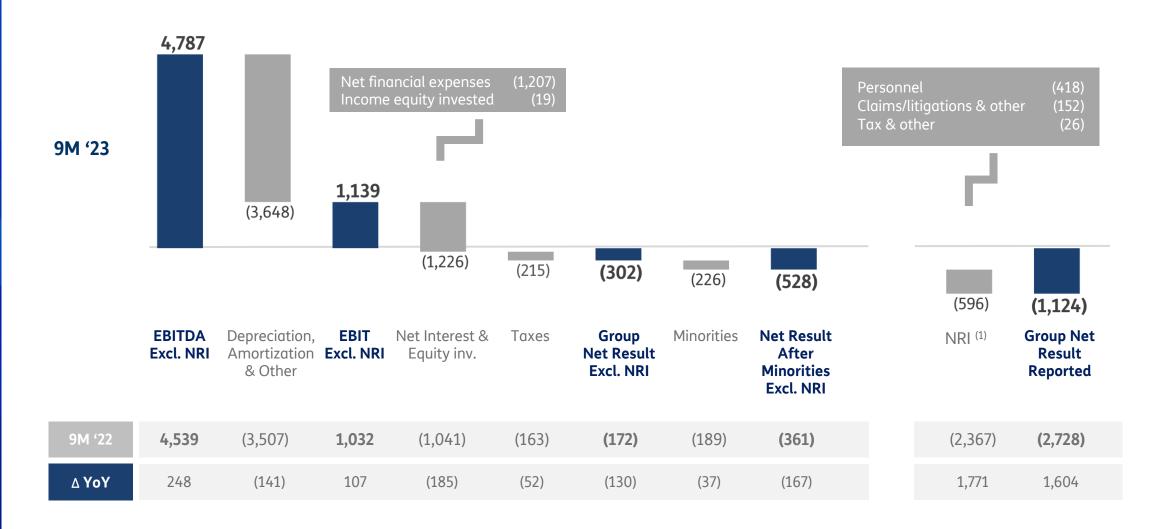






P&L - From EBITDA to Net Income

Reported data, €m

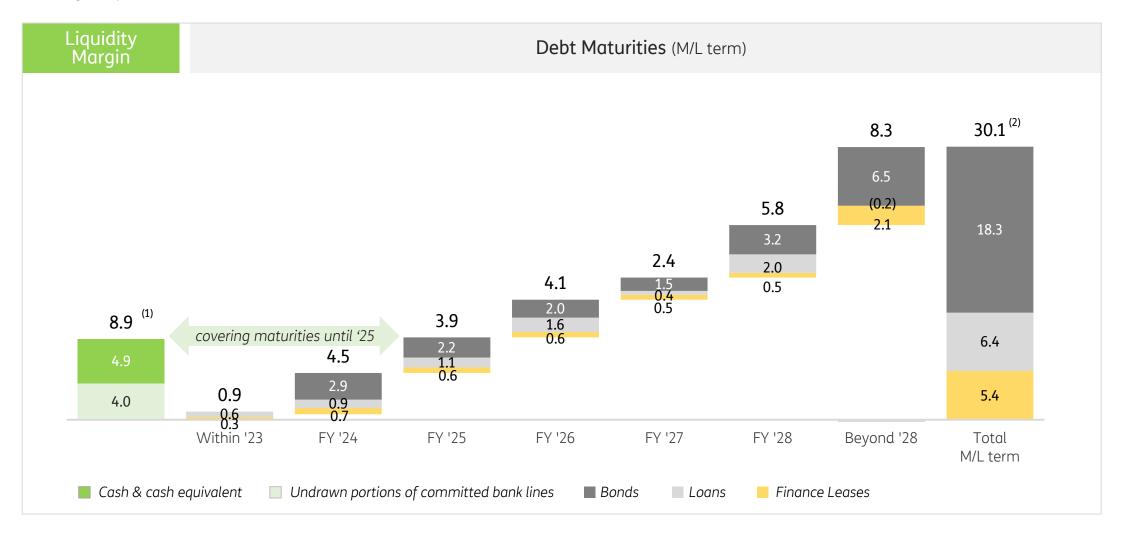




Liquidity margin - IFRS 16 view

Cost of debt ~5.1%*, +0.2pp QoQ and +0.9pp YoY

^{*} Including cost of all leases



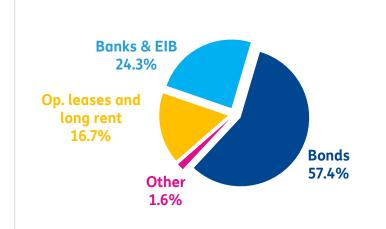


Gross Debt - IFRS 16 view

Well diversified and hedged debt

	NFP adjusted	Fair value	NFP accounting
GROSS DEBT			
Bonds Banks & EIB Derivatives Leases and long rent Other (1)	18,620 7,881 -12 5,421 541	149 310	18,769 7,881 298 5,421 541
TOTAL	32, 451	459	32,910
FINANCIAL ASSETS			
Liquidity position Other o/w derivatives o/w active leases o/w other Credit	4,869 1,244 902 267 75	326 326	4,869 1,570 1,228 267 75
TOTAL	6,113	326	6,439
NET FINANCIAL DEBT	26,338	133	26,471

Gross Debt (2)



Average m/l term maturity:

6.7 years (bonds 6.3 years)

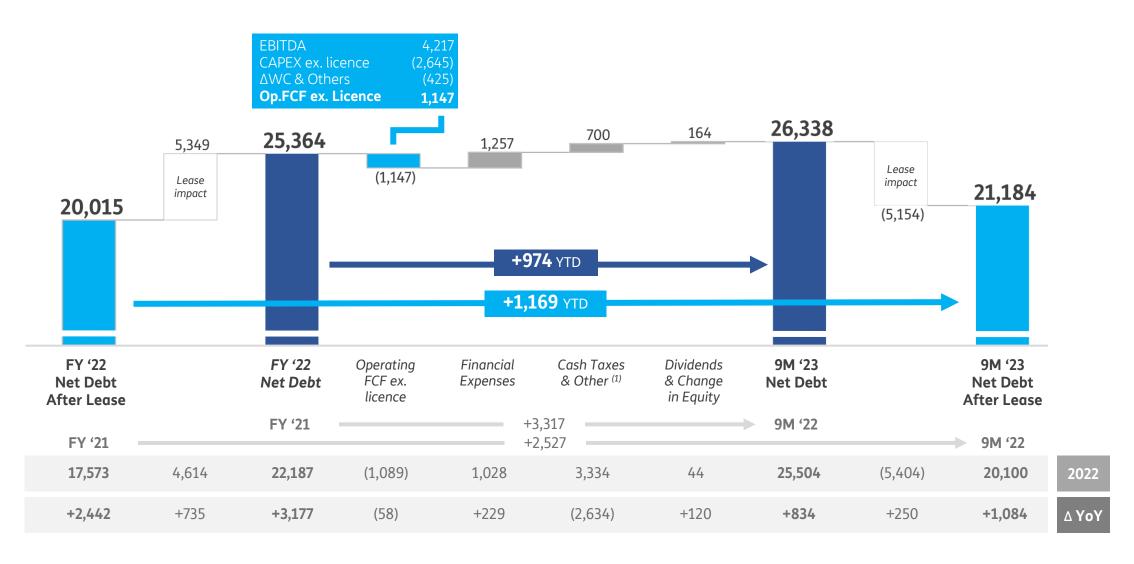
Fixed rate portion on M/L term debt ~72%

~28% of outstanding bonds (nominal amount) denominated in USD and GBP and fully hedged



Net debt - Adjusted

€ m; (-) = Cash generated, (+) = Cash absorbed, excluding call-outs





ESG - Q3 findings

E

Environment

 Launch of "digital telephone booths" project to reduce the environmental impact of telephone booths

S

Social

- 1st remote corneal surgery at international level enabled by TIM's 5G network (Bari hospital)
- Launch of "TIM AI Challenge" to enrich TIM Enterprise portfolio with new Artificial Intelligence services
- Welfare initiatives: "TIM Summer" holidays for >2.6k employees' children, discounted childcare facilities in main corporate offices (Milan, Turin and Rome)

G

Governance

- Refinitiv Diversity and Inclusion Index: TIM confirmed among the world's leaders, ranking in the Top 25 most virtuous companies as the world's 1st telco
- Institutional Investor Awards 2023, TIM awarded for the "Best ESG Program 2023" in the "Mid Cap" category
- New HR and Equal Opportunities Policy published, emphasis on D&I and Gender Equality
- Certification for Gender Equality obtained (UNI/PdR125:2022)
- Adherence to new Code of Conduct on tele-selling

2023- '25 Plan

Group targets					
E Net Zero (Scope 1+2+3)	2040				
E Carbon Neutrality (Scope 1+2)	2030				
E Scope 3 Reduction (1)	-47%	2030			
E Renewable energy on total energy	100%	2025			
G Women in leadership position (2)	≥29%	2025			

Scope 1: emissions from production (heating, cogeneration, company fleet)

Scope 2: electricity purchase emissions

Scope 3: emissions from upstream and downstream activities of the production chain (cat.1-purchase of goods; cat.2; capital goods; cat 11-use of goods sold)

Domestic targets

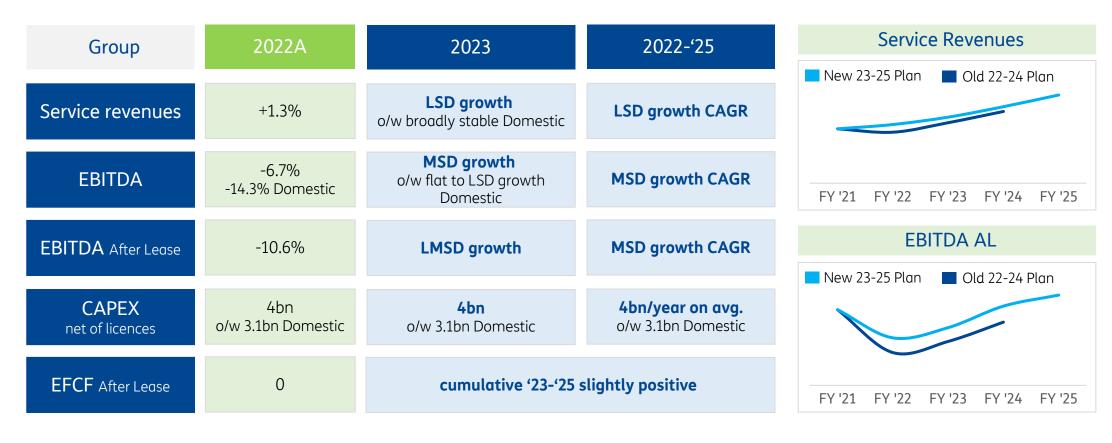
= 2111 52 612 5111 9 52						
E Green Products & Smartphones (3)	≥70%					
E Circular Economy ratio (4)	2€/kg					
S Cloud, IoT & Security service revenues (5)	+21% CAGR 23-25					
S Digital Identity Services ⁽⁶⁾	+30% CAGR 23-25	2025				
S People trained on ESG skills	≥90%					
S Young Employees Engagement	≥ 78%					
S FTTH Coverage (% of technical units)	48%					

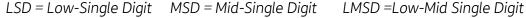


Guidance 2023-'25

Organic figures, IFRS 16 / After Lease, growth rates and €bn figures (1)

Over-delivery in 2022, positive acceleration also in '23-'25 despite worsening macro scenario







Further questions

please contact the IR team



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Upcoming financial event

FY '23 Preliminary Results



Your feedback is important to us

It will be carefully reviewed and used to enhance our communication and relationship with you









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