

WIND TELECOMUNICAZIONI GROUP

**Consolidated interim financial statements as of and
for the six-month period ended June 30, 2016**



WIND TELECOMUNICAZIONI GROUP

Report on operations at June 30, 2016



CONTENTS

THE WIND TELECOMUNICAZIONI GROUP	3
BOARD OF DIRECTORS AND CORPORATE BODIES OF WIND TELECOMUNICAZIONI SPA	5
WIND GROUP HIGHLIGHTS AT JUNE 30, 2016	6
COMMERCIAL AND OPERATING PERFORMANCE.....	11
NETWORK	23
HUMAN RESOURCES	25
REGULATORY FRAMEWORK AT JUNE 30, 2016.....	28
OUTLOOK.....	48

THE WIND TELECOMUNICAZIONI GROUP

The WIND Telecomunicazioni Group (hereinafter also WIND Group or the Group) is a leading Italian telecommunications operator and offers mobile, Internet, fixed-line voice and data products and services to consumer and corporate subscribers.

The Group markets its mobile services through “WIND” brand and it provides voice, network access, international roaming and value added services, or “VAS,” as well as mobile Internet services, to its mobile subscribers, through (i) the Global System for Mobile Communications (“GSM”) and General Packet Radio Services allowing continuous connection to the Internet (“GPRS”) (which are known as “second generation” or “2G” technologies), and (ii) universal mobile telecommunications systems, which are designed to provide a wide range of voice, high speed data and multimedia services (“UMTS”) and high-speed downlink packet access (“HSDPA”) technology (which are known as “third generation” or “3G and 4G” technologies). In line with the Italian telecommunications market, the majority of WIND mobile subscribers are pre-paid subscribers.

WIND is the main alternative fixed-line operator in Italy based on revenue. It markets its fixed-line voice, broadband and data services primarily through “Infostrada” brand.

The following are the main offices of the Parent WIND Telecomunicazioni SpA:

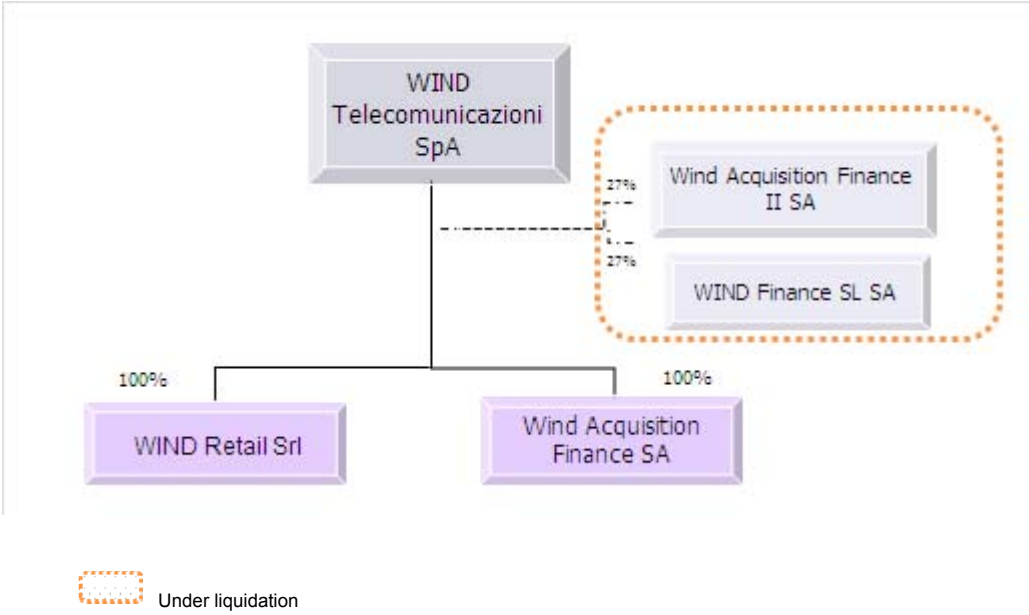
Registered office	Via Cesare Giulio Viola, 48 - 00148 Rome - Italy
Secondary office	Via Lorenteggio, 257 - 20152 Milan - Italy

The Parent WIND Telecomunicazioni SpA (hereinafter also WIND or the Parent) is controlled by Wind Telecom SpA through WIND Acquisition Holdings Finance SpA, which wholly owns WIND Telecomunicazioni SpA.

At the present date Wind Telecom is held by VimpelCom Amsterdam BV for 92.24% which is controlled by VimpelCom Ltd, listed at Nasdaq.

In August VimpelCom Ltd and CK Hutchison Holdings Ltd, the parent company of 3 Italia, entered into an agreement to form a 50/50 joint venture that will own and operate their telecommunications businesses in Italy. The joint venture, which is subject to regulatory and antitrust approvals by the relevant European and Italian bodies, could give rise to a leading fully integrated convergent telecommunications operator in Italy. At this regard, it should be noted that on March 30, 2016, the European Commission, in the ordinary course of its business, started the so-called “Phase 2” of the investigation to assess whether the proposed joint venture between WIND and H3G Italy is in line with the EU Merger Regulation.

The following diagram outlines the structure of the WIND Group at June 30, 2016.



It should be noted that on March 10, 2016, the Extraordinary Meeting of Shareholders of Wind Acquisition Finance SA II and Wind Finance SL SA approved the opening of liquidation process of the two companies.

BOARD OF DIRECTORS AND CORPORATE BODIES OF WIND TELECOMUNICAZIONI SPA

Board of Directors ⁽¹⁾

Chairman	Andrew Mark Davies
Directors	Maximo Ibarra, CEO
	Vincenzo Nesci
	Richard David James
	Alexander Dean Lemke

Board of Statutory Auditors ⁽²⁾

Chairman	Giancarlo Russo Corvace
Standing auditor	Roberto Colussi
Standing auditor	Maurizio Paternò di Montecupo
Substitute auditor	Lelio Fornabaio
Substitute auditor	Stefano Zambelli

⁽¹⁾ The shareholders' meeting of WIND convened on April 5, 2016 appointed the Board of Directors for a two- year term until the date of the shareholders' meeting that will meet for the approval of the Company's financial statements as at December 31, 2017. The Board of Directors of WIND held on same date confirmed Mr. Maximo Ibarra as Chief Executive Officer of the Company. The board of Directors meeting of WIND held on June 28, 2016 appointed, by way of co-optation, Mr. Richard David James as new member of the Board of Directors of the company in replacement of Mr. Albert Hollema who resigned from the office of Director of the company.

⁽²⁾ The Shareholders' meeting held on April 5, 2016 appointed the Board of Statutory Auditors of the Company for a three-year term until the date of the shareholders' meeting convened for the approval of the Company's financial statements as at December 31,2018.

WIND GROUP HIGHLIGHTS AT JUNE 30, 2016

The operating and financial data reported below are taken from the Group's consolidated financial statements as of June 30, 2016, prepared in accordance with the IFRS endorsed by the European Union.

Below are the main indicators of the WIND's Group on June 30, 2016, with a comparison with the corresponding figures for 2016.

	At June 30, 2016	At June 30, 2015
Operational data		
Mobile customers (millions of SIM Cards)	20.9	21.4
Mobile ARPU (euro/month)	11.2	11.0
Fixed-line customers (millions of lines)	2.8	2.8
Fixed-line ARPU (euro/month)	27.1	27.9
Mobile network coverage ⁽¹⁾	99.86%	99.86%
Employees (headcount)	6,767	6,870

⁽¹⁾ As a percentage of the Italian population.

	2016 6 months	2015 6 months
Income statement figures (millions of euro)		
Revenue	2,156	2,160
EBITDA ⁽¹⁾	780	804
Operating income	206	700
Net finance expense	(151)	(254)
Loss for the period attributable to the owners of the parent	7	367

⁽¹⁾ Operating income before depreciation and amortization, reversal of impairment losses/impairment losses on non-current assets and gains/losses on disposal of non-current assets

	At June 30, 2016	At December 31, 2015
Statement of financial position figures (millions of euro)		
Total assets	14,707	14,887
Equity attributable to		
owners of the parent	570	547
non-controlling interests	0.0	0.0
Total liabilities	14,137	14,340
Net financial indebtedness	8,633	8,777

Total **revenue** in the six months ended June 30, 2016, reached €2,156 million slightly decreasing over the corresponding period of the prior year. Revenue from *Telephone services* were affected by the difficult macroeconomic situation and the contraction of the market, with the decrease remaining at 2.7% in the first six months of 2016 compared with 2015, thanks to the substantial maintenance in the mobile customer base and the development of offers dedicated to internet navigation on mobile phones.

The increase in *Revenue from sales* is due to the increase in the sale of mobile telephone handsets of high-range terminals also the *Interconnection traffic* revenue increase by 5.9% mainly due to the increase in the incoming volume of mobile termination traffic, only partially offset by the general reduction of volume and unit tariffs of SMS and MMS.

EBITDA amounted to €780 million in the first six months of 2016, a decrease of €24 million compared to the corresponding period of 2015 while **Operating income** for the first six months of 2016 amounted to €206 million, a decrease of €494 million compared with the first six months of 2015 when occurred the sale of Galata.

Net finance expense for the first six months of 2016 amounted to €151 million, with a decrease of €103 million compared with the first six months of 2015.

Gain for the first six months of 2016 attributable to owners of the Parent closes at €7 million, compared to a gain of €367 million for the first six months of 2015. The result of 2015 was mainly impacted by the gain arising from the sale of 90% of the investment in Galata SpA (equal to €491 million).

Net financial indebtedness totaled €8,633 million at June 30, 2016, a decrease of €144 million over December 31, 2015. The following table sets out the components of net financial indebtedness at June 30, 2016 and the changes which have occurred since December 31, 2015.

<i>(millions of euro)</i>	At June 30, 2016	At December 31, 2015	Change Amount	%
FINANCIAL LIABILITIES				
Non-current financial liabilities				
Bonds	10,072	10,135	(63)	(0.6)%
Financing from banks	674	671	3	0.4%
Financing from other lenders	127	128	(1)	(0.8)%
Derivative financial instruments	37	36	1	2.8%
Current financial liabilities				
Bonds	156	158	(2)	(1.3)%
Financing from banks	8	8	-	0.0%
Financing from other lenders	11	19	(8)	(42.1)%
Derivative financial instruments	9	18	(9)	(50.0)%
TOTAL GROSS FINANCIAL INDEBTEDNESS (A)	11,094	11,173	(79)	(0.7)%
FINANCIAL ASSETS				
Non-current financial assets				
Derivative financial instruments	1,023	985	38	3.9%
Financial receivables	1,173	1,109	64	5.8%
Current financial assets				
Financial receivables	22	20	2	10.0%
Cash and cash equivalents	243	282	(39)	(13.8)%
TOTAL FINANCIAL ASSETS (B)	2,461	2,396	65	2.7%
NET FINANCIAL INDEBTEDNESS (A-B)	8,633	8,777	(144)	(1.6)%

THE ITALIAN TELECOMMUNICATIONS SERVICES MARKET

Industry overview

Italy is Europe's fourth largest telecommunications services market by revenue. The estimated value of the Italian mobile market for 2016 amounts to approximately €14 billion, more than for 2015 due to a growth in internet services and contents services. The Italian fixed-line market (Voice and VAS) for 2016 is estimated to be worth approximately €5 billion, a decrease over 2015 mainly as the result of a drop in voice traffic revenues. The value of the fixed internet access industry for 2016 is estimated to be approximately €4.7 billion, with the broadband segment accounting for the whole market.

In the first half of 2016, Italian operators continued developing the offer of data and internet services with temporary promotions, discounts, growing data traffic thresholds and complementary services, with the aim of attracting new customers and consolidating the existing ones.

The data traffic thresholds of bundled offerings have continued to increase, in particular for internet navigation, new value-added digital services dedicated to the Consumer market (media content) as well as professional users (business software and cloud services).

Operators continued rationalizing tariffs focusing on modular profiles with additional options of offers that include data traffic, offers with hot-spot wifi and converged plans with the fixed and mobile network services, as well as value added services, addressing specific types of users, in particular youth to the last offer lever terminals in the market.

Navigation in mobility on the 4G network continues to be the central part of the offerings of the major players, not only for promotions and rates. The quality, speed of navigation and the coverage of the LTE networks continue in being at the center of communications of the operators and, in early 2016, have been announced several partnerships and experiments to improve and expand the 4G network.

In 2016, operators included in the product portfolio the latest models of smartphones and tablets and continued offers to replace it with a newer Smartphone or return it after one year or so. In the second half of the period, moreover, offers with hot-spot and large amounts of data included were very significant.

In the first quarter of 2016, the main operators did not changed the offer addressed to the business market, while in the second quarter new offers with increasingly bundle and services to support the digitization of SMEs, including M2M solutions were launched.

Offers to the consumer market showed many innovations, with restructuring of rates, both in terms of price as well as for increasing in traffic thresholds, new modular plans and options oriented to under-30 customers, offers with value-added services that sometimes were differentiated by customers who subscribe online or in stores, and announcements focused on mobile browsing.

Value added innovative services continue to play an important role in operator strategies that came to fruition with offers including multimedia services, launch of some applications and experiments in M2M and the Internet of Things.

The most important partnerships focused on the strengthening and extension of the 4G network, the development of 5G networks and projects for the Internet of Things and mobile payment.

In the first half of 2016, the market for fixed network telecommunications services was characterized by an increasing focus on the convergent offers with voice services, Internet, mobile services and digital content. The selection of fixed network services has been always enriched for the use of fiber. In the second quarter operators announced increasing speed in the bundles, which always include more often digital services such as streaming video for consumer users and support solutions for the digitization of enterprises for business users.

For the consumer market traders continued to launch promotion with voice and data plans, sometimes aimed at specific target customers discounting the monthly fees and activation fee, including calls to mobile phones, navigation services from the mobile hot spot Wi-fi and video content with Internet traffic included. The increasing speed of the optical fiber profiles have dominated the operators' communications.

The offer for business customers saw the launch of new bundles for VAT and SMEs with converged fixed/mobile offers, services for documental management, printing, for mobile payment services, video surveillance systems, wi-fi services available to customers, premium support services and smart working.

In June 2016, the coverage of ultra broadband networks (above 30 Mbps) in Italy reached 50% of the population, with more than 1,300 urban centers enabled to new services. According to the plans of private operators, such coverage will reach 84% by 2018. The Italian strategy for ultra-wideband, published by the Government in March 2015, is to cover, by 2020, 100 % of the population with services to at least 30 Mbps download and 85% to at least 100 Mbps download. In late June 2016, the European Commission ruled that Italy's plan on ultra broadband for so-called "white areas" is in line with EU rules on state aid.

Mobile telecommunications

The Italian mobile telephone market is the fourth largest European market by revenue after the United Kingdom, France and Germany. There are four infrastructure operators in Italy which offer mobile telephone services to the approximately 85 million SIMs registered at June 30, 2016, equal to a penetration rate of approximately 140% of the Italian population. The penetration figure is distorted by the widespread use of more than one SIM card by many customers. It is estimated that about 76% of Italian mobile customers subscribe to prepaid mobile telephone services, which have low customer acquisition costs.

Excluding MVNOs, at June 30, 2016 WIND had an estimated market share of 24.6% while Telecom Italia, Vodafone and H3G had shares of 35.0%, 28.1% and 12.3% respectively.

Fixed telephone services market

Voice

The Italian fixed-line telephone services market is the fourth largest by value in Europe after Germany, the United Kingdom and France. Telecom Italia dominates this market even though it was liberalized in 1988. In addition to Telecom Italia and WIND, the main players are Fastweb, Vodafone/Teletu, Tiscali and BT Italia.

Internet

At June 30, 2016 access to broadband internet had reached a penetration of 75% of the total of fixed lines in Italy. Broadband services in Italy have grown swiftly over the past few years to reach approximately 14.5 million connections or approximately 24% of the country's population. Despite the recent considerable rise in broadband, Italy still lags behind other European countries.

COMMERCIAL AND OPERATING PERFORMANCE

Mobile Telephony

At June 30, 2016, WIND had 20.9 million mobile telephone customers, a slight decrease over June 30, 2015, thus maintaining stable its market share (calculated by excluding MVNO operators) to 24.6%.

The following table sets out the main indicators of mobile telephony services.

Mobile	2016 6 M	2015 6 M	Change
Customer base (millions of SIM Cards)	20.9	21.4	(2.48%)
Revenue (millions of euro) ⁽¹⁾	1,580	1,545	2.23%
Voice traffic (billions of minutes)	34.6	34.7	(0.47%)
ARPU (Euro/month)	11.2	11.0	1.1%
% ARPU Data/Total ARPU	43.5%	41.6%	

Consumer offer

WIND's offers embody the values of clarity, simplicity and transparency ensuring the freedom to communicate to all its clients.

In the second quarter of 2016, WIND continued the renewal process of its product portfolio aiming at simplifying, in order to maintain its position as a "Smart Value for money" and respond to the changing market conditions.

The different customer needs are satisfied with options suitable for every need: the solution "*All Inclusive*" with minutes, SMS and GIGA for customers who like all-inclusive offer; "*Noi Tutti*" option only with the voice component and offers with data only to complete the range.

WIND, which is always paying great attention to the youngest needs, offers a free GIGA to all customers under 30 who choose all inclusive.

Considering the excellent commercial results achieved, also in April 2016 the promotion "*Porta i tuoi amici*" remains available to customers: the established mechanism of the "Member-get-Member" allows the new customers on portability and the WIND clients presenting them to add additional GIGA.

In line with the growing need for data traffic from the user, was introduced "*Gigamax*", a new internet option which includes the possibility of using 3 GIGA for a convenient price for both new and existing customers.

In May 2016, WIND launched its data portfolio with "*Ricarica Max*" which provides the opportunity to enrich its offering with 3 additional GIGA. In addition, the "*Open Internet 12 GIGA*" option was introduced in the service range for all new and existing customers who want to be online on Smartphone, Tablet and PC.

In late May, WIND, always close to the world of music, launched an offer dedicated to celebrate the 10th anniversary of the "WIND Music Awards".

In June, the portfolio of subscribing options has been enriched with more minutes and GIGA. To celebrate the summer, the "*All Inclusive*" has been enriched with a promotion that doubles the bundle throughout 2016, not only for the new WIND customers but also for the "customer base." For the Infostrada customers, the advantage is double: *All inclusive* fee is discounted by 50%.

During summer, data traffic is constantly increasing and WIND launched ad-hoc offers for heavy users, "*Giga Max Limited Edition*", "*50 Giga*" and "*Smartphone Box*" to give customers the opportunity to enjoy internet also moving.

Enhancement of customer loyalty is a central corporate objective, pursuing the customer satisfaction, "*Unlimited WIND*" has been launched to celebrate the summer with one month of free calls to WIND numbers.

In line with the digital process, the range of services has been enhanced with the "*WIND due per uno*" which offers discounts on hotels, restaurants, cinemas and conventional attractions. The promotion is free for 6 months.

In the second quarter of 2016, WIND strengthened the position "closer" also for foreign customers living in Italy. Excellent results for the *Call Your Country* portfolio with the "*Call Your Country Super*" which provides 1 Giga a week, national SMS and International to 10 euro cents, international calls from 1 cent per minute, and in Italy, unlimited calls to WIND and 50 minutes a week to all, the total cost of 2.50 euro per week.

For customers wanting to call abroad and in Italy with "*Call Your Country WIND*" offers 100 megabytes a week for navigation, national and international SMSs at 10 cents, calls abroad starting from 1 cent a minute and unlimited calls towards WIND for a total cost of €2 a week.

In June 2016, the renewal of the portfolio continues with the launch of new offerings providing reasonable prices to many foreign countries.

Good results also for the "*Welcome Pack*" offer addressed to customers who want to buy a Smartphone, with the formula *Telefono incluso* or *Promo device*, and switch to WIND while keeping their number.

The offer includes, for 5 months, a bonus of 20 minutes for month of international traffic towards certain foreign leaders.

Continuing to meet the various needs of its customers, WIND has additionally thought of the foreign who "use internet a great deal" by proposing a dedicated offer in order to obtain more gigabytes: *GIGA International* provides 4 gigabytes of internet a week for only €6.

With three different levels of customization, the *NOI INTERNATIONAL* offers set out to satisfy customers' individual needs for calling their country of origin at extremely competitive prices. In addition, with the "*Call Your Country WIND*" and "*Call Your Country Super*" offers customers can subscribe to the included telephone offer to buy a smartphone at small monthly installments or purchase dedicated models at extremely advantageous prices.

In the second quarter of 2016, the success of subscription plans for both the "Consumer" and for the "Professional" has been confirmed, thanks to the offers launched in the first quarter.

The new range of *WIND Magnum*, launched in March 2016, led to the increase in high spending customers.

The innovative No Tax offer on subscription with two SIMs, as unlimited minutes and SMSs and the choice between 4, 10 or 20 gigabytes to be shared across smartphones and tablets established itself in the market thanks to its ability to meet the varied needs of navigation.

The launch of *WIND Magnum* was accompanied by a promotion that followed the growing trend of wearable devices: all customers who activated *WIND Magnum* between March and May were able to apply the FitBit Charge for exclusive conditions, 0€ per month and 0€ as advance. The same formula "device included" was offered in June 2016 with the sound speaker *EU Roll 2*, the wonderful sound, impressive and huge and water resistant, perfect for playing the summer soundtrack of the *WIND Magnum* customers.

Following the success of *WIND Magnum*, in June 2016 it was launched the new *Magnum Mini Limited Edition*: a No Tax offer with unlimited minutes towards all numbers and 2 GIGA to share for €15. Even the *Magnum Mini* launch was accompanied by the "including device" option: the new WIND smart (Smartphone is a WIND brand) is available for a 0 installment and 0€ as advance.

Even with *Magnum Mini* is possible to activate the *Family Magnum* (an offer for the whole family that includes 500 minutes and messages to all and 2 GIGA at the promotional cost €6 per month instead of €12) or *Magnum Call Your*

Country, the dedicated option to customers who frequently call abroad (calls from 1 cent/min, at a cost of €1 per month added to the cost of the option of *WIND Magnum* or *WIND Magnum Min*).

In addition, there are exclusive and beneficial fixed offers for customers who choose *WIND Magnum: Powered Infostrada Magnum* offers fiber ADSL and unlimited calls to all national fixed and mobile numbers and fixed numbers in Western Europe, the USA and Canada at a cost of €19.95 per month for a year.

In June 2016, WIND strengthened also the promotions for Professionals with VAT. With the portfolio of *All Inclusive* offers (more convenient and full of giga in March 2016), it is possible to add a top range smartphone with installment of €5 and an advance of €99.90. Smartphones in the promotion are the Galaxy S7 edge (advance of €149.90), Samsung Galaxy S7, Huawei P9 Plus, Microsoft Lumia 950 XL and LG G5 (for these four models the advance is of €99.90).

Offers for professionals who want to combine their mobile offering with a fixed line continue: with the "*Super All Inclusive Unlimited Affairs*" for €42.95 (excluding VAT), in order to have unlimited minutes and messages and 5 GIGA for Mobile while for the fixed ADSL line, the customer will have unlimited calls to all fixed and mobile national and fixed Western Europe, USA and Canada.

WIND is the first telecommunications operator in Italy to launch an offer completely dedicated to the IoT world: *Digital Home & Life*, a new way to experience technology with a range of products selected to live fully their passions. Four separate categories allows you to meet the different needs of enthusiasts of product innovation customers: Smartwatch, Wellness, Entertainment and Smart Home.

WIND had solutions available for its customers that enable them to purchase all the *Digital Home & Life* range at exclusive prices payable by credit card or direct debit on an installment basis.

Business voice offer

WIND provides a wide range of voice services to its corporate customers, to small and medium businesses (SMEs) and to professionals (the SOHO market), with specific offers to suit each market segment.

Larger companies are increasingly gearing themselves towards offers in prepaid mode so that they can further increase control over their telecommunication expenses. WIND has an offer based on a business's budget based on "all inclusive" monthly charges: customers establish their telephone spending at a company level by identifying traffic packages shared by all of their SIMs, thus keeping control of their budget at both a global and single SIM level. Faced with the increasing interest in mobile applications (apps) designed to take certain business processes into mobility, WIND has additionally launched *Enterprise Mobility Services* through strategic partnerships and vertical system integrator agreements.

For the population of professionals, self-employed workers and small/medium businesses, through the pull sales channel (WIND Retail, Dealer, Franchising, large retail chains (GDOs)), and for small and medium businesses through the push sales channel, WIND Business is present on the market with a new positioning based on three pillars:

- *Smart Assistance*, the guarantee of always having a level of assistance suitable for the needs of business customers;
- *Smart Offer*, a clear, simple and complete offer at the right price;
- *Smart Innovation*, tools for digitalization and smart working.

Starting from May 23, 2016, WIND Business launched a new rechargeable portfolio *Giga Smart Share*. The offer aims to meet the growing need for GIGA, by offering flexible and adaptable according to the personal needs of business customers. The data bundle are the key element of the new tariff plan, and can be shared among users or more terminals in the interests of efficiency, savings and flexibility. The new plan *Giga Smart Share* also provides bundled

Extra Giga Smart Share: finished the shared data basket, a new one with different cut will be automatically activated, to allow customers continuity in of his work performance.

To assure needs of customers travelling abroad, *Giga Smart Share* offers the possibility of completing the offer with options *Premium and Top World*, respectively for €10/month (excluding VAT) and €20/month (excluding VAT).

For customers travelling occasionally instead, it is possible to activate the daily option *All Inclusive Travel Europe & USA* (10€/week excluding VAT), *All Inclusive Travel World* (50€/week without vat), *World Travel Rechargeable* (50 €/week excluding VAT) and *International Busines* (5 €/month excluding VAT).

The new *Digitali Cre@sito*, *Pec Smart*, *Mobile POS*, *WIND Smart Control*, *Windlex* and *4Mobility* services complete the mobile offer for businesses, guaranteeing an innovative commercial proposition that stays close to the needs of WIND's business clientele. The *Cre@sito* service provides customers with the possibility of creating a website on their own through a user-friendly interface and have a level II dominion and a mailbox. *Pec Smart* is a certified electronic mail service, mandatory by law for professionals and businesses, which has legal value equivalent to a registered letter with return receipt.

WIND Smart Control is an innovative Mobile Device Management solution of WIND Business created for all small and medium-sized businesses needing to make the smartphones and tablets used by their employees safe and to configure and monitor these devices in a simple, rapid and effective way. This service has a cost of only €2 a month. Thanks to the partnership with *4Mobility*, new services are available to provide an optimal management of working activities in mobility: organizing the day's work in the best possible manner and recording this by way of reports, photos and videos; managing contacts and planning visits and having digital catalogues, products and documents in mobility; digitalizing and managing expense notes in the simplest way, creating them and transferring them in real time.

In order to extend its portfolio of offers and services dedicated to SMEs, WIND has signed a partnership agreement of significant importance with Microsoft in order to be able to offer its customers Office 365, the productivity suite in Microsoft's Cloud. With Office 365 businesses have at their disposal all the tools needed to work in mobility in the best way possible and everywhere on any device (Smartphone, tablet, laptop, PC, Mac), so that they can handle, modify and share documents in real time while operating with the utmost safety.

WIND Business proposes the Microsoft Office 365 services in three packages: *Basic*, *Plus* and *Top* in order to respond to the various needs of businesses, starting from €4 a month per single account.

Finally, to ensure maximum support with the best technology, it is available for all WIND Business customers, for free, an advanced technical support, an effective support, immediate and free for configuration and remote management of devices and applications.

Innovative Services

WIND continued with its proposal offer of digital contents such as apps, games, music, films, e-books and digital magazines which customers can download from Google Play Store and Windows Phone Store using their telephone account as a means of payment without the need for a credit card.

In addition to the two active stores, a Windows Store has been added which allows to buy, in addition to content already available on Windows Phone Store, also TV series and, above all, it offers the possibility to use the downloaded content from the PC.

There are more than 40 cities where the Mobile Ticketing service is active. The major Italian cities where it is already possible to buy tickets with your phone bills including Florence, Genoa, Padua and Milan, Napoli has been added. WIND promoted several initiatives to develop the service and make it known to customers receiving highly positive feedback on the social channels and was reported by the country's main local and national press. In the last year, the Mobile Ticketing service has saved more than one ton of paper which became about three since the service started.

As part of the digital payments, thanks to the use of digital tools to make customers' lives easier, WIND is now offering the option of paying through the App MyWind, the home bills, postal bill by Credit Card or prepaid card in a few clicks.

International Roaming

WIND customers can use their mobile telephone services, including SMS, MMS and data services (GPRS, EDGE, 3G, HSDPA) where available, in other countries through roaming facilities guaranteed by agreements with 500 international operators in 220 different countries, of which 208 covered by terrestrial roaming, 12 by satellite and 37 by LTE.

Starting from April, it has been implemented the daily offer following the directions of the new European regulation "Roaming Like @ Home" across all the Customer Base.

To the new offers valid in the European Union, the Roaming offers have to be added, valid all over the world that meet the travel needs of both customers who go abroad occasionally for holidays, and those already available from some time, for those who go abroad often for business needs.

Sales and distribution

As part of its strategy, which sees distribution as an increasingly crucial factor for its growth, WIND continues to improve the quality of its distribution channels and strengthen its sales network. WIND markets its mobile products and services, including SIM cards, scratch cards and handsets, through a series of exclusive sales points, which at June 30, 2016 consisted of 153 owned stores and 486 franchised sales points working exclusively with the WIND brand. The non-exclusive sales network consists of 3,360 WIND dealers spread throughout the country, 810 sales points in electronic store chains.

From the www.wind.it website, optimized for navigation from both desktops and mobiles, customers can activate offers and services, buy telephones, Smartphones and tablets and opt for the exclusive "All Digital" offers, which are only available online and are designed precisely for people having a strong preference for using digital channels. In addition, by making a simple click, customers can make top-ups online from all mobile phones, paying by credit card or PayPal or by charging their Infostrada or WIND telephone account. In the website it is possible to view WIND coverage maps online, integrated by Google Maps, in this way local 2G, 3G and 4G local coverage can be checked.

In addition, customers can make a direct request for the activation of a new fixed telephone line by accessing the www.infostrada.it website, with dedicated offers and promotions. In addition, the website is becoming an increasingly important point of collection Leads to acquire contacts with business customers.

Fixed Telephony and Internet

WIND provides its consumer and microbusiness customers with a vast range of direct and indirect fixed network services, broadband internet and data transmission services all marketed under the Infostrada name.

WIND provides broadband services to direct customers (unbundling) by renting the “last mile” of the access network from Telecom Italia, which is disconnected from Telecom Italia equipment and connected to WIND equipment installed at the telephone exchange, and to indirect customers whereby WIND retails a service to its customers that it buys wholesale from Telecom Italia.

In response to the current trend on the market, WIND has concentrated its efforts on achieving growth in the number of subscribers to direct voice services (unbundling) and broadband internet services.

In addition, WIND sells ultra-broadband services in FTTH mode (Fiber to the Home) in the city of Milan, where it markets offers in optic fiber which allow the end user to reach download speeds of up to 100 Mega and upload speeds of up to 10 Mega and in FTTH mode (Fibre to the Cabinet) in the other main Italian municipalities with speeds up to 50 Mbps in download and 10 Mbps in upload.

In April, WIND and Enel Open Fiber also signed a strategic and commercial partnership aimed at accelerating the creation and dissemination of infrastructure in ultra-wideband technology in FTTH.

The new “ADSL Vera” service has also been extended to the recently opened unbundling sites; this enables the customer’s line to be stabilized at the maximum supported speed up to a peak of 20 Mega when downloading, thus providing customers with the best possible performance and ensuring a line that is always stable. The plan started up in January 2015 for expanding the Direct Access Network continues, and this will lead to the unbundled coverage of over 70% of the lines, further strengthening WIND’s positioning as an alternative operator to Telecom Italia in the fixed sector.

Voice services

WIND’s fixed network voice customer base could count on 2.8 million subscribers at June 30, 2016, a decrease of 1.3% over June 30, 2015; the direct customers voice component increase by 3.68% over the corresponding period of previous year. The following table sets out the key fixed-line indicators.

Fixed-line	2016	2015	Change
Customer base (thousands of lines)	2.778	2.814	(1.3%)
of which LLU (thousands) ⁽¹⁾	2,479	2,391	3.68%
Revenue (millions of euro)	530	558	(5%)
Voice traffic (billions of minutes)	5.1	6.0	(14%)
ARPU (Euro/month)	27.1	27.9	(3.0%)

⁽¹⁾ Including Virtual LLU.

Internet and data

WIND offers a vast range of internet and data transmission services to both its consumer and business customers. At June 30, 2016, the Group had 2.3 million broadband internet customers and 0.01 million narrowband subscribers.

The following table sets out the key internet access figures.

Internet and data services	2016 6 M	2015 6 M	Change
Internet Customer Base ('000)	2,329	2,219	5.0%
of which Narrowband ('000)	5	7	(29.4%)
of which Broadband ('000)	2,324	2,212	5.1%
of which LLU ('000)	2,116	1,954	8.3%
of which Shared Access ('000)	6	8	(29.5%)

Package and converging services

WIND is one of the leading suppliers in Italy of internet services, fixed-line voice services and mobile telephone services, having an integrated infrastructure and a network coverage which extends throughout the country.

In order to make WIND's positioning in the sphere of integrated services more exclusive, the push has continued on the *Powered Infostrada* offer which is addressed to all WIND's prepaid mobile customers subscribing to a WIND *All Inclusive*, *NOI* or *Call Your Country* offer, who are offered a choice of one of the fixed-line telephone products *Absolute* or *All Inclusive Unlimited* at a special price. Is still available the offer launched in February 2016 which guarantee an exceptionally unique and exclusive price for WIND customers subscribing to an ADSL offer or Fiber; the success of the *Internet Everywhere* promotion continues, directed at customers who want to navigate from home with ADSL or Fiber and in mobility with an internet key or a tablet, thanks to the *Super Tablet* offer under which customers can obtain a tablet at a cost starting from €3 a month with 1 gigabyte of traffic included.

The new fiber offer (FTTC) offer continues in the main Italian municipalities. The same services are also available in the "*Affari*" version on the stores sales channel for Microbusiness/SOHO customers. The drive towards acquiring both fixed and mobile customers is supported by the new commercial proposition *Powered Magnum*, which combines the fixed-line telephone and ADSL and Fiver connectivity offer with the new mobile telephone *WIND Magnum* offer.

The sale continues in WIND stores of the *SMART HOME PACK* complete solution for the safety and protection of the home: Smart Plug, Motion Sensor, Videocamera and SIM dati are included in the offer for only €3 a month.

The new Wi-Fi Hotspot Service is pushed for WIND Business customers in the value added services range, which enables VAT registered customers to provide their end customers with a free of charge Wi-Fi connection at their premises, ensuring not only customer loyalty but also more precise knowledge through the operating portal in which accesses to registered users are stored.

Voice and business data offer

WIND provides PSTN, ISDN and VoIP fixed-line network voice services, data services, VAS and connectivity services to large business users, capitalizing on the experience gained with ENEL and using a dedicated call center. In this segment WIND is also able to tailor its offer to the specific needs expressed by the customer and to the requirements set in tenders. The offers for businesses also include flat solutions with tariffs based on the number of users, which enable customers to keep complete control over their spending.

Direct access to the network is assured for large-scale businesses by radio link, by direct optic fiber connections or by LLU direct access; in areas where direct access is not available, dedicated lines leased from Telecom Italia are used.

In addition, WIND is also extending its offer for the large business market by means of Cloud services, and its commercial proposal with ICT and managed services solutions on both fixed and mobile networks. WIND has a partnership with the Enterprise division of Google which enables it to propose collaboration and communication solutions to businesses based on Google Apps Cloud. WIND has prepared an offer, *WIND Cloud per Aziende*,

consisting of a rich catalog of IaaS services and, in particular for medium-sized businesses, pre-configured bundles of data center and connectivity services which are capable of satisfying the needs of these customers and are available in an extremely short period of time.

In addition, leveraging on its business assets and in particular in relation to enterprise mobility and cloud paradigms, WIND has launched *WIND Cloud Line*, an IP PBX cloud solution that combines the mobile and fixed worlds, and *Work & Life*, a solution created to provide an integrated response to the requests for smart working more emerging in businesses.

The PSTN fixed network offer portfolio for sole traders, which is geared in particular towards professional firms and small companies requiring up to four lines (analogue or 2 ISDN), consists of the voice and ADSL bundle lists (*All Inclusive Business L* and *All Inclusive Business Unlimited*), which offer unlimited calls to all national fixed and mobile numbers and unlimited ADSL, *Absolute ADSL Business* lists which offer unlimited ADSL connectivity and pay-per-use voice calls and *Noi Unlimited Affari* lists, which offer unlimited calls to all national fixed and mobile numbers, unlimited calls to all fixed and mobile numbers on the WIND-Infostrada telephone account and pay-per-use ADSL. The whole of the offering portfolio is available with WIND network coverage on lines already activated with other operators and also on new lines.

For all sole trader customers, existing and new, the possibility continues of subscribing to the new second line offer, which provides only one additional voice line that can also be used to send and receive faxes, and of using POS devices. ISDN Telecom and Fastweb or Vodafone customers with additional numbers can now finally decide to pass over to Infostrada without losing their telephone numbers.

The *Absolute ADSL Business* and *All Inclusive Business Unlimited* plans have become even more advantageous as a result of the "Super" versions: integrated solutions combining fixed-line, ADSL, mobile telephony and data.

To complete the offer, "plug&play" packs are being proposed at extremely competitive prices on an installment sale basis to respond to customers' most common needs: the Internet Pack, consisting of a Wi-Fi router and a 3G internet key, offered in combination with a data SIM having two months of completely free traffic included, enables customers to navigate on the mobile network while waiting for activation of the ADSL service and to have a back-up line on the mobile network once activation is completed; the Internet-&-Video Pack on the other hand contains an IP video-camera in addition to the Wi-Fi router and an internet key to enable customers to video-control their professional environment, record images and obtain access from laptops or mobile devices.

For SMEs, WIND offers a wide range of dual-play (voice + internet) products with tariff plans based on VoIP technology having unlimited traffic to national fixed and mobile numbers and to the international fixed network and unlimited ADSL up to maximum 20 MB with a minimum guaranteed band of 300 kps and a static IP address. The offer is available in a 2 line version (*All Inclusive Aziende Smart*) and in a 3 to 8 line version (*All Inclusive Aziende*). The VoIP offer becomes even more beneficial thanks to *Super All Inclusive Aziende* if combined with the *Unlimited Subscription* and *Rechargeable* mobile plans using up to a maximum of 10 SIM cards, and with *Super Internet* if combined with the data offers.

Super promotions become compatible also with *Giga Smart Share*, thanks to the Unlimited plan with a combination of the two *Super* offers that make the fixed and mobile promotions even more affordable. From June 13, 2016, it is also available the fixed offer including fiber access (FTTC), which allows you to navigate up to 50 Mbit/sec with the same ADSL monthly fee.

Another offer designed for small and medium-sized enterprises is *WIND Smart Office* which includes a virtual switchboard based on VoIP technology. *WIND Smart Office* is available in two profiles: Small, which enables customers to activate up to 10 fixed and mobile extensions with 3 simultaneous calls, and Large, for businesses that

need to have up to 100 extensions, of which up to 25 fixed, with 6 simultaneous calls. And with Super Smart Office customers can use discounts on connectivity if they also activate mobile offers.

The *WIND Smart Office* offer was improved from June 13, with the addition of the *Extra Large* version with fiber access for companies that require a virtual PBX and more than 6 calls from fixed internal, with unlimited calls to all and up to 15 simultaneous calls. Another type of *WIND Smart Office* is the *Executive* offer with SHDSL connectivity for medium or large companies that need more than 70 fixed interior.

In addition, "*Netride Smart*" has also been available, a solution that provides considerable customization and flexibility possibilities, created to satisfy the needs of SME customers. In the portfolio offered the *WIND Impresa* offer can always be activated; this provides from a minimum of 6 up to a maximum of 60 simultaneous calls and provides customers the possibility of subscribing to a rental, management and maintenance service for telephone switchboards.

Sale and distribution of fixed network services

WIND's distribution strategy is based on the "omnichannel" concept (stores, web or telephone), following the needs of customers who automatically select the sales channel which suits them best.

In terms of performance, the most important sales channel is the retail channel (monobrand and multibrand stores), which through the integrated offers continues to increase in importance. Following this are the 159 call centers and the web, while the activities of the outbound call centers are by now residual and are mostly used for acquiring customers in very specific segments.

Interconnection services

WIND offers its wholesale services to other operators, making its network capacity available through these services, and manages incoming and outgoing call termination traffic on its network for domestic and international operators. WIND is paid a fee by other operators for managing the calls which terminate on its mobile or fixed network, while in the same way it is required to pay a termination charge to other operators for calls which terminate on their mobile or fixed telephone networks. Interconnection tariffs from mobile to mobile, from mobile to fixed, from fixed to mobile and from fixed to fixed are regulated by AGCOM.

Customer care service

WIND's customer service activities are coordinated by its Customer Management Department, which is organized to support the various needs: rechargeable customers (mobile), subscription customers (fixed telephony, mobile telephony and internet) and business customers. In order to provide a tailored service for certain particularly important customer segments such as the ethnic communities, WIND also provides its customer assistance service in other languages. Call centers dedicated to residential customers are located throughout the country.

The WIND customer care service continues to develop its operational organization, focusing on the activation phase and the increasing need for mobile-fixed-internet multi-service assistance.

The integration among its customer care and sales network continues in order to provide a customer service spread widely through its own retail outlets in the area, making it more direct and transparent.

In a high-penetrated market, retaining a vision which puts the customer as the center of his business is a necessity. It is critical to take care of the customer management policies which are consistent and synergic between the various sectors and in order to represent a discriminating success factor.

This vision has always been an asset for WIND and a *modus operandi* which involves and integrates all of the Group's business sectors, ranging from marketing to sales by way of customer care, the technical functions of the network and information technology.

A detailed set of activities has been set up for monitoring the various points of contact between the Customer and the Group and for assessing satisfaction with WIND and the extent to which it may be recommended to others, using NPS measurement methods. This enables customer needs to be identified and specific targeted replies to be provided, and more generally allows the main areas of development to be identified, in line with the feedback provided by the customers themselves.

WIND's Customer Relationship Management department therefore sets itself the objective of understanding, anticipating and responding to the needs of current and potential customers with the aim of increasing the value of the relationship in all the segments covered, in consumer (mobile and fixed) and corporate market, with an organizational structure focused by market.

A success factor for the initiatives carried out by CRM, which is gaining even further importance, is the ability to know how to capture customers' needs on a timely basis during their lifecycle and in particular in the presence of certain specific consumption behavior. This has been possible by making analysis and campaign management tools more sophisticated and evolved.

Consistent with the identification of customer needs, WIND CRM provides ad hoc solutions in terms of product and offer through traditional and digital relation channels. Commercial actions involving customers is also carried out through the distribution network which has developed from being a new contract acquisition channel to a channel that also looks after customer management.

WIND places a great deal of emphasis on managing digital contact points and on online customer assistance tools, ensuring high standards of quality and encouraging their use.

The MyWind app, is near to 12 million downloads, is the preferred digital point of contact with WIND customers owning a Smartphone or tablet Android, IOS or Windows Phone. The 4.0 version has been subjected to a detailed graphical and functional revision with a considerable improvement of the user experience, obtained particular success among customers who have confirmed MyWind as the app with the highest rating between the Selfcare App.

The MyWind App is now available in English and has been further improved thanks to the functionality, for the first time in a selfcare APP, which allows the use of credit cards saved in the App for making refills, to pay its Postal bills.

In addition to that for Widget Android, that for Widget IOS is also now available, which enables customers to obtain the information on the status of the customer offer directly from the Notification Center of their iPhone and the "tile" function for viewing the data on the main screen of their Windows Phone. The WIND Talk, the App WIND relating to an integrated messenger service app representing a new way of interacting with customers and proposing exclusive services to them. In addition to providing what any other messenger service app on the market has, WIND Talk also offers the possibility of contacting WIND customer care or certain WIND stores via chat. Using WIND Talk, customers can also buy public transport tickets and transfer telephone credit in a simply way to their contacts having a WIND prepaid line.

In addition, through the WIND Talk it has been proposed a campaign of "gamification" that offers the possibility, by simply blowing on the Smartphone, to win special rates is dedicated to customers who already customers of other operators.

The social networks also continue to be an important point of contact, listening and customer management for WIND, with an increase of almost a million fans on Facebook but above all a rise in the number of contacts. WIND continues to maintain levels of excellence in the special social care rankings "Top Brands" of Facebook and Twitter published on a monthly basis by Blogmeter (Blogmeter.com) for the speed with which it handles contacts.

Marketing and Branding

Advertising Offline

In 2016 WIND consolidates its advertising strategy reconfirming the "movie" format with Panariello, Fiorello and Conti as testimonials. In January 2016, Giorgio Panariello continues to be the *secret agent 320* and he launches in TV the Infostrada fiber from his ultra-technological base. On Valentine's Day he is awaited by a special mission: to offer the "perfect gift" of WIND for the love day, free unlimited calls for one year towards a number of WIND.

In February WIND is celebrating the milestone of 10 million of *All Inclusive* customers with two new spots related to exclusive promotions for customers switching to WIND for the new *All Inclusive Celebration*.

In January after a first flight of billboards on RECHARGE GIGA, in February and March, in synergy with TV, *All Inclusive Celebration* is also the protagonist of a national campaign, boosted by a strong local planning.

In March 2016, Rosario Fiorello and Carlo Conti came back on TV, in the shoes of Agent F and Agent H, dealing with aliens and new media in a hyper-digital world. It starts with the Infostrada fiber offer at the exclusive price of €19.9 per month dedicated to all WIND customers, simultaneously in national view mode with 3 flight and the domination of the arch in the central station in Milan.

For the Father's Day comes a very special gift: 2 GIGA for a month for all WIND customers.

The new *WIND Magnum* campaign ended the quarter with unlimited everything to all and 4 Giga be shared on smartphones and tablets. The *Magnum* with the plus of the new Samsung S7 at a special price is the protagonist in March even a campaign of National View mode.

In late May the new summer campaign starts in TV with Giorgio Panariello commanding a crew of pirates direct to the South Seas. A new offer, the *WIND Music Awards Celebration* has been organized to celebrate the 10th anniversary of WIND Music Awards. Since June 10, the journey of the Pirates will continue with two subjects, *Summer Festival* and *All Inclusive Summer Edition*, also with 50 GIGA free for those who buy a new Smartphone.

In June, the NO TAX offer *WIND Magnum* combined with brand new Huawei and P9 P9 plus, is leading a campaign of National billboards.

Always close to the country and the passions of their customers, WIND supports and oversees a series of local events with their own commercial space, and with dedicated and exclusive offers: the *Fiera Campionaria* in Padua, the *Fiera del Mediterraneo* in Palermo, the *Straverona* in Verona the *Gola Gola! "Food and People"* of Parma Festival and the *UniversityBox* tour which involved seven of the major universities.

About the ethnic target, in 2016 WIND plans print pages of newspapers dedicated with a new creativity and claim that expresses the concept of "closeness" with the country of origin: "With WIND you always feel at home".

As for the business sector, WIND to support the GIGA BOOST offers and All Inclusive Unlimited, associated with deals on Top smartphone of the moment, planned periodic posting and local press campaigns in trade magazines.

The WIND SMART choices (Assistance/Innovation/Giga Share), advanced for supporting the growth of small and medium-sized Italian companies, oversee the main national airports on billboards patrol, the pages of trade sectors and billboard space of the opening and closing of the fiction "Do not tell my boss", sponsored by WIND.

Advertising Online

The investments made in the digital media aimed at ensuring a continuous awareness of all the Group's brands and all the types of offers in its portfolio were both significant and constant throughout the first half of 2016. Planning covered all the main desktop and mobile websites, communication activities with focus on maturity offers, the MGM campaign and the *All Inclusive Celebration* which also celebrated the 10 million All Inclusive customers and display launched at the WIND Music Awards 2016 offer to support WMA Celebration. Digital campaign covered the period also with caring activities during special events such as Valentine's Day and Father's Day and digital projects supporting the Digital Home&Life brand aimed at IOT world. During the period have to be highlighted important online campaigns for the sale of Infostrada fiber in areas covered by the service.

Online investments supporting the ethnic target offers also continued, as well as tactical campaigns in support of promotions reserved for customers topping up online. In May WIND began an intense online communication activities directed at SMEs to support the smart positioning and to propose to target the affordable WIND Business offers a portfolio.

Corporate Advertising and Special Projects

In the institutional sphere WIND's contribution to young businessmen continued through the WIND Business Factor project and in 2015 its competition culminates in March with the awarding of Friendz, the winner of the startup WIND Startup Award. The event, held at the incubator Luiss Enlabs of Termini Station in Rome as part of the Growth Festival, saw the protagonists 5 startup finalists and the introduction of a new mode of presentation, the phone pitch, launched by WIND to allow to the audience to vote for the smart startups and celebrate the occasion with a hint of irony its most important values.

On March 21, 2016, WIND is celebrating the day of forests by launching an online video service focused on Mobile Ticketing celebrating the closeness of WIND and its customer-friendly: 3 tons of paper saved in three years thanks to the use of the purchase methods online of public transport tickets. In June, WIND celebrates the 10th anniversary of WIND Music Awards at the Arena di Verona and back on Rai 1 with two evenings of great music reaching a high share and high profile cross-media.

NETWORK

WIND has developed an integrated network infrastructure providing high capacity transmission capabilities and extensive coverage throughout Italy both for fixed and mobile services. As of June 30, 2016, WIND fixed access network covered with ADSL broadband+ direct services the 66.7% of the Italian population while the mobile network population coverage reached the 99.9%; in particular, WIND UMTS/HSPA and LTE are available respectively to the 98.5% and the 62.4% of the Italian population.

WIND's mobile and fixed - line access networks are supported by 22,683 kilometers of fiber optic cables backbone in Italy and 5,091 kilometers of fiber optic cables MANs. WIND's network uses a common transport, core and system platform, which is referred to as the "intelligent network," for both WIND's mobile and fixed-line access networks. WIND's transport and routing network has been upgraded to provide a uniform and scalable IP network platform, which provides additional capacity.

The geographic scope of its network and the integrated nature of its operations allow WIND to offer its subscribers mobile, fixed-line and Internet product bundles and VAS. As of June 30, 2016, WIND also had 501 roaming agreements with international telecommunications operators around the world.

Fixed-Line Network

WIND's fixed-line network consists of an extensive fiber optic transport network with over 22,683 kilometers of transmission backbone and 5,091 kilometers of fiber optic cable MANs linking all capitals of Italian provinces and other major cities in Italy and a radio transmission network with approximately 16,479 radio links in operation.

The national voice switching network consists of a NGN/IMS network composed by 4 call control nodes, 4 Media Gateway Controller and 42 Trunking Gateway. The national network is supported by NGN (Next Generation Network) dedicated to interconnection with international operators composed by 2 Media Gateway Controller and 10 Trunking Gateway. WIND is able to handle all the traffic on proprietary backbone infrastructure, with little need to rent additional capacity from third parties.

As of June 30, 2016, WIND fixed access network has 1,785 LLU sites for direct subscriber connections with a capacity of approximately 3.432 million lines, and had interconnections with 613 SGUs, which allows it to provide carrier selection access for indirect subscribers throughout Italy, as well as WLR services.

Starting from 2015 WIND have done investments on fiber activating the ultra-broadband services for almost the 27% of the population, using mainly Fiber to the Cabinet and Fiber to the Home technologies. In Milan FTTH service is active and it will be extended to other cities leveraging on the signed agreement with Enel Open Fiber (EOF).

Furthermore, during the year the migration of voice traffic interconnection with other national operators in IP technology has been essentially completed.



WIND Internet network access is implemented by an all IP network, with over 50 POPs (Point of Presence), for direct (xDSL) and indirect Internet access services, as well as virtual private network (xDSL, Fiber Optics). The IP nodes access network consist of 53 BRAS for consumer services and 75 Edge Routers for Business application, located in PoP to ensure optimal coverage of the national territory.

Mobile Network

WIND offers mobile services through its three network layers 2G, 3G and 4G. First layer developed in 1998 with GSM technology provide voice and data service with EDGE enhancement. The second layer, 3G, provide voice service and data service with HSPA+ technology. In 2015 WIND has already completed a massive roll-out of the UMTS refarming at 900MHz, changing the use of part of its spectrum previously used for the GSM service (one block of 5MHz), in order to foster and enhance the indoor coverage of the 3G services, due to the better propagation of the low spectrum frequencies. WIND is also going further the intensive plan to deploy the latest mobile generation network based on LTE (long term evolution) named also "4G" technology to provide wideband mobile connections.



The following table provides an analysis of WIND's SM/GPRS, UMTS/HSDPA and LTE networks as of June 30, 2016.

GSM/GPRS	
Radiating sites	14,795
BSC (Base Station Controllers)	235
MSC (Mobile Switching Centers)	8
HLR/HSS (Home Location Register)*	12
SGSN (Service GPRS Support Node)	6
GGSN (Gateway GPRS Support Node)*	8
UMTS	
Node B	14,326
RNC (Radio Network Controller)	130
MSC-Server	26
MGW (mediagateway)	27
SGSN (Service GPRS Support Node)*	12 (6 dual access; 6 triple access)
LTE	
Enodeb	3,138
MME	6
HSS	2
PDN-GW	6
S-GW	6

*Shared with UMTS/LTE

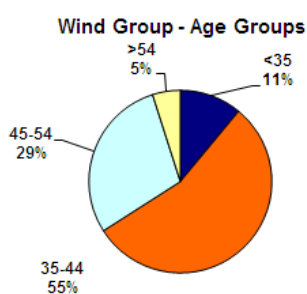
HUMAN RESOURCES

At June 30, 2016, the Group had a workforce of 6,767 employees structured as follows.

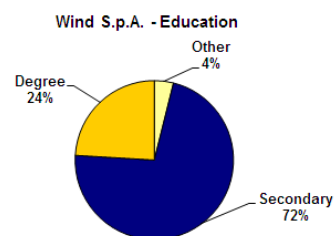
	No. of employees at		Average No. of employees in	
	06/30/2016	06/30/2015	2016	2015
Senior Managers	114	122	116	122
Middle Managers	628	627	628	623
Office Staff	6,025	6,121	6,054	6,138
Total WIND Group	6,767	6,870	6,798	6,883

During 2016, the Parent hired 39 employees while 85 left.

The following charts provide personnel details for WIND and its Italian subsidiaries.



Average age: **42**



Graduates excluding call centers: **26%**

Women account for 47% of employees.

In terms of the geographical allocation of personnel, over 74% of personnel work in the offices in Milan, Rome, Naples and Ivrea.

Sites	30/06/2016	30/06/2015
Milano	13%	12%
Ivrea	9%	9%
Roma	34%	34%
Napoli	18%	18%
Altro	26%	27%
Total	100%	100%

(*)The Rho site is included in Milan and the Pozzuoli site is included in Naples.

The following table shows the personnel distribution by department

Departments	30/06/2016	30/06/2015
Network	35%	34%
Information Technology	11%	6%
Customer Care	16%	21%
Marketing & Vendite	26%	22%
Staff	12%	15%
Total	100%	100%

Organization

During the first quarter of 2016, with the aim to strengthen and develop the commercial presence on the business segments, under the Sales Department have been defined the organizational resources dedicated to the development and marketing to managing sales structures oriented to segments offers business.

Development

At the beginning of February started the annual appraisal process, confirming itself as a tool geared towards individual development and performance management. The evaluation process ended and the 99.42% of the population has received the evaluation

Training

A total of 6,621 man-days of training were given during the first half of 2016, relate primarily to technical and mandatory training for WIND.

In June, early learning experiences were launched for the entire corporate population relating to the Digital Learning Evolution project. A new way of doing training is offered aiming at promoting digital culture both for educational contents as well as for the participation method, offered through the e-learning platform of the company of and a web training system meeting.

The ongoing training proposals consist of multimedia training pills, which can be used completely independently, and online seminars, through which is possible to participate in a real "virtual" classroom.

All the proposed contents allow to obtain new information and increase the knowledge and expertise in various thematic areas relating to personal and digital skills, through a plurality of different motivations. Offered proposals suggest simple, fast and totally individual learning opportunities, with multimedia pills, or more articulately, with participation in web seminars, designed as a real path, made of multimedia materials and social interaction activities that are proposed before and after the experience of online classroom. In June, they participated in these first proposals for training 400 employees.

Relating to on-line training, are still ongoing the training activities on the Model 231 training concentrated on the new hired employees; with regard to the Code of Conduct, the 98% of employees completed the on-line training. All the above online activities will continue in 2016 through to completion.

Industrial relations

In February 2016 an agreement was signed with the trade unions for rendering the Group's business model more efficient by completing the plan for internationalizing activities, which is already under way, and carrying out the resulting reskilling measures. It was agreed to support this process by continuing solidarity contracts for a further 18 months with the aim of completely absorbing excess staff, in accordance with the business development lines.

To improve conditions of work life balance, an agreement was signed which provides the use of innovative tools such as telework and other flexible forms of working; in this regard, it has been initiated an educational activity of the resources that will adopt telework.

In addition, it was agreed to apply the procedure prescribed by the Fornero Law to achieve a mutual termination of the employment relationship for up to 50 workers who by the end of 2016 will have four years or less to go to meet their pension requirements and started the collection of declarations of interest by meeting the requirements workers.

The meetings in the bilateral commissions for monitoring the agreements relating to the operating model of the network operations are continuing.

According to the recent tax legislation, WIND signed with the trade unions an innovative enterprise agreement under which the employees could make a choice to convert the performance bonus, in whole or in part, in welfare services, thus benefiting sense of economic conditions more favorable in the choice of goods or services.

In addition, in order to increase productivity and improve business efficiency through also a redevelopment of office space, it was signed at local level, between the company and the union, an experimental Agreement on Smart Working; such testing, also to introduce a new flexibility aimed at improving work-life conditions of employees, is going to implement a new model for the work performance based on a strong sense of accountability and a greater orientation to the individual result.

While for the contract renewal for the years 2015-2017, the trade unions presented an unified platform containing the proposals to be examined in the next comparison of the trade association, representing the sector companies in and the union itself.

REGULATORY FRAMEWORK AT JUNE 30, 2016

Fixed-line market

Antitrust activity

Proceeding 1761

On the basis of a report made by WIND in 2012, allocated the number 1761, on April 4, 2013 the AGCM initiated an inquiry into a possible agreement on wholesale accessory technical services provided to the fixed-line telephone network, whose initial purpose was to ascertain the existence of violations of article 101 of the TFUE (an agreement between the technical companies which provide wholesale accessory technical services to Telecom Italia's fixed-line telephone network). On July 10, 2013 the proceeding was also extended by the Italian Antitrust Authority to Telecom Italia (TI) for the influence the latter exercised on the work of the technical companies. The proceeding was subsequently extended by the Antitrust Authority to December 31, 2015 to enable a series of further examinations to be carried out. The final hearing was held before the Authority on October 6, 2015.

Telecom Italia filed an appeal with the Lazio regional administrative court (TAR) against the provision of July 10, 2013 by which the AGCM extended proceeding 1761 to that company. At the hearing of June 11, 2014, Telecom Italia made a request for cancellation and the adjournment of the hearing. The TAR upheld Telecom Italia's request and accordingly ordered the cancellation of the case from the roll.

On December 23, 2015 the Authority closed the proceeding, publishing the final order in its bulletin and sanctioning Telecom Italia and 6 System (Alpitel, Ceit Impianti, Sielte, Sirte, Site, Valtellina), after ascertaining the violation of article 101 of the TFUE. The total penalty amounted to approximately €28 million.

The decision of December 23, 2015 was challenged before the Lazio TAR by Telecom Italy and System cartel. The hearing was scheduled for July 20, 2016, now the judgment is awaited.

Proceeding A428C

On July 15, 2015, the AGCM initiated a proceeding against Telecom Italia alleging violation as per article 15, paragraph 2 of Law no. 287/90 for non-fulfilment of points a) and c) of the Authority's provision no. 24339 of May 9, 2013 (a provision issued at the end of proceeding A428). The Authority considered that the new elements acquired from reports made by certain operators imply the continuation of anti-competitive conduct towards alternative operators in the act of supplying wholesale access services and that such behavior breaches the order to refrain from carrying out conduct similar to that subject to the infringement identified for the abuse of a dominant position in the above-mentioned provision no. 24339/2013. On January 4, 2016 the AGCM published its decision to extend the deadline for completing the proceeding to July 31, 2016.

Telecom Italia's Reference Offers

In July 2015 a public consultation was initiated on the draft provision for providing approval of the two Telecom Italia reference offers for 2014 relating to the copper network Bitstream services and the NGA (and VULA) Bitstream services. The final decision was taken in April 2016 with Resolution 41/16/CIR.

In October 2015 with Resolution 119/15/CIR, AGCOM launched a public consultation relating to the OR interconnection 2014 of Telecom Italy. In this consultation AGCOM submits to market observations also the review of the underlying timing of the procedure Number Portability of the fixed market. The final decision was taken in April 2016 with Resolution 40/16/CIR.

In January 2016, AGCOM launched a public consultation on the guidelines for the evaluation of activation fees and deactivation of unbundled access services (ULL) for approval of the relevant reference offers of Telecom Italy for the years 2015 and 2016.

In April 2016 were launched i) with resolution 44/16/CIR the public consultation on the approval of the Telecom Italia's Reference Offers for the years 2015 and 2016 relating to transmission services with dedicated capacity (termination circuits, flows interconnection, delivery kit and internal exchange connections), ii) with resolution 42/16/CIR the public consultation on the approval of Telecom Italia's Reference Offers for bitstream services on copper network and bitstream services NGA, Vula services and related ancillary services, for the years 2015 and 2016.

In March 2014, Telecom Italia notified appeals for the cancellation of Resolutions 746/13/CONS and 747/13/CONS, for the most part disputing the approach taken by the Authority for calculating the WACC, the parameter indicating the remuneration of the capital employed on which, among other things, the LLU price is based. WIND filed an appearance in defense of AGCOM in both cases. Fastweb too, for other reasons, also appealed against said resolutions for 2013. BT on the other hand only appealed against Resolution 746/13/CONS, concerning the determination of the price for the 2013 WBA.

The BT appeal has not been notified but WIND has decided that it will intervene in this proceeding.

The substantive hearing relating to the appeals filed by Telecom Italia for the annulment of Resolutions 747/13/CONS and 746/13/CONS and the appeals filed by Fastweb to have these resolutions annulled and by BT to have Resolution 746/13/CONS partially annulled was scheduled for November 19, 2014.

By way of a sentence issued on February 18, 2015, the Lazio TAR dismissed the appeals made by Telecom Italia, Fastweb and BT to have Resolution 746/13/CONS annulled (approval of the Telecom Italia Offer for 2013 relating to Bitstream services). By way of a sentence issued on March 9, 2015, the Lazio TAR dismissed the appeals made by Telecom Italia and Fastweb to have Resolution 747/13/CONS annulled (approval of the Telecom Italia Offer for 2013 for LLU access services).

On May 18, 2015, Telecom Italia and Fastweb notified WIND that they had filed an appeal with the Council of State for the overturning or annulment of the TAR's sentence dismissing the appeal filed to have Resolution 746/13/CONS (2013 WBA) annulled. WIND filed an appearance on June 5, 2015 and following the hearing held on September 24, 2015 the judge reserved his decision. We are therefore waiting for the ruling of the Council of State.

On June 9, 2015 and June 11, 2015 respectively Telecom Italia and Fastweb also notified WIND that they had filed an appeal with the Council of State for the overturning or annulment of the TAR's sentence dismissing the appeal filed to have Resolution 747/13/CONS (LLU 2013) annulled. WIND filed an appearance on June 24, 2015 and

following the hearing held on September 24, 2015 the judge reserved his decision. We are therefore waiting for the ruling of the Council of State.

BT filed an appeal with the Council of State for the overturning or annulment of the TAR's sentence dismissing the appeal filed to have Resolution 746/13/CONS (WBA 2013) annulled. On June 6, 2015 WIND notified BT that it had filed an appearance. The hearing was held on September 24, 2015 and the judge reserved his final decision. We are therefore waiting for the ruling of the Council of State. In addition, in November 2014 Telecom Italia appealed against Resolutions 67-68-69-70/14/CIR relating to the price for WLR for 2013, NGAN access for 2013, NGA Bitstream and VULA for 2013 and dedicated capacity transmission services for 2013. WIND filed an appearance in all the cases in support of AGCOM's position. Fastweb also appealed against Resolution 67/14/CIR and WIND filed an appearance. The dates for the hearings have not yet been set.

Vacuum maintenance

On March 31, 2016 it was called the first of the technical workgroup under resolution no. 168/15/CIR inherent to the new assurance process for the vacuum interventions on the WLR lines and Bitstream Asymmetric.

The first topics discussed were: i) the main problems of the new assurance process for vacuum maintenance of WLR lines and asymmetrical Bitstream proposed by Telecom Italy; ii) the possible ways of certification of vacuum maintenance to using the IVR system proposed by Telecom Italy.

There will be other meetings of the technical committee and a public consultation before the final decision on new procedures to be used for the management of vacuum maintenance.

FTTCab and Subloop unbundling technical workgroup

AGCOM has recently set up a subloop unbundling technical workgroup having the aim of discussing technical and procedural issues relating to this service, which provides the basis for the provision of FTTCab NGA services by alternative operators.

At the first four meetings of the group (February 21, 2014 and March 7, 21 and 28, 2014) operators put forward their proposals for the technical specifications of the cabinets in which the OLOs' equipment will be held (alongside the existing Telecom Italia cabinets) and the upper cabinets (above the cabinets of both the OLOs and Telecom Italia). In addition, proposals have been issued for the tender rules for installing one or more of the OLOs' optic network units (ONUs) in these cabinets or upper cabinets.

On the basis of the matters which emerged from the workgroup the Authority published Resolution 155/14/CONS (against which appeals have been filed by Telecom Italia and Fastweb based on reasons additional to those used for the main appeals filed with the Lazio TAR for the cancellation of Resolutions 747/13/CONS and 746/13/CONS, which, as stated, were dismissed by the Lazio TAR in sentences dated February 18, 2015 and March 9, 2015), in which a modularity principle is recognized de facto for the OLOs which will only enter the infrastructurization process at a later date: the multioperator cabinet must be produced by providing for a base module for 1 OLO and additional upper cabinet modules for 1 OLO. All the modules, base and upper cabinet, will have an autonomous access door. Each operator will to be able to access its part autonomously. The OLOs which through Telecom Italia have produced an adjacent cabinet will in future have to provide access to the other OLOs interested in installing their own upper cabinet without placing any obstacles in the way, albeit within the limits of technical feasibility and network integrity. A transitional procedure was planned for 2014 alone which was applicable to the cabins for which Telecom Italia had already start up preparation work. The full operational procedure began in 2015. The matters being looked into by

the workgroup are continuing with the establishment of a requisite for Multi-Operator Vectoring (MOV). A first paper containing MOV specifications has been sent to the Authority for manufacturing companies.

In July 2015, in a press release on the draft resolution on an analysis of the markets for wholesale access to Telecom Italia's fixed network, the Authority announced that it had established rules for the use of vectoring in MOV mode (Multi-Operator Vectoring) in the case of access to the cabinet. The European Commission has welcomed the Authority's intention to establish a process aiming to spread MOV in Italy, based on technical requirements approved by the Authority, and has noted that any symmetrical obligations that result from this must conform to article 5 of the access decree. The Commission has asked the Authority to comply with that provision in drawing up the future agreements for the realization of MOV in Italy, whose scope of application, according to the Commission, must be notified in accordance with article 7 of the framework directive. In Resolution 623/15/CONS, the Authority established that effective the date of publication of its technical specifications for MOV, Telecom Italia and the operators that intend to adopt vectoring transmission systems must comply with the technical and procedural requirements contained in these.

The technical working committee are continuing with the preliminary analysis of the definition of a national technical specification on the solution called "sub-band MOV", which defines the methods of spectral allocation of operators and equal and non-discriminatory distribution of the transmission capacity among them. This analysis is independent at the time, from any regulatory assessment of the possible methods of use of this standard in the access network. Other insights are scheduled on the G.FAST, with reference to the vectoring in a multi-operator environment and in the presence of VDSL2 and VDSLplus by Cabinet.

Replicability testing of Telecom Italia's offers

By way of Resolution 537/13/CONS on "*Non-discrimination requirements: revision of the methodology used for replicability testing*" - published on October 15, 2013 - AGCOM initiated an enquiry having the aim of adjusting the methods and tools underlying the price testing carried out for checking the economic replicability of Telecom Italia's retail offers. The aim of this testing is to check whether the retail prices charged by the operator are sustainable by an efficient alternative operator using regulated wholesale services, in order to ensure that the principle of equality of inside-outside treatment can be guaranteed and to avoid margin compression which would harm competition.

As part of this proceeding initiated by way of Resolution 537/13/CONS, in November 2013 AGCOM initiated a review aimed at assessing the procedures and timing of the price testing proceeding and the tools to be used for checking the economic replicability of the retail offers of the significant market power (SMP) operator, namely Telecom Italia. WIND sent AGCOM its positioning on January 20, 2014 and was subsequently heard by the Authority. Furthermore, on May 21, 2014, AGCOM asked fixed-line operators to provide the costs of certain network components as part of the process for updating the replicability models pursuant to Resolution 499/10/CONS.

On July 31, 2014, AGCOM proposed an updating of the production mix for the assessment of the replicability of the optic fiber ultra-broadband retail offers.

It should be noted that in October 2014 WIND sent a contribution to BEREC regarding a public consultation on the operating aspects of the replicability test for retail offers.

In April 2015 AGCOM published Resolution 119/15/CONS which suspends the terms of the review pursuant to Resolution 537/13/CONS until a date to be established (after the analysis of the markets for access services to the

fixed market initiated with Resolution 390/12/CONS), which will be announced by way of a specific resolution published on the Authority's website. On December 24, 2015, AGCOM published Resolution 660/15/CONS for restarting the review whose subject is the updating of the methodology for the replicability testing as per Resolution 537/13/CONS and initiating the relative public consultation.

On February 23, 2016, WIND sent its contribution to the public consultation on the subject and was heard on March 8, 2016, WIND also provided the additional detailed information required by AGCOM with the communications of April 19, 2016 and May 20, 2016. At the end of June 2016, AGCOM extended by 90 days the deadline for the conclusion of the proceedings.. It is waiting for the next steps that will be taken by AGCOM based on the results of the public consultation.

Market analysis – Fixed Access

On April 4, 2013, public consultation 238/13/CONS on an analysis of markets 1-4-5 was published. WIND has provided its positioning in this respect.

On August 1, 2013, by way of Resolution 453/13/CONS, AGCOM extended the proceeding relating to the analysis of markets 1, 4 and 5 in order to take into consideration the access network separation project proposed by Telecom Italia.

On February 24, 2014, by way of Resolution 65/14/CONS, AGCOM extended the term for completing the preliminary proceeding as per Resolution 390/12/CONS by a further 90 days. Operators were granted the possibility of sending additions to the documentation already submitted in relation to highly innovative facts and elements that had occurred after the start of the second half of 2013. In addition, on March 20, 2014, AGCOM requested operators to provide a series of further details about retail and wholesale access lines relating to 2012 and 2013. During March 2015, following up Consultation 238/13/CONS and the items that had emerged in the meantime, by way of Resolution 42/15/CONS AGCOM initiated another consultation regarding the market analysis of fixed access services for the period 2014-2017.

In July 2015, in a press release, AGCOM announced that it had approved, for the subsequent comments of the European Commission, the draft resolution regarding an analysis of the markets for wholesale access to the Telecom Italia fixed network, valid for the period 2014-2017. By way of this decision, AGCOM intends to establish rules and prices for access to the Telecom Italia copper and fiber network by competitor operators which are uniform throughout Italy.

After receiving the European Commission's opinion, on December 22, 2015 AGCOM published its final decision 623/15/CONS regarding Telecom Italia's wholesale fixed access services for the period 2014-2017.

With respect to access services for 2010-2012, by way of Resolution 563/13/CONS AGCOM initiated an enforcement proceeding on November 11, 2013 concerning the sentences of the Council of State on Resolutions 731/09/CONS and 578/10/CONS on prices for wholesale access services to Telecom Italia's fixed network. On June 20, 2014, by way of Resolution 258/14/CONS, AGCOM started up a public consultation containing orientations with respect to compliance with the sentences of the Council of State. On December 15, 2014, AGCOM stated that at the meeting held on that date: *"The decision taken by the Council establishes that: i) the unbundling charge for 2012 is reduced to €9.05/month due to the recalculation of the corrective maintenance costs; ii) the contributions for the unbundling service are to be found in a basket different from that of the charges and subject to a different price cap. The reduction in the unbundling service charge is also reflected in the amounts relating to 2010 and 2011, which fall to*

€8.65/month and €8.90/month respectively. It will on the other hand be necessary to wait for the implementation of another sentence of the Council of State, that dealing with the naked Bitstream service charge for 2009, to see the situation regarding the Bitstream and WLR service charges. A review of this charge has been put on the agenda of one of the Council's next meetings." Subsequently, as stated above, following discussions with the European Commission and the additional sentence of the Council of State on Bitstream Naked 2009, by way of a press release issued on February 25, 2015 AGCOM announced that "The Authority's Board [...] has approved [...] the proposal [...] which implements the Sentences of the Council of State nos. 1837/13, 1645/13 and 1856/13 relating to the prices of wholesale services for access to the fixed network for 2010-2012." In particular, AGCOM noted that it had revised the tariffs for the LLU fees and LLU contributions.

In March 2015, by way of Resolution 68/15/CONS, AGCOM then initiated a public consultation on the execution of sentence no. 5733/2014 of the Council of State regarding Resolution 71/09/CIR on the approval of the Telecom Italia reference offer for 2009 relating to Bitstream services. Following this consultation AGCOM then notified the European Commission of its draft final decision on the WLR and Bitstream services for 2010-2012 and the Bitstream Naked charge for 2009. The decision was reviewed by the European Commission. The final decisions on these matters were published by AGCOM on November 11, 2015 by way of Resolution 578/15/CONS (Bitstream Naked 2009) and Resolution 579/15/CONS (WLR and Bitstream 2010-2012).

On January 13, 2016, Fastweb notified to WIND the recourse to the State Council for the annulment of Resolution 579/15/CONS; on February 9, 2016 WIND was before the court. The closed session was scheduled for May 19, 2016. Fastweb has also challenged the Communications Regulatory Authority Resolution no. 578/15/CONS through appeal to the State Council. The action has not been notified to WIND which nevertheless deposited a document issued on February 10, 2016. The closed session was scheduled for April 14, 2016.

With the sentence no. 2263 of May 30, 2016, the State Council declared the inadmissibility of the appeal of Fastweb. Fastweb recently notified the resumption of the appeal in order to continue the proceedings before the competent court (TAR), claiming the same as a separate appeal with a request for relief for excusable error (holding that the decision of the State Council is wrong). WIND appeared in court within July 14, 2016.

On April 9, 2015, AGCOM published Resolution 86/15/CONS on the final approval of the LLU fee tariffs and the LLU contributions for the period 2010-2012 following the above sentences of the Council of State nos. 1837/13, 1645/13 and 1856/13.

The operators Fastweb and Telecom Italia recently appealed against Resolution 86/15/CONS. More specifically, Fastweb notified WIND on June 5, 2015 that it had filed an appeal with the Council of State maintaining that by way of Resolution 86/15/CONS, AGCOM had in substance failed to fulfil the requirements of the previous sentences. As part of the same proceeding, Telecom Italia notified WIND on August 5, 2015 of a cross appeal objecting to the Authority's failure to fulfil. WIND filed an appearance on June 24, 2015 and the date of the hearing, originally set as October 8, 2015, was postponed to October 22, 2015. By way of sentence no. 5708/2015 of December 17, 2015, the Council of State dismissed the appeals submitted by Fastweb and Telecom Italia (as a cross-appeal), confirming the validity of Resolution 86/15/CONS.

Fastweb has recently filed an appeal to the Supreme Court against the judgment of the Council of State no. 5708/15. In that action, Fastweb appealed the judgment of the State Council for excessive judicial power. Essentially, Fastweb believes that the Council of State made an error in defining the limits of its judicial review. WIND will appear in court within July 29, 2016.

Fastweb has notified an appeal with the TAR requesting the annulment of Resolution 86/15/CONS for the same defects specified in the appeal filed with the Council of State. WIND received notification of the appeal on June 8, 2015 and filed an appearance on June 26, 2015, and is currently waiting for the date of the hearing to be set.

Telecom Italia has also notified an appeal with the TAR requesting the annulment of Resolution 86/15/CONS. WIND received notification of the appeal on June 8, 2015 and filed an appearance on June 26, 2015, and is currently waiting for the date of the hearing to be set.

During May 2016, with Resolution 122/16/CONS, was started the public consultation to assess the proposal made by Telecom Italy regarding the unbundling mode and outsourcing the provisioning and assurance of LLU and SLU services and measures to strengthen the guarantees of equal treatment in the provision of regulated wholesale access services at a fixed location, as well as the integration and editing Commitments Open access, in relation to the part of the proposed measures that represent a modification of the latter. The process is ongoing.

Review process of SLAs and penalties included in the resolution 623/15/CONS

Following the resolution no. 623/15/CONS, concerning the markets for fixed access services, AGCOM initiated the review process of the current system of SLAs and penalties of Telecom Italy in order to strengthen the "Equivalence of Output " that Telecom Italy, the dominant operator, must follow in providing wholesale access services. The SLA and criminal force consist of the values presented in the reference offers of the different services involved and approved by AGCOM, integrated from the values determined in the G and H attached to resolution no. 623/15/CONS. The process is pending and AGCOM requested primary observations to the operators.

Review process of the key performance indicators of non-discrimination set out in EU. 623/15/CONS

Following the resolution no. 623/15 / CONS, concerning the markets for fixed access services, AGCOM started the audit of the Key Performance Indicators of non-discrimination to ensure the respect of equal treatment between Telecom Italia and alternative operators. On the topic, AGCOM requested primary observations to the operators. The process is pending.

Guidelines for the conditions of wholesale access to ultra-broadband networks receiving public grants

In October 2015, by way of Resolution 575/15/CONS, AGCOM initiated a public consultation on the guidelines for the conditions of wholesale access to ultra-broadband networks receiving public grants.

Various parties, both public and private, are involved in the implementation of the optic fiber network, and accordingly the Authority believed it essential to establish a framework of rules at a wholesale level that can ensure that everybody (operators creating the infrastructure and parties that operate in the downstream market) receives fair remuneration for their investment and is capable of fostering a rapid diffusion of the services. By way of Resolution 635/15/CONS the deadline for the submission of replies to the public consultation was set as January 7, 2016.

The process ended in April 2016 with Resolution 120/16/CONS in which AGCOM published the Guidelines for the conditions for wholesale access to ultra-wideband networks recipients of government grants governing, separately, the model of intervention "through incentive" based on private proprietary networks co-financed (by a public contribution to a maximum of 70% of capital), and the new "direct" intervention model, based, in whole, on the

public funding of public proprietary networks: the latter mode of intervention will be applied typically in the most marginalized areas or rural areas of the country, where the population concentration is low and the potential demand for digital services can not stimulate, not even in the medium to long term, private investment in the provision of infrastructure in ultra broadband.

Fact-finding enquiry into digital platforms and electronic communication services

By way of Resolution 357/15/CONS, AGCOM set up a fact-finding enquiry into digital platforms addressed to all the parties operating along the value chain of the new digital services provided through the internet. The enquiry's aim is i) to understand the business models used by those parties; ii) to establish the means of protecting users and the market as a whole; iii) to assess the opportunity of establishing rules designed to create a "level playing field" between the new parties and the traditional parties; iv) to understand the way in which the platforms for the distribution of the apps and technology underlying the apps work; v) to understand the role played by the social communication apps (e.g. WhatsApp, Viber, WeChat, Facebook Messenger, Skype) in the new digital ecosystem.

On June 28, 2016, AGCOM published the main finding of the survey results relating to Section consumer with Resolution 165/16/CONS.

Market analysis – Fixed Access: Leased lines: Terminating Segments Market 6

On November 4, 2013, by way of Resolution 603/13/CONS, AGCOM initiated a proceeding to identify and analyze the wholesale supply market for the terminating segments of leased lines, regardless of the technology used to provide the leased or reserved capacity (Market 6 of European Commission Recommendation 2007/879/EC). Public consultation 559/14/CONS was set up in November 2014 after collecting information and WIND has sent its observations in this respect. By way of Resolution 412/15/CONS, AGCOM published its final decision on the wholesale supply market for the terminating segments of leased lines.

Fixed termination

Resolution 229/11/CONS established that from January 1, 2012 termination tariffs would be symmetric between Telecom Italia and other operators; in particular TDM termination tariffs would be symmetric at an SGU level while IP termination tariffs would be symmetric and established as the result of two proceedings for defining the BULRIC model, one technical on IP interconnection and the other economic. Subsequently, as the result of a ruling of the Council of State issued on February 15, 2013, the symmetry between Telecom Italia and the OLOs for fixed termination was annulled. Following this the termination values of the OLOs for 2012 were approved by AGCOM in March 2013 by way of Resolution 187/13/CONS. The value of fixed termination on the Telecom Italia network at the various interconnection levels was determined by way of Resolution 92/12/CIR.

Telecom Italia filed an appeal against Resolution 187/13/CONS with the Lazio regional administrative court (TAR) in the attempt to obtain an OLO termination price lower than that established by AGCOM. On the other hand Fastweb appealed against this resolution to try to obtain a higher price. At the substantive hearing on April 23, 2014 the TAR dismissed the appeals of both Telecom Italia and Fastweb. Fastweb filed an appeal against the TAR's sentence, notifying WIND of this on October 14, 2014. Telecom Italia also appealed against this sentence. WIND filed an

appearance in support of AGCOM. The hearing was held before the Council of State on January 22, 2015. Both appeals were dismissed by Council of State in a ruling dated September 30, 2015.

In December 2013, by way of Resolution 668/13/CONS, AGCOM set the final prices for the wholesale interconnection services for 2013-2015, applicable to the networks of the Telecom Italia operators and alternative operators regardless of the type of underlying network (TDM or IP).

By way of Resolution 182/15/CONS, in May 2015 AGCOM restarted its new cycle of market analyses of interconnection services in the fixed public telephone network. The proceeding is in progress and at the present time the stage of providing the first set of quantitative and qualitative information requested by AGCOM has been completed. During December 2015, there was a second request for providing quantitative information. On April 4, 2016, AGCOM launched a public consultation on fixed termination values applicable by the operators until 2019. The final decision that will be taken by AGCOM was recently notified to the European Commission who will have 30 days to make its comments. Following the European Commission's observations, AGCOM will start the path to the final approval of the decision.

Migration and pure number portability procedure

Following technical discussions between operators at AGCOM to update migration procedures, taking account of LLU subloop services, the possibility of managing virtual operators in the fixed line segment and the need to manage the migrations onto the Telecom Italia NGA offers in the fixed line segment, and following a public consultation (31/13/CIR) on November 20, 2013, by way of Resolution 611/13/CONS, AGCOM issued supplements to the activation, migration and termination procedures in access services for Telecom Italia's NGAN services (VULA, FTTCab-FTTH, Bitstream FTTCab naked and shared, Bitstream FTTH, End to End, access to the termination segment in optic fiber) and subloop services (providing the new overwriting matrices) and for the resale of access services at a wholesale level (the OLO retail/OLO wholesale procedure).

Concerning the activation/migration procedure, AGCOM issued Resolution 309/14/CONS on July 17, 2014 in which it ordered Telecom Italia to comply with the rules governing the procedures for user transfer. AGCOM is currently monitoring the implementation by Telecom Italia of the requirements of Resolution 309/14/CONS.

During March 2015, AGCOM provided operators with preliminary information on the investigations carried out by the AGCOM workgroup relating to monitoring the phenomenon of fixed customer network migration. AGCOM has asked market operators to provide their observations on this information and the findings. AGCOM's assessment process is still in progress. In addition, in October 2015, by way of Resolution 119/15/CIR, AGCOM submitted for consultation a revision of the timing underlying the pure number portability procedure for fixed lines.

The consultation ended in April with resolution 40/16/CIR providing a technical committee to be launched for review/integration of existing fixed number portability procedures.

Decisions and public consultations of the European Commission and of BEREC

At the end of 2015 and early 2016, WIND participated by sending its contribution to and positioning on the public consultations set up by the European Commission and BEREC. The principal consultations were as follows:

- response to the consultation on the reports on OTT services and IoT-M2M (BEREC – November 2015);

- response to the consultations on the review of the telecoms regulatory framework, on internet speed and quality needs after 2020 and on the legislative framework for platforms, online intermediaries, data and cloud computing and the collaborative economy as part of the digital single market strategy adopted by the European Commission (European Commission – December 2015);
- response to the consultation on the Review of the Recommendation on Termination wholesale prices for fixed and mobile telephony markets (Commission - June 2016).

Furthermore, following a legislative process lasting 18 months, the “Connected Continent” Telecom Single Market Regulation entered into force on April 30, 2016; this has provisions on roaming (see the previous point) and net neutrality as its subject. The main provisions on net neutrality regard the principle relating to guaranteeing internet end-users’ rights, which requires an equal treatment for all traffic and a network open to the protection of the citizen’s rights of non-discrimination and accessibility to the network.

The current provisions relating to Net Neutrality probably will not have no immediate effects in the Italian market because of: a) implementative guidelines still to be issued by the BEREC by August 30, 2016; b) current compliance with the principles of net neutrality in the Italian regulatory context.

Mobile market

Market Analysis - Mobile Termination

Resolution 621/11/CONS of January 4, 2012 i) identified 4 distinct markets (one for each of the networks of the 4 mobile operators), ii) noted that there are no MVNOs with infrastructural ranges of their own numbering at the time of the monitoring, iii) confirmed the notification of Significant Market Powers (SMPs) for the 4 MNOs, each on its own reference market, iv) confirmed the following requirements for the 4 SMPs: Access and use of specific network resources (public OR), Transparency (public OR), Non-discrimination (public OR), Regulatory accounting and Price control (defined on the basis of the BU LRIC cost model adopted with Resolution 60/11/CONS) and v) calculated the termination prices by using the BULRIC model adopted by way of Resolution 60/11/CONS, which includes a reasonable remuneration rate of 10.4% for the capital employed (WACC) (this was 12.4% in 667/08/CONS). On September 30, 2015, by way of Resolution 497/15/CONS, after a review of the proposed decision by the European Commission the Authority published its final decision on the analysis of mobile termination market for the period 2014-2017, initiated by way of Resolution 16/15/CONS, setting the mobile termination amount applicable to traffic originated by customers of EU/EEA operators until 2017.

As stated in the press release of February 5, 2015, AGCOM has also initiated a monitoring procedure to be carried out by the Authority directed towards an analysis of the conditions for the provision of wholesale access services by mobile network operators to virtual mobile operators. This procedure is still in progress.

Various operators appealed against Resolution 621/11/CONS. The main reason for the appeals filed separately by WIND, Vodafone and Telecom Italia was the asymmetry granted to AGCOM and H3G, also going beyond the end of 2012 and into the first half of 2013. In this respect partially upholding these appeals the Lazio TAR ordered AGCOM to provide suitable reasoning and partially annulled Resolution 621/11/CONS with reference to the provision on H3G’s tariff asymmetry. In order to comply with the TAR’s sentences, AGCOM issued Resolution 11/13/CONS confirming the contents of Resolution 621/11/CONS. WIND, Telecom Italia, Poste Mobile and Vodafone thus filed an appeal for the same reasons with the Lazio TAR to have Resolution 11/13/CONS annulled. WIND, Vodafone, Fastweb and H3G also

filed an appeal with the Council of State for the reversal of the Lazio TAR's sentences on Resolution 621/11/CONS. As a result of that sentence, AGCOM adopted Resolution 259/14/CONS. WIND, Vodafone and Telecom appealed to the Council of State for implementation of sentence no. 725/2014. In addition, WIND, Vodafone and Telecom filed an appeal with the Lazio TAR for the annulment at a supreme court level of Resolution 259/14/CONS. H3G, for reasons to the contrary, has also filed similar appeals for execution with the Council of State and legitimacy with the TAR. The hearing for the appeals of WIND, Telecom, Vodafone and H3G before the Council of State for the execution of sentence no. 725/14 took place on December 17, 2014.

On January 23, 2015, the Council of State dismissed all the appeals for compliance. The hearing before the TAR for the discussion about the appeal of H3G as well of Telecom and WIND, took place on May 18, 2016. Vodafone withdrew the action.

In addition, on adjudication of sentences no. 21 of January 7, 2013 and no. 3636 of July 9, 2013 issued by the Council of State, the proceeding for the redetermination of mobile termination on the H3G network in the period between November 1, 2008 and June 30, 2009 was reinstated. The start of the proceeding was followed by a public consultation initiated by AGCOM in November 2013, in which AGCOM put out for consultation a range of possible values for termination on the H3G mobile network. WIND took part in the public consultation. By way of Resolution 365/14/CONS published in October 2014, AGCOM gave implementation to the Council of State's sentences no. 21 of January 7, 2013 and no. 3636 of July 9, 2013. An appeal against this resolution was filed by both WIND and the other operators with the Lazio regional administrative court for annulment in the supreme court and with the Council of State for execution. The hearing before the Council of State was held on April 23, 2015. With decision of July 21, 2015, the Council of State dismissed H3G's appeal and declared the appeals filed by WIND, Vodafone and Telecom inadmissible. The hearing before the Lazio TAR for discussion of action of both H3G as well as Telecom and WIND took place on May 18, 2016. Vodafone withdrew the action.

Market Analysis: Messenger services – SMS termination

In March 2013, following the positive opinion issued by the European Commission on AGCOM's proposed decision not to regulate that market, AGCOM published its final decision (Resolution 185/13/CONS) which confirms the non-regulation of the wholesale SMS termination services market. BIP Mobile filed an appeal against Resolution 185/13/CONS with the Lazio TAR. The substantive hearing was held on March 26, 2014 and the court dismissed the appeal. AGCOM's commitment to monitor the performance of the market remains. In the recent Decision 497/15/CONS on mobile termination relating to the period 2014-2017, AGCOM reaffirmed the conclusions it had already reached in Resolution 185/13/CONS.

Roaming Regulation

On May 30, 2012, the European Council approved the text of the III Roaming Regulation providing for the inclusion of structural solutions designed to increase the level of competition in the provision of international roaming services as well as the requirement to supply a wholesale access offer for roaming services. The gradual reduction of both the wholesale and retail caps from July 1, 2012 was additionally confirmed, with the inclusion of retail caps also for the provision of data services.

The new Roaming Regulation 531/12 was published on June 30, 2012; this introduces measures for the structural separation of roaming services from the supply of domestic services (decoupling, plus Local Breakout - LBO - for data

services alone). These measures became operational on July 1, 2014 with the Commission having established the principles underlying the way this was to be carried out in an Implementing Regulation published on December 14, 2012.

In July 2013, at the end of the relative public consultation, BEREC published the guidelines for the implementation of Decoupling and LBO structural solutions. The new caps for voice, SMS and data prescribed by Roaming Regulation 531/12 became effective on July 1, 2014.

In the meantime, in reply to the proposal on roaming contained in the draft regulation "Connected Continent" issued by the European Commission on September 11, 2013 and the first reading adopted by the European Parliament on April 4, 2014, BEREC has continued with its market analysis to identify fair use criteria for the possible future introduction of Roam Like at Home (RLAH) at both a retail and wholesale level. In this respect in November 2014 WIND provided its contribution to the "Preliminary Analysis of a 'Roam Like at Home' scenario based on the proposal of the European Parliament adopted on 3 April 2014". On December 17, 2014, BEREC published its paper "Analysis of the impacts of 'Roam Like at Home' (RLAH)" in which it emphasizes the difficulty of introducing 'RLAH' in a fair manner in light of the significant changes in several market parameters in the various European countries and stresses that current regulations already require the rules to be reviewed in the middle of 2016.

On March 4, 2015 the Council of Europe issued a proposal for the gradual introduction of "Roam Like at Home" for discussion with the European Parliament and the Commission, which provides for a transitional period in which a surcharge is permitted, albeit limited, for roaming services regulated by RIII in the EU. After various meetings between the European Commission, the European Council and the European Parliament, on June 30, 2015, by way of a press release, the European Commission announced that an overall agreement had been reached for the introduction of Roaming Like at Home from June 15, 2017, limited to "fair use" traffic volumes. Beyond those volumes (yet to be established) a surcharge may be applied. A transitional regime will begin on April 30, 2016 in which the maximum price which may be charged for regulated roaming services will be equal to the domestic charge plus a surcharge of the present wholesale cap prescribed by the Roaming III regulations.

To make the application of Roaming Like at Home possible, by June 2016 the European Commission will propose changes to the wholesale cap which will be effective from June 15, 2017. In addition, further requirements to provide information to end customers on the new pricing structure will be prescribed.

On September 23, 2015, the European Council published a version of the proposed amendment to the Roaming III Regulation (no. 531/12), approved by the European Parliament without amendment on October 27, 2015.

On November 26, 2015, Regulation no. 2015/2120 was published in the European Official Journal, which amends Roaming Regulation no. 531/12, thereby making the changes mentioned above official.

In addition, on December 17, 2015 the European Commission published Implementation Regulation no. 2015/2352 of December 16, 2015 which sets out the weighted average of maximum mobile termination rates across the European Union that are to be used as a maximum per minute surcharge for calls received in roaming in the EEA.

The European Commission also launched a public consultation on the "Review of national wholesale roaming markets, fair use policy and the sustainability mechanism Referred to in the Roaming Regulation 531/2012 as amended by Regulation 2015/2120" to which WIND attended by sending a contribution on February 17, 2016 according to the guides provided by the Commission (on line).

On February 29, 2016, the BEREC also issued the Guidelines on Regulation (EU) No. 531/2012 as amended by Regulation (EU) No. 2120/2015 (Excluding Articles 3,4 and 5 on wholesale access and separate rooms of services).

On April 18, 2016, WIND implemented the new regulations concerning the Roaming Like at Home (RLAH), as required by Regulation 2015/2120.

Following a surveillance activity conducted by the Department of Consumer Protection-DIT of the AGCOM, the latter defined a "notice of address in relation to the correct [] the application of the Rules" for all Italians Operators and a warning to WIND and TIM.

As required, by June 30, the company announced to AGCOM solutions to take to comply with the notice and the address.

The European Commission published, starting from June 15, 2016, the legislative proposal as stated by regulation 2015/2120 with the new values of wholesale cap that will be effective from June 15, 2017, if approved by the EU Parliament, to allow the economic sustainability of RLAH.

AGCOM fact-finding survey on Machine to Machine (M2M)

In April 2015, AGCOM published the results of a fact-finding survey on machine to machine (M2M) communication services by way of Resolution 120/15/CONS. Although not envisaging any provisions of a regulatory nature in that resolution, AGCOM announced that a permanent M2M committee would be set up and that supervisory activities and the monitoring of M2M services and the market would begin.

On July 28, 2015, by way of Resolution 459/15/CONS, the Authority set up the "Permanent committee for the development of machine to machine communication services", a multilateral working group with consultative functions, open to the participation of all the main (public and private) subjects interested, whose aim is to examine and identify any regulatory options, consistent with the initiatives promoted at a European and international level to foster the development of M2M services.

On November 6, 2015 WIND sent its contribution to the public consultation issued by BEREC on its draft report on Enabling the Internet of Things, shortly to be published in final version.

In addition, the first thematic session of the Permanent committee for the development of machine to machine communication services was held on December 15, 2015.

WIND was called by AGCOM for a hearing on March 24, 2016 to provide its own competitive and regulatory point of view on the nature of aspects about the provision of data generated by smart metering devices.

Audio-visual media sector

By way of Resolution 286/15/CONS of May 12, 2015, AGCOM initiated a proceeding designed to identify the relevant market, as well as ascertain dominant positions in the audio-visual media service sector. The proceeding is in progress.

Frequencies

By publishing Resolution 259/15/CONS, AGCOM brought to an end the proceeding initiated in February 2015 by way of Resolution 18/15/CONS, a public consultation on the procedures for assigning the rights of use of radio-electric frequencies for utilization in mobile electronic communication services for Supplemental Down Link (SDL) applications through the use of the 1452-1492 MHz band. By way of Determination DGSCERP of July 1, 2015, the Ministry of Economic Development initiated a procedure for the issue of rights of use of the frequencies for electronic terrestrial communication systems in accordance with AGCOM Resolution 259/15/CONS, with a deadline of September 8, 2015

for the submission of applications. A review of the offers showed that only two applications had arrived, with the following awards being adjudicated: Telecom for lot A (frequencies 1452 - 1472 MHz) for €230 million (auction starting price); Vodafone for lot B (frequencies 1472 -1492 MHz) for €232 million.

As a result of the Italian government's broadband plan and the European "Radio Spectrum Policy Programme", on July 1, 2015, by way of Resolution 321/15/CONS, AGCOM initiated a public consultation on the procedures for allocating the rights of use of frequencies in the 3,600-3,800 MHz band (also known as the 3.7 GHz band). The consultation came to an end with the publication of Resolution 659/15/CONS "Procedures and rules for the allocation and use of the frequencies available in the 3,600-3,800 MHz band for electronic terrestrial communications systems".

By way of that resolution, in December 2015 AGCOM published its final decision on the allocation of frequencies in the 3,600-3,800 MHz band. The allocation procedures have yet to be initiated by the Ministry of Economic Development.

On March 23, 2015, the International Telecommunication Union (ITU), the organization responsible for defining telecommunications standards, began a Conference Preparatory Meeting (CPM) for the upcoming World Radiocommunications Conference 2015. The meeting consolidated a report that was presented to the WRC-15.

On June 19, 2015 the ITU drew up an overall timetable to determine the main requirements for the fifth generation (5G) mobile. The aim is to arrive at a complete settlement of the situation by 2020, with the first field testing to be carried out in 2016. The World Radiocommunication Conference 2015 held in Geneva between November 2 and 27, 2015 revised the "Radio Regulation", the international treaty governing the use of the radio-frequency spectrum.

The Ministry of Economic Development's Decree of May 27, 2015 on the "Approval of the New National Allocation Plan for frequencies of from 0 to 3000 GHz" was published in Official Journal no. 143 of June 23, 2015.

Law no. 115 "Provisions for satisfying the requirements arising from Italy's membership of the European Union – European Law 2014", which makes changes to the Electronic Communications Code (Legislative Decree no. 70/2012) was published in the Official Journal no. 178 of August 3, 2015, and in particular article 5 "Provisions on the administration costs borne by providers of electronic communications services. Infringement procedure no. 2013/4020" amends the determination of administrative fees.

The Ministry of Economic Development, General Department for Electronic Communication for Broadcasting and Postal Services, established a "procedure for the issue of the rights of use of radio frequencies for broadband point-to-multipoint networks bandwidth (WLL)" (published in Gazzetta Ufficiale - V Special Series n. 41 of April 11, 2016), as per resolution no. 195/04/CONS of the Authority for the Communications dated June 23, 2004, as amended by resolution no. 355/13/CONS published on the Authority's website on June 11, 2013. For each geographical area, corresponding to a single Italian region and of the autonomous provinces of Trento and Bolzano, are releasable rights of use regarding spectrum resources in the 24.5 - 26.5 GHz, consist of individual blocks equal to 56 MHz for each part of the coupled spectrum, usable in portions not exceeding 28 MHz.

During May 2016, AGCOM launched a public consultation on the shared access to the spectrum in "licensed shared access" (LSA) systems for terrestrial electronic communications following the bid to the National Authorities by the Radio Spectrum Policy Group and the European Commission for exploring this sharing mode. The MISE and the Joint Research Centre of the European Commission launched a pilot project on the bands 2.3 - 2.4 GHz.

According to this solution, individual rights of use of a portion of spectrum already allocated to an incumbent operator, may be issued to one or more new entities (LSA licensees) for the use of the same spectrum resources in

compliance with the conditions of protection shared possibly also dynamic in the uses. The term was extended by resolution 237/16/CONS, 30 days.

Other Issues

National Numbering Plan and SMS/MMS Aliases

On February 20, 2015, following Public Consultation 62/14/CIR, AGCOM published Resolution 8/15/CIR on the adoption of the new numbering plan in the telecommunications sector and implementing discipline, which amends and supplements the previous numbering plan contained in Resolution 52/12/CIR. Following the publication of the resolution, the proceedings of the "Workgroup on numbering plan issues" picked up again.

Resolution 56/15/CIR was published on June 26, 2015. This supplements article 22 of Resolution 8/15/CIR concerning the use of 499 codes which are associated with fund collection services for campaigns promoting participation in political life.

In December 2015, by way of Resolution 166/15/CIR, AGCOM extended to March 31, 2017 the deadline for the testing, already in progress, of alphanumeric indicators (aliases) for identifying the caller in SMSs/MMSs used for business messaging services.

In May 2016 with Resolution 43/16/CIR, AGCOM launched a preliminary investigation process for changes and additions to the "National Numbering Plan" (NNP) according to the resolution no. 8/15/CIR, with respect to "machine to machine" services. The process is ongoing.

In May 2016, as a result of the technical committee occurred on April 28, 2016, operators concluded the sharing of the text relating to the Self-Regulation Code for the management of the numbering used for Telephone fundraisers in favor of political parties. The formal signature process is still pending.

On May 31, 2016, with Resolution 112/16/CIR, AGCOM launched a public consultation on amendments and additions of the numbering plan for the telecommunications sector and enforcement provisions of resolution no. 8/15/CIR, and following amendments, in relation to the "mobile ticketing" services. It has been required, in particular, to express about the need for a modification of the NNP in order to increase the limit included in Annex 1 of resolution no. 8/15/CIR from 5 euro to 12.5 euro or higher, limited to the services in question.

Data banks for all the internet access networks

With the aim of drawing up innovative solutions designed to bridge the digital gap between broadband and ultra-broadband and arrive at a mapping of the internet access network, in October 2015 AGCOM initiated a public consultation on the technical specifications for the creation of a data bank of all the publicly and privately owned internet access networks existing in Italy (pursuant to article 6, paragraph 5-bis of Decree Law no. 145 of December 23, 2013, known as the "Destination Italy" decree, converted with amendments by Law no. 9 of 2014). It is planned for the details of the relative technologies and the extent to which these are used to be documented.

In January 2016, by resolution 7/16/CONS, the Authority launched a pilot project that involves the construction of a scaled system with the participation of the operators which will set and test exchange formats, metrics, mode of acquisition, provision and updating of information. The pilot project will have a maximum duration of six months. At the end of the pilot project, all public and private entities holders of the network infrastructure will be required to provide information. WIND attended the meetings of the pilot project that is still ongoing.

Universal Service

By way of Resolution 46/13/CIR AGCOM and Resolution 100/14/CIR, AGCOM established the net cost for the Universal Service for 2006 as nil, with the share of the contribution of operators for 2006 and 2007 relating solely to auditing costs. Telecom Italia appealed against this resolution. WIND filed an appearance in support of AGCOM. The dates for the hearings have not yet been set.

The results of the preliminary proceeding initiated by AGCOM in September 2014 for the identification of the criteria for the designation of one or more operators responsible for providing the Universal Service in electronic communications are not yet available.

In May 2014, the Lazio TAR upheld Vodafone's appeals concerning the revised contribution of the Universal Service for 1999/2000/2002/2003 which had been confirmed by AGCOM, with the support of an opinion provided by the AGCM; the court annulled the relative resolutions in the parts relating to Vodafone's share of the contributions for the years in question. AGCOM and Telecom Italia have filed appeals with the Council of State against the sentence issued by the TAR. In its sentence of July 7, 2015, the Council of State dismissed the appeals of Telecom Italia and AGCOM and on September 25, 2015 Telecom filed an appeal with the Supreme Court against the ruling of the Council of State. In October 2015, Vodafone and WIND filed its defense to the Supreme Court.

In addition, with a sentence of January 22, 2015 the Lazio TAR upheld the appeal made by Telecom Italia in April 2008 for the annulment of Resolution 1/08/CIR in which AGCOM had determined the new methodology for calculating the net cost of the Universal Service.

In March 2015, WIND, AGCOM and Vodafone filed an appeal with the Council of State requesting the annulment of the sentence issued by the Lazio TAR. With a sentence of October 2, 2015 the Council of State partially upheld the appeals filed by WIND, Vodafone and AGCOM. The Council of State confirmed the annulment of the new calculation criteria set by the resolution limited to the period 2004-2007 while recognized the validity of the resolution from 2008.

AGCOM with Resolution 113/16/CONS of March 24, 2016 and relative consultation, launched an investigation process lasting 120 days (unless extended) for the review of the scope of universal service obligations in relation to the access to the Internet and its quality objectives.

Copyright

As an access operator and as an operator providing hosting services and one that and hosts contents uploaded by third parties onto its platforms, WIND is required to comply with the copyright protection procedure and the roles of the individual parties involved, published by AGCOM in December 2013. The Regulation became effective on March 31, 2014.

Main new consumer protection regulations

By way of Resolution 602/13/CONS, AGCOM established the way in which the National Broadband Information System (SINB) is created and managed. This system was adopted in order to guarantee a minimum standard of transparency towards end users for the geographical coverage of broadband and ultra-broadband internet access services regardless of the platform used (copper, optic fiber, radiomobile, WiMax, WiFi/Hyperlan). For this purpose an interactive tool which may be deployed by users has been created which, through organic access to the information relating to fixed and mobile coverage across the country, is able to contribute to the increase in the level of awareness of broadband service offers available in Italy.

Unlike fixed and mobile networks, clear information on the coverage of the broadband network is not available for users for other types of network (such as Wifi, WiMax, etc.). In order to make all the information on network coverage available to users in a single portal, AGCOM believes it necessary to integrate and carry out interoperability activities on the different databases of the various operators in order to create a geographical mapping of the availability of broadband and ultra-broadband service offers. To this end the resolution requires operators to provide the information necessary for feeding the information base of the SINB and allows interoperability of such through its own information services relating to broadband coverage throughout the country. In January 2015 technical discussions between the operators, AGCOM and FUB picked up again with the aim of identifying a satisfactory solution for everyone that takes into account the implementation costs of that system and the changes introduced by legislation in the meantime (RING "Registro delle Infrastrutture di Nuova Generazione" - New Generation Infrastructure Register).

By way of Resolution 276/13/CONS, the Authority approved the guidelines for the allocation of powers to the regional communications committees (Corecoms) on the question of the settlement of disputes between users and operators. In order to ensure overall consistency in applying the settlement regulation throughout the country, AGCOM reaffirmed the subjective and objective spheres of its application.

Resolution 656/14/CONS on "Amendments and additions to Resolution 244/08/CSP on quality and fixed workstation internet access service charters" was published in December 2014.

By way of Resolution 410/14/CONS, AGCOM approved the new Regulation on administrative penalties and commitments governing pre-enquiry and enquiry activities designed to ascertain breaches and deal with the application of administrative penalties under the Authority's jurisdiction, as well as the establishment of commitments. In addition, by way of this resolution the Authority initiated a public consultation on the document on guidelines for the application of the criteria dictated by Law no. 689 of November 24, 1981 on administrative penalties for the correct quantification of the monetary penalties applied by AGCOM. WIND submitted its contribution by participating at the hearing and also through Asstel. With Resolution 265/15/CONS was issued the final ruling in order to facilitate a concrete quantification of the penalty to be imposed on the outcome of the disciplinary proceedings.

By way of Resolution 23/15/CONS, the Authority initiated a public consultation on the *amendment of Resolution 418/07/CONS on "provisions regarding the transparency of telephone bills, selective call barring and user protection" for the purpose of adopting further contractual transparency measures for the use of the new digital services*. The Authority believes it necessary to introduce updates and amendments on issues relating to the transparency of telephone bills, mobile selective barring and the activation of services with a surcharge. WIND provided its reply to the consultation in March 2015. A positioning common to the main operators was also submitted via Asstel.

By way of Resolution 227/15/CONS, AGCOM initiated a public consultation for modifications to the system of the compensation payable in the case of malfunctioning in the electronic communication sector. AGCOM is proposing a series of amendments and additions to the Regulation on the question of the compensation applicable in settling disputes between users and operators, approved by way of Resolution 73/11/CONS of February 16, 2011. Increased compensation is prescribed for malfunctioning involving ultra-broadband network customers. In addition, it is also proposed to make the automatic compensation mechanism more operative. Finally, mechanisms designed to facilitate the identification of operator responsibilities have been put out for consultation. WIND prepared its reply. In addition, a common positioning among the main operators has been submitted and presented via AssTel.

By way of Resolution 181/15/CONS, AGCOM initiated a public consultation for the revision of legislative provisions on the transparency and comparison of the economic conditions of the electronic communication services offer currently governed by Resolutions 96/07/CONS and 126/07/CONS. AGCOM intends to intervene with its own calculation engine for comparing charges by proposing a new flow and a new format for providing the information to be used in the provision of the tariff comparison service.

With regard to contracts for the provision of electronic communications services, AGCOM issued the resolution 519/15/CONS concerning the "Regulation on protecting consumers in respect of contracts for the provision of electronic communications services" and resolution 520/15/CONS in which some guidelines for the market have been approved for the conclusion of contracts by telephone for the provision of electronic communications services. AGCOM thus decided to strengthen the protections afforded to users of electronic communications by Legislative Decree no. 259/2003 and, in general, by the amended Code of consumption by intervening on information obligations imposed on the operators, particularly in the case of contracts concluded at a distance or away from business premises, on the management of tariff readjustments communication. Concerning the theme of the life of the contract (Article 5) and its entry into force, the Authority as a result of operator instances, it acknowledged the extension to July 1, 2016.

Legislative Decree no. 130 of August 6, 2015 on the implementation of Directive 2013/11/EU on alternative dispute resolution for customer disputes, amending Regulation (EC) No. 2006/2004 and Directive 2009/22/EC (Directive on consumer Alternative Dispute Resolution - ADR), requires mention. Directive 2013/11/EU has the scope of harmonizing the ADR procedures existing in the individual member states. Among these procedures is that on Fair Settlement between Companies and Consumers' Associations. In order to transpose the directive into Italian legislation the implementing decree provides for additions and changes to the Consumers' Code.

As the result of work carried out by the mobile operators, AGCOM and the Ugo Bordonni Foundation as part of the technical discussions, the new Resolution 580/15/CONS amending Resolution 154/12/CONS has been published on provisions on quality and mobile and personal communications services charters.

Regarding the resolution 661/15/CONS, AGCOM determined the automatic entry of ADR bodies already notified in the list of the Ministry of Economic Development, in the register of those authorities. The joint body WIND Telecomunicazioni was recognized by decision No. 2863 of January 12, 2016. This body has been appointed for the Joint Conciliation in the telecommunications sector and is part of the current 130 organizations coming from the 16 Member States, notified as of today, and that could access through the ODR platform to negotiation transactions of Community matrix.

Privacy

Legislative Decree no. 69/12, through which Italy transposed European Directive 136/2009 on Telecommunications (the e-Privacy Directive) into national law, introduced significant changes in the privacy field.

By way of article 32-bis of Legislative Decree no. 196/2003 (the Privacy Code) this decree introduced the definition of "Data Breach" and an obligation to notify the Authority and subscribers in the event of a violation of the user's personal data and in any case in the event of the impairment of such data. On April 4, 2013 the Privacy Guarantor issued the provision on the implementation of the Data Breach discipline and accordingly WIND adopted the relative procedures and carried out and completed training courses for its data supervisors.

The above decree additionally amended article 122 of the Privacy Code by introducing an opt-in regime for e-cookies, separating these into "technical cookies" (e.g. session monitoring, computer authentication, etc.) which are needed to supply the service and are not subject to the regime and "non-technical cookies" (e.g. monitoring websites visited, collection of the user's data, etc.) which are used for marketing purposes and which, being especially critical as far as privacy is concerned, require the prior and informed consent of the customer/user. Through Provision no. 229/2014, the Privacy Guarantor identified simplified means for making privacy disclosures and acquiring consent for the use of cookies, following which internal and inter-operator workgroups were set up designed to satisfy the requirements of the Authority's prescriptions within the term for adaptation of one year.

The inter-operator workgroup created for setting up a data base of defaulters in the telecommunications sphere picked up activities again in 2013; this is being used to complement Creditworthiness Information Systems (SICs) as a means of combating default in the electronic communications sphere. A public consultation on a draft provision of the Privacy Guarantor was initiated in April 2014 designed to acquire contributions and suggestions on the matter, and these were provided to Asstel in May 2014. The workshop with the Guarantor started up again, also attended by the consumers' associations for personal data protection. On October 8, 2015 a provision was adopted, published in the Official Journal on November 4, 2015, for setting up a data bank for intentional default by customers in the telephone sector (S.I.Mo.I.Tel.), on which WIND is currently working.

By way of a provision published in the Official Gazette on January 3, 2014, a public consultation was initiated which is addressed to all operators working in the mobile remote payment field with the aim of collecting comments and observations on the subject. In this respect a document has been sent to the Privacy Guarantor that includes the observations agreed at the inter-operator workgroup, following which the Authority published a provision regarding the mobile remote payment service and value added services (VAS).

New internal and inter-operator workgroups were set up designed to analyze the effects and potential critical matters relating to the implementation of the Authority's requirements, following which it was agreed to send a request for interpretation and re-examination with particular reference to the security measures (cryptography/adult PIN) to be adopted and the means by which the customer's consent for promotional purposes should be acquired.

Following receipt of the Authority's reply, a request was made to extend the terms within which the provision's requirements must be satisfied. This was accepted and an extension of the deadline to March 31, 2015 was granted. By way of Provision 53/2014 of the Privacy Guarantor an update on the question of profiling requirements is planned. An internal workgroup has been set up in this respect.

By way of a provision published in the Official Journal a public consultation was initiated on May 23, 2014, addressed to all the owners of biometric treatments, on a draft provision on biometric recognition and graphometric signatures in order to obtain contributions and observations on the subject.

In this respect a document was sent to the Privacy Guarantor including the observations agreed in the inter-operator workgroup, following which the Privacy Guarantor issued an appropriate provision.

By way of a provision published in the Official Journal of May 4, 2015, the Privacy Guarantor initiated a public consultation for the purpose of collecting information and proposals on the new technologies which may be classified as the "Internet of Things". In this respect internal and an inter-operator workgroups have been set up to send a document containing the observations agreed in the inter-operator workgroup by the deadline established by the Authority.

By way of a provision published in the Official Gazette on September 30, 2015, the Privacy Guarantor initiated a public consultation for the purpose of collecting information and proposals from all parties working in the mobile ticketing field on the adequacy of the suggested measures as well as any other operational proposals. In this respect internal and inter-operator workgroups have been set for sending a contribution document through AssTel by the deadline established by the Authority.

In December, WIND received notification of the Privacy Guarantor's authorization provision in response to the prior checking procedure on new models for analyzing customer profiling data; this is the most innovative and important work carried out on privacy for the past few years, thereby setting a new regulatory frontier in Italy.

Disputes with operators before AGCOM

By way of Resolution 64/14/CIR, AGCOM found in WIND's favor in the dispute initiated by WIND against Telecom Italia relating to the migration of the IP interconnection and relative services, and ordered administrative migration from December 2013 to July 2014 through a predetermined shifting and technical migration of TDM traffic to the IP interconnection by June 2015. As a result of the administrative migration, from August 2014 WIND no longer incurs costs for the fees relating to the flows and to the interconnection ports to Telecom Italia's TDM network.

In July 2014, Telecom Italia initiated two disputes with AGCOM against WIND concerning alleged inadequate supply and maintenance work and the economic conditions for the collection service for calls to Telecom Italia's non-geographic numbers originating on WIND's fixed line network. As far as the allegedly inadequate supply and maintenance work is concerned, at the end of July 2015, by way of Determination 6/DRS/15, AGCOM dismissed the dispute due to its lack of jurisdiction on the matter. The dispute on the economic conditions for the collection service for calls to Telecom Italia's non-geographic numbers was the subject of a settlement agreement between the parties; the proceeding will accordingly shortly be dismissed by AGCOM due to the waiving by Telecom Italia of all the arguments and claims stated in its application to initiate the dispute.

In August 2015, Resolution 226/15/CONS on the new regulation on the settlement of disputes between operators was published on AGCOM's website, repealing the previous Resolution 352/08/CONS.

OUTLOOK

The solid commercial performance and ongoing cost structure optimization process has enabled the WIND Group to maintain its competitive position during the first half of the year 2016, despite the weak market and the continuing challenging macroeconomic environment which, however, displays weak signals of recovery.

Relating to the agreement signed in 2015 between VimpelCom Ltd and CK Hutchison Holdings Ltd to create a joint venture that will control their telecommunications business in Italy, WIND and 3 Italy, it should be noted that on March 30, 2016, the European Commission, in the ordinary course of its business, started the so-called "Phase 2" of the investigation to assess whether the proposed joint venture between WIND and H3G Italy is in line with the EU Merger Regulation.

In 2016, the Group will continue to explore and develop the most promising opportunities arising from the combination of new technologies and new needs expressed by the market, with a particular focus on digital channels in terms of new services, customer interaction and process efficiencies. A focus there will be on the business segment of the market. The Group will continue to consolidate its position in the mobile, fixed-line voice and internet segments as well as developing its convergent business model, with a further strong push on efficiency and on the optimization of its cost structure.