

# Italy Service – User Guide

by TIM



## ACTIVATING YOUR SERVICE

**This service requires registration before you travel. Please see the last page of this user guide on HOW TO REGISTER your SIM card.**

It is very easy to activate your new service. Just follow the instructions below and you'll be ready to call once you reach your destination:

1. Travel to your destination
2. Break out the SIM Card from the plastic card
3. Then insert this SIM Card in your phone.
4. Make sure your phone battery has been charged
5. Switch your phone on
6. To activate your SIM you have to make 1 outgoing toll call (local or international) once you arrive to Italy

Your Italy SIM card will provide you with an Italy cellular phone number, which can be found on the back of your SIM card inside your SIM card package. The number will start with **33** or **36**.

NOTE: To change your voice prompts for 40916 to English, follow these instructions once you arrive in Italy:

- Send a text message 'Lingua ing' (without quotation marks) to 40916

Next time you dial 40916 your voice prompts will be in English.

## HOW TO RECHARGE (ADD AIR TIME)

To recharge your Italy service, please follow the instructions below

- Scratch off the protective layer to reveal your recharge voucher code
- Dial 40916 from your mobile phone
- Press 4 to recharge
- Press 1 to select the RICARICard recharge option
- Enter your 16-digit code when prompted
- The number will be repeated back to you
- Press 8 to confirm

## MAKING INTERNATIONAL CALLS

To make an international call, simply enter all numbers starting with the '+', followed by the country code (1 for the US/Canada), area code and phone number. For example, to call (213) 337-5555 you would dial +12133375555.

### **RECEIVING CALLS**

Family & friends need to dial the international direct dialing prefix for the country they are calling from followed by your new number. For example, from the US/Canada they should dial 011, 39 (Italy) and your new number bar the leading 0 (zero).

### **BALANCE**

To check your balance, please

- Dial 40916 from your mobile phone

OR

- Select 'credito' within the 'servizi' item in the menu of your mobile phone

### **CUSTOMER SERVICE**

To reach customer service, please

- Dial 1860 from your mobile phone

We are available to you 24 hours a day, 7 days a week.

### **VOICEMAIL**

To change your voicemail language to English, please

- Dial 4919 from your mobile phone
- Press 6 and then 2

To access your voicemail, please

- Dial 4919 from your mobile phone

### **SERVICE EXPIRATION**

Each recharge extends the validity of the SIM card for 12 months from the date of the recharge, plus one month in which you may only receive calls. If you do not recharge your SIM card within that period, the SIM card and accompanying phone number will expire and any remaining airtime will be forfeit. If you wish to continue using your Italy service, you will need to purchase another SIM card.

NOTE: Incoming calls are NOT allowed in the Vatican.

# ATTENTION: ITALY Subscribers

Telecom Italia Mobile (TIM) has recently required that all subscribers now **provide a LEGIBLE copy of their passport** (*we need to be able read the details, including passport number usually found on the first page*) in order to register and activate your SIM card. Passport information may be provided via:

**Preferred: E-Mail:** simreg@telestial.com (Put your order # in the subject field with the scanned attachment of your passport). *A scanned image is preferred because the image is ALWAYS clear.*

**Please save your scanned passport in .jpeg file compressed!!!**

**FAX:** 1-815-642-0140 *Note: if you fax make sure the copy is LEGIBLE.*

**You MUST include a cover sheet with: Name, Order Number(s) and Contact Phone.**

**!!! Important:** Your e-mail / fax must include:

- 1. Invoice Number** (in the subject field of e-mail)
- 2. Italy Cell Phone number** (beginning with a 33)  
*Phone number must 10 digits, failure to provide accurate info will end in non registered SIMS!!!*
- 3. Address** (Residential or Permanent)
- 4. Date of Departure**
- 5. Signed declaration (page 4)** (see pages 5 & 6 for details)

**PLEASE SEND ALL YOUR REGISTRATIONS IN 1 FAX OR 1 EMAIL...UP TO 3 PER EMAIL!!!**

Failure to provide the above information will result in a failure of service when you arrive in Italy. You may also register at a local TIM shop in Italy.

Registration takes up to 72 hours (3-business days) but 24hr is customary.

**Feel free to call our Registration department at 1-800-707-0031 20 minutes after sending your fax/email for confirmation. We do not send automatic registration confirmations. We will contact you if there is a problem with the registration (i.e. illegible passport, missing information, etc.)**

**Informative note provided to customers pursuant to article 13 of the Code on personal data protection (Leg. D. 196/2003)**

Dear Customer, under article 13 of Leg. Decree. 196/2003, Italian Privacy Code, Telecom Italia would like to provide You with this informative note concerning the processing of Your personal data in connection with the electronic mail services provided to You.

**1) Purpose of processing of the customer's personal data** Your personal data, including those related to telephone and/or electronic traffic, which You have provided and/or we have acquired through third parties also in the course of this contractual relationship, shall be processed by Telecom Italia in connection with the performance of the agreement for the following purposes: **a)** providing electronic communication services (access to mobile and fixed-line, electronic telephone networks, transmission of communications made by You and any other connected service requested by You); **b)** system set up and maintenance; **c)** connection, product and/or apparatus maintenance and/or assistance, including the delivery of products and/or apparatus; **d)** invoicing of rental fees, traffic, and of any additional services; **e)** invoicing on behalf of third parties of amounts payable for calls made to non geographical numbers (i.e. 166, 892, 899, etc.) controlled by other Operators (shown in the invoice under a separate heading); **f)** management of any claims and disputes; **g)** preventing fraud and managing late payments or payment defaults; **h)** protecting and, if necessary, collecting debts, whether directly or through third parties (credit collection Agencies/Companies) to which the data required for such purposes will be communicated, also in the name and on behalf of other Operators holding credits in connection with the calls made to the aforementioned non geographical numbers; **i)** transfer of credit to authorized Companies; **l)** dispatch of communications on the part of institutional subjects under emergency provisions. Furthermore, Your personal data, including those related to traffic – kept for the term referred to in point 2) below – shall be used by Telecom Italia with the aim to enforce or protect any of its rights in court; in such case, the data will be processed strictly for said purposes and, in any case, for the time strictly necessary to fulfill the latter.

In the course of the contractual relationship, your data may also be processed for the purpose of activating telephone or electronic services, also by means of a telephone channel, additional to what is provided for in the main contract stipulated with you. The aforementioned data may also be processed in connection with your participation in Telecom Italia bonus programs.

**Per business customers (company and professionals)** – In order to activate and manage Business contracts, Telecom Italia shall be entitled to acquire, by gaining access to the information systems of Experian Information Services S.p.A., Experian Scorex S.r.l. and/or other companies in the sector, information originating from files or public registers (such as, for example, prejudicial registrations and protests). In addition to consulting the systems of the aforesaid Companies, Telecom Italia shall also have the right to acquire information resulting from statistical processes, including a brief evaluation (score) of Your level of reliability based on the results of public data and of data acquired in connection with a new contract, an already existing contract or contracts terminated with our Company. Such information shall be used to verify the reliability and timeliness of Your payments and kept by Telecom Italia for the time strictly necessary to perform the activities provided for in the contract and, in any case, for a time period not exceeding seven days from the above said consultation. Furthermore, always for the abovementioned purpose of conducting preliminary verifications in case of future requests on your behalf of new or additional services, Telecom Italia has the right to process your historical data relating to payment status and timeliness with respect to past services by consulting its records and by using data related also to late payments or payment defaults in the course of existing contracts or already terminated contracts, which will be kept for such purposes for a period not exceeding three years from the date of termination of the contractual relationship with Telecom Italia.

In addition to the purposes described above, your personal data may also be processed to fulfill obligations under laws, regulations or Community legislation, as well as provisions laid down by the Telecommunications Authority.

Furthermore, in case You have also subscribed to one of Telecom Italia's Internet access services in ADSL mode (hereinafter referred to as "ADSL Service") and wish to use the technical assistance service, which you may activate directly on your *personal computer* so as to avail yourself of Telecom Italia's assistance services, please be advised that during the performance of the tests on the correct configuration of the *browser*, e-mail *client* and *modem*, the following data will be acquired: the *software* configuration of the ADSL service connection, including the related technical data of your personal computer and hardware configuration. The same data will be transmitted together with the notification that you are required to send to Telecom Italia's *Customer Care* if you decide to use the *on line* technical assistance service for the ADSL service requested. Such data will be processed strictly for the purpose of providing the technical assistance requested.

Your data must be provided in order to fulfill the purposes described above; failure to provide the complete and correct data shall result in Telecom Italia's inability to activate and provide the services requested.

**2) Storing of telephone and Internet data for invoicing/collection and marketing purposes**

Pursuant to art. 123 of the Privacy Code, telephone and/or Internet traffic data shall be stored: **a)** for a period not exceeding six months for invoicing and/or collection purposes, unless otherwise specifically required as a result of any claims also filed in court; **b)** for the period specified in the contracts You have entered into for the purpose of providing value-added services and marketing e-mail services.

**3) Additional purposes of data processing subject to the customer's prior consent** If you have given your consent upon activation of the requested service, or at a later time, and until revocation of the latter Your personal data, including telephone and/or internet traffic data, may also be processed by Telecom Italia for the following additional purposes: **a)** conducting statistical surveys and market research studies; **b)** communicating and/or transmitting, also through the use of automated systems, advertising and information material and commercial information through telephone channels, SMS, MMS, video and similar means, e-mail, fax and/or invoice enclosures; **c)** carrying out direct and indirect sales and placement activities; **d)** carrying out interactive commercial communications; **e)** conducting surveys, research and statistical analysis on the level of customer satisfaction and service quality, also through telephone interviews; **f)** promoting value-added electronic communications services; **g)** identifying consumption habits and attitudes, also with the aid of computer processing systems, with particular reference to traffic consumption, with the aim to improve the services provided, satisfy Your specific needs with special promotions and propose new Telecom Italia products and services.

**4) Additional purposes of data processing for receiving third party advertising from Telecom Italia subject to the customer's prior consent** If you have given your specific consent upon activation of the requested service, or expressed it at a later time, some of Your personal data may be processed by Telecom Italia to communicate and/or transmit, also with the aid of automated systems, third party advertising,

informational material and commercial information through telephone channels, SMS, MMS, video and similar means, e- mail, fax and/or invoice enclosures.

**The disclosure of your personal data and your consent to use them for the processing purposes referred to in the previous points 3) and 4) is optional, but it can help us to improve our products and services and to communicate to you any updates which may be of interest. You may in any case verify and revoke your consent for such purposes at any time by contacting the toll-free numbers 187 and 191 (for fixed-line consumer and business customers respectively), 119 and 800846900 (for mobile consumer and business customers respectively), 803380 and 892494 (for pay and free customers that have subscribed to "Tin.it" Internet access services respectively), or by writing to Customer Service as shown on the invoice. Following Your denial or cancellation of such consent, Telecom Italia will process your personal data strictly for the purposes described in the previous point 1).**

#### **5) Procedures and logic of the processing**

Personal data may be processed manually (for example, on paper) and/or via computerized instruments, within a logic of organization and processing of Your data, including traffic data, correlated with the purposes described above and, at any rate, in a way such as to guarantee the security and privacy of data and communications. **6) DataController, Data Processors and the Persons in charge of the processing** The Data Controller of Your personal data is Telecom Italia S.p.A., with registered office in Piazza degli Affari, n. 2 - 20123 Milan. The Data Processor for fixed-line customers is Mr. Alessandro Cozzio; while the Data Processor for mobile customers is Mr. Mariano Fraioli. Both of the above said Processors are domiciled at Telecom Italia S.p.A., Via Pietro de Francisci, n. 152 - 00165 Roma. The updated list of Data Processors may be consulted on the websites [www.telecomitalia.it](http://www.telecomitalia.it) and [www.tim.it](http://www.tim.it), link privacy.

Your personal data will be processed by employees of the Customer Care, Commercial, Marketing, Invoicing and technical/operating Departments, and by telephone operators (also employees) providing assistance, information, advertising, promotion and sales services to customers. These employees and operators, who report directly to their respective "Data Processors", have been appointed "Persons in charge of the processing" and have received adequate operating instructions to perform such tasks.

#### **7) Categories of third parties to which the personal data may be communicated in their capacity as Data Controllers or who may acquire such data in their capacity as Data Processors or Persons in charge of the processing.**

Apart from the employees of Telecom Italia, some processing of Your personal data may also be carried out by third parties, including the Subsidiaries of the Telecom Italia Group, with registered office in Italy and/or abroad, to which Telecom Italia assigns certain activities (or part of them) in order to attain the purposes referred to in point **1)** and, in case You have given your consent with respect to the additional purposes referred to in points **3)** and **4)**. In such case, the same subjects will operate as independent Controllers or will be appointed Data Processors. The Data Processors thus appointed will receive adequate operating instructions from Telecom Italia, with particular emphasis on the minimum security measures to be implemented in order to guarantee data confidentiality and security. The aforementioned third parties can be subdivided into the three following categories: **a)** Companies appointed by Telecom Italia for the installation/maintenance of information/computer apparatus and systems and/or the delivery, installation/maintenance of apparatus and products; **b)** Companies (i.e. call centers) appointed by Telecom Italia to provide assistance, advertising, promotional and sales services to customers; **c)** Companies to which Telecom Italia communicates the tax code/VAT registration number in order to verify the accuracy and validity of customer data; **d)** Debt collection agencies and companies operating in the field of fraud prevention and which provide economic and commercial information services, including those which manage information systems for verifying payment reliability and timeliness; **e)** Companies that process traffic data for invoicing purposes; **f)** Companies in charge of printing and forwarding invoices and/or other documentation to customers; **g)** other electronic communications Operators providing non-geographical numbers, on behalf of which Telecom Italia carries out invoicing services and, in some cases, the related debt collection activities. The objective of such communication is to allow the aforementioned Operators to carry out any claims management and/or debt collection activities in case of non-payment of amounts due within the due date shown in the Telecom Bill (invoice); **h)** Consultancy firms; **i)** Credit institutes; **l)** Agents, Brokers and Franchisees; **m)** the Italian Communications Authority (AGCOM) and any other public entity authorized to request data.

#### **8) Right of access to personal data and other rights pursuant to article 7 of the Privacy Code (Leg. D. 196/2003)**

You have the right to access data relating to you at any time and to exercise the other rights provided for in art. 7 of the Privacy Code, by contacting the Data Processor of reference indicated in the previous point **6)**, or by writing to Customer Service as shown in the invoice, or by calling the toll-free numbers 187 and 191 (for fixed-line consumer and business customers respectively), 119 and 800846900 (for mobile consumer and business customers respectively), and 803380 and 892494 (for pay and free customers, respectively, who have subscribed to "Tin.it" internet access services). Likewise, You have the right to request indication of the origin of personal data, to correct, update or integrate incorrect or incomplete data, or to cancel or block data which is processed in violation of the law, or to oppose to the processing of Your data for the purposes referred to in the previous points **3)** and **4)**.

Finally, we would like to inform you that, with respect to claims management and debt collection as referred to in the previous points **1)**, **lett. e)**, and **7)**, **lett. g)**, You have the right to exercise the rights provided for in art. 7 of Leg. D. 196/03 either by contacting Telecom Italia at the numbers indicated above or by contacting the non-geographical number Providers directly, which you will also find in the call detail record - "Documentation on traffic" section of the Telecom Italia Bill (invoice). Please be reminded that the call detail record is available on line on the website [187.it](http://187.it), or – in case you have requested the complete traffic documentation service, free of charge – in the Telecom Italia invoice.

**TIM NUMBER .....**

**CUSTOMER FISCAL CODE**

Customer's consent to the processing of personal data for additional purposes in relation to contract execution I ....., pursuant to Articles 23, 123 e 130 of the Personal Data Protection Code (Italian Legislative Decree 196/2003), declare to have read the Telecom Italia Customer Information Statement and give freely the consent to the processing of my individual and detailed personal data (including traffic data) by Telecom Italia and third parties as indicated in point 7) of the Telecom Italia Customer Information Statement,

1) for the communication of commercial information, also by automated means, through telephone, SMS, MMS, fax, email and related web applications, for targeted visits of sales representatives, with regard to supply and sale of products and services of Telecom Italia, for market researches and surveys;

**I accept** ☐

**I don't accept** ☐

2) for the identification, also through electronic processing, of my specific behaviors and consumption habits in order to improve services supplied, meet my needs and address the commercial proposals of my interest.

**I accept** ☐

**I don't accept** ☐

Place \_\_\_\_\_ Date \_\_\_\_\_

\_\_\_\_\_  
*Signature*

Customer's consent to receive third party advertising by Telecom Italia

I....., pursuant to Articles 23 and 130 of the Personal Data Protection Code (Italian Legislative Decree 196/2003), declare to have read the Telecom Italia Customer Information Statement and give freely the consent to the processing of my personal data, including traffic data, by third parties too as indicated in point 7) of the Telecom Italia Customer Information Statement, to allow Telecom Italia to communicate and/or send advertising material and commercial information of third parties, also by automated means, through telephone, SMS, MMS, fax, email and related web applications.

**I accept** ☐

**I don't accept** ☐

Place \_\_\_\_\_ Date \_\_\_\_\_

\_\_\_\_\_  
*Signature*