

# APPENDIX

## RESULTS FOR 2013 AND 2014

The results achieved are shown below, compared to the objectives published in the previous sustainability Report for the year 2014 and in relation to the Customers stakeholder only, for the year 2013<sup>1</sup>.

### Telecom Italia S.p.A. – Customers<sup>2</sup>

Area of reference	Indicator	Unit of measurement	2013 Target	2013 Final result	2013* Target status	2014 Target
CUSTOMERS MOBILE	Activation time for voice service (pre-paid service) – Percentage of valid orders completed within the maximum period laid down in the contract	%	97	100	●	97
CUSTOMERS MOBILE	Activation time for voice service (post-paid service) – Percentage of valid orders completed within the maximum period laid down in the contract	%	97	100	●	97
CUSTOMERS MOBILE	Consumer customer assistance services – Average response time of the operator to incoming calls	sec.	35	27	●	35
CUSTOMERS MOBILE	Disputed charges – Ratio between the number of disputed charges in invoices received within the survey period and the number of invoices issued in the same period (post-paid service)	%	1.2	0.44	●	1,2
CUSTOMERS MOBILE	Disputed charges – Ratio between the number of disputed charges on pre-paid cards within the survey period and the average number of active SIM/USIM in the same period (pre-paid service)	%	1.2	0.25	●	1,2
CUSTOMERS INTERNET	Activation time for broadband Internet access services – Percentage of valid orders completed within the date agreed with the customer (active telephone lines)	%	95	97.7	●	95
CUSTOMERS INTERNET	Activation time for broadband Internet access services – Average time of supply (active telephone lines)	days	9	7	●	9
CUSTOMERS INTERNET	Broadband Internet access service faults – Average repair time	hours	26	17	●	26
CUSTOMERS INTERNET	Disputed charges – Ratio between the number of disputed charges in invoices regarding all Internet access services (received during the survey period) and the total number of invoices issued in the same period	%	1.0	0.36	●	1,0
CUSTOMERS IPTV	Customer assistance response time – Average time of operator response to incoming calls	sec.	70	76	●	70
CUSTOMERS IPTV	Disputed charges – Ratio between the number of disputed charges in invoices regarding the IPTV service (received during the survey period) and the total number of invoices containing charges regarding this service (issued during the same survey period)	%	1.0	0.38	●	1,0
CUSTOMERS IPTV	Availability of IPTV service - Average unavailability of the service	hours/year	36	6.9	●	36

<sup>2</sup> The full list of mobile service quality indicators, and the respective objectives for 2013, are available at tim.it. The full list of quality indicators for fixed network and IPTV Internet access services, and the respective objectives for 2013, are available at telecomitalia.it.

\* Status Target: ● achieved - ● not achieved.

<sup>1</sup> The actual figures of the above mentioned objectives for 2014 will be available in July 2015 on the websites stated in note 2.

## Telecom Italia S.p.A. – Other stakeholders

Area of reference	Indicator	Unit of measurement	2014 Target	2014 Final result	2014 Target status
HUMAN RESOURCES TRAINING	Training in health, safety and environment issues <sup>1</sup>	Training hours	105,000	375,364	●
HUMAN RESOURCES TRAINING	Training – Training hours per head <sup>1</sup>	Training hours per head	28	33	●
HUMAN RESOURCES TRAINING	Training – coverage (percentage of employees out of the entire workforce who have taken part in at least one training session) <sup>2</sup>	%	80	97.94	●
HUMAN RESOURCES ACCIDENTS	Accidents per 100 workers	Number	1.28	1.30	●
THE ENVIRONMENT ENERGY	Eco-efficiency indicator <sup>3</sup>	bit/joule	3,100	3,543	●
THE ENVIRONMENT ENERGY	Self-generation of energy from cogeneration	GWh	115	85	●
THE ENVIRONMENT ELECTROMAGNETIC EMISSIONS	SAR qualification <sup>4</sup>	%	100	100	●
THE ENVIRONMENT ELECTROMAGNETIC EMISSIONS	SAR qualification of other technologically innovative devices (USB memory sticks, tablets and routers) marketed under the TIM brand	Number	10	10	●

1 The data includes classroom, online and on-the-job training.

2 The data has been calculated on 2014 average headcount.

3 The indicator has been calculated for Domestic BU. For further information on the eco-efficiency indicator see The Environment/ Energy.

4 This is the percentage of mobile phones subject to the SAR (Specific Absorption Rate) qualification. The percentage has been calculated on the most widespread and technologically innovative models of mobile phone handsets.

## TIM Brasil

Area of reference	Indicator	Unit of measurement	2014 Target	2014 Final result	2014 Target status
HUMAN RESOURCES	Training (total hours: in class, online and on the job) provided to its own employees, outsourced employees and interns	Training hours	1,000,000 <sup>1</sup>	1,087,215	●
HUMAN RESOURCES	Sustainability training (percentage of employees, outsourced employees and interns out of the total workforce who have taken part in at least one training session on sustainability issues)	%	30	72	●
THE ENVIRONMENT	Collection of mobile phones, batteries and other accessories to be sent for recycling	Tons	13	0.92 <sup>2</sup>	●
THE ENVIRONMENT	Ratio between recycled waste and the total waste generated in the offices	%	68	58	●
SUPPLIERS	Suppliers assessed under sustainability criteria	Number	50	53	●

<sup>1</sup> In 2013 sustainability report a typo indicated a 2M training hours target for 2014, more likely to be estimated in 1M.

<sup>2</sup> In 2014 the mobile phone, battery and accessory collection program has not been relaunched. In 2015 a communication plan will be addressed to the points of sale in order to train the personnel and to favor recycling among public. Moreover an internal campaign will aim to collect phones, batteries and accessories through TIM Brasil personnel.

## 2015 AND MULTIANNUAL TARGETS

2015 and multiannual targets are shown below.

### TELECOM ITALIA S.p.A. – CUSTOMERS

Area of reference	Indicator	Unit of measurement	2015 Target
CUSTOMERS MOBILE	Activation time for voice service (pre-paid service) – Percentage of valid orders completed within the maximum period laid down in the contract	%	97
CUSTOMERS MOBILE	Activation time for voice service (post-paid service) – Percentage of valid orders completed within the maximum period laid down in the contract	%	97
CUSTOMERS MOBILE	Residential customer assistance services – Average response time of the operator to incoming calls	seconds	35
CUSTOMERS MOBILE	Disputed charges – Ratio between the number of disputed charges in invoices received within the survey period and the number of invoices issued in the same period (post-paid service)	%	1.2
CUSTOMERS MOBILE	Disputed charges – Ratio between the number of disputed charges on pre-paid cards within the survey period and the average number of active SIM/USIM in the same period (pre-paid service)	%	1.2
CUSTOMERS INTERNET	Activation time for broadband Internet access services – Percentage of valid orders completed within the date agreed with the customer (active telephone lines)	%	95
CUSTOMERS INTERNET	Activation time for broadband Internet access services – Average time of supply (active telephone lines)	days	9
CUSTOMERS INTERNET	Broadband Internet access service faults – Average repair time	hours	26
CUSTOMERS INTERNET	Disputed charges – Ratio between the number of disputed charges in invoices regarding all Internet access services (received during the survey period) and the total number of invoices issued in the same period	%	1.4
CUSTOMERS IPTV	Customer assistance response time – Average time of operator response to incoming calls	seconds	*
CUSTOMERS IPTV	Disputed charges – Ratio between the number of disputed charges in invoices regarding the IPTV service (received during the survey period) and the total number of invoices containing charges regarding this service (issued during the same survey period)	%	1.0
CUSTOMERS IPTV	Availability of IPTV service - Average unavailability of the service	hours / years	36

\* AGCom resolution no. 79/09/CSP, which establishes targets for call centres, is currently being updated.

## Telecom Italia – Other stakeholders

Area of reference	Indicator	Unit of measurement	2014 Final result	2015 Target
HUMAN RESOURCES TRAINING	Training in health, safety and environment issues <sup>1</sup>	Training hours	375,364	100,000
HUMAN RESOURCES TRAINING	Training – Training hours per head <sup>1</sup>	Training hours per head	33	27
HUMAN RESOURCES TRAINING	Training – coverage (percentage of employees out of the entire workforce who have taken part in at least one training session)	%	97.94	75
HUMAN RESOURCES ACCIDENTS	Accidents per 100 workers	Number	1.30	1.28
THE ENVIRONMENT ENERGY	Eco-efficiency indicator <sup>2</sup>	bit/joule	3,543	4,700
THE ENVIRONMENT ENERGY	Self-generation of energy from cogeneration <sup>3</sup>	GWh	85	131
THE ENVIRONMENT ELECTROMAGNETIC EMISSIONS	SAR qualification <sup>4</sup>	%	100	100
THE ENVIRONMENT ELECTROMAGNETIC EMISSIONS	SAR qualification of other technologically innovative devices (USB memory sticks, tablets and routers) marketed under the TIM brand	Number	10	5

1 The data includes classroom, online and on-the-job training.

2 The indicator has been calculated for the Domestic BU, net of Olivetti Group activities.

3 The target is now extended to the whole Domestic BU; it must be noted, however, that cogeneration plants currently only exist in Telecom Italia S.p.A. See the Multiannual Targets table.

4 This is the percentage of mobile phones subject to the SAR (Specific Absorption Rate) qualification. The percentage has been calculated on the most widespread and technologically innovative models of mobile phone handsets.

## TIM Brasil – 2015 Targets

Area of reference	Indicator	Unit of measurement	2014 Final result	2015 Target
HUMAN RESOURCES	Training (total hours: in class, online and on the job) provided to its own employees, outsourced employees and interns	Training hours	1,087,215	900,000
HUMAN RESOURCES	Sustainability training (percentage of employees, outsourced employees and interns out of the total workforce who have taken part in at least one training session on sustainability issues)	%	30	N/A <sup>1</sup>
THE ENVIRONMENT	Collection of mobile phones, batteries and other accessories to be sent for recycling	Tons	0.92	2
THE ENVIRONMENT	Ratio between recycled waste and the total waste generated in the offices	%	58	68
SUPPLIERS	Suppliers assessed under sustainability criteria	Number	53	60

<sup>1</sup> The target is not set for 2015 because a new methodology for targeting sustainability issues training is under definition.

## Domestic BU – Multiannual Targets – Environment and Digital Inclusion

Area of reference	Indicator	Unit of measurement	2014 Target	2014 Final result	Status Target	2015 Target	2016 Target	2017 Target
THE ENVIRONMENT ENERGY	Total electricity procured or produced*	GWh	1,942	2,000	●	1,980	1,918	1,896
THE ENVIRONMENT ENERGY	Self-generation of energy from cogeneration	GWh	115	85	●	131	146	146
THE ENVIRONMENT ENERGY	Eco-efficiency indicator	bit/joule	3,100	3,543	●	4,700	5,500	6,000
THE ENVIRONMENT ATMOSPHERIC ENERGY	Reduction of CO2 emissions from the purchase and generation of electricity compared to 2013	Tons	11,000	720,250	●	695,000	680,000	680,000
DIGITAL INCLUSION	LTE coverage**	%		28.10				~75.00
DIGITAL INCLUSION	Next Generation Plan (fixed telephony) coverage***	%		77.00				>95.00

\* The 2014 final results refer to the Domestic BU, net of Olivetti Group activities. Multiannual targets refer to the Domestic BU, including Olivetti Group activities. Such a significant reduction in CO2 emission is due to the agreement signed for the purchase of guarantees of origin which certify electricity generated by renewable sources, covering almost 100% of the company's energy consumption in Italy.

\*\* The percentage refers to the resident population. Coverage values are subject to change based on ISTAT and urbanisations updates.

\*\*\* The percentage is determined by the ratio between the number of properties connected with "cabinets" reached by access optical fibres (or which can be served directly from an exchange if within acceptable distances) and the total number of properties that have or have had active telephone lines in the past.