

Electronic model pursuant to art. 3, paragraph 1, lett. d) and attachment 20 of Resolution no. 154/12 / CONS

Operator	TATA COMMUNICATIONS (Italy) Srl
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	SEMESTER	YEAR
Last update:	2	2020

INFORMATION CONCERNING THE BASIC SERVICES OFFERED TO END USERS WITH MOBILE AND PERSONAL COMMUNICATIONS SERVICES OF THE VOICE, SMS, PACKET SWITCHING DATA (GPRS, EGPRS) ON GSM NETWORKS

Name of the offer	TATA COMMUNICATIONS (Italy) Srl M2M internet in the car (only rechargeable)
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Basic services provided	YES	NO	NOTE												
Accessibility of numbers for services with special tariffs (VAS)		X													
Telephone assistance	X		<p>Free</p> <table border="1"> <tr> <td>Telephone number</td> <td>00800-33867049 / 0039 06-87502479</td> </tr> <tr> <td>E-mail</td> <td>jlricrc@jaguarlandrover.com</td> </tr> <tr> <td>Customer Service Hours</td> <td>Mon - Fri: 8.00 - 20.00.</td> </tr> <tr> <td>Telephone number</td> <td>00800-33867050 / 0039 06-87502480</td> </tr> <tr> <td>E-mail</td> <td>jlricrc@jaguarlandrover.com</td> </tr> <tr> <td>Customer Service Hours</td> <td>Mon - Fri: 8.00 - 20.00</td> </tr> </table>	Telephone number	00800-33867049 / 0039 06-87502479	E-mail	jlricrc@jaguarlandrover.com	Customer Service Hours	Mon - Fri: 8.00 - 20.00.	Telephone number	00800-33867050 / 0039 06-87502480	E-mail	jlricrc@jaguarlandrover.com	Customer Service Hours	Mon - Fri: 8.00 - 20.00
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Coverage for the different technologies	X		<p>00800-33867049 / 0039 06-87502479 00800-33867050 / 0039 06-87502480</p> <p>https://move.tatacommunications.com/Terms-and-Conditions/Italy-IT/index.html</p>												

			https://move.tatacommunications.com/Policies/Network-Management/EU/Italy-IT/index.html
Maximum bit rate in transmission data	X		LTE / 4G: 150 Mbps HSDPA: 21.6 Mbps UMTS: 384 kbps EDGE: 236.8 kbps GPRS 85.6 kbps

INFORMATION CONCERNING THE BASIC SERVICES OFFERED TO END USERS WITH BROADBAND MOBILE AND PERSONAL COMMUNICATIONS SERVICES

Name of the offer	TATA COMMUNICATIONS (Italy) Srl M2M internet in the car (only rechargeable)
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Basic performance provided	Note
Name of the offer	TATA COMMUNICATIONS (Italy) Srl M2M internet in the car (only rechargeable)
Maximum connection speed	LTE / 4G: 150 Mbps HSDPA: 21.6 Mbps UMTS: 384 kbps EDGE: 236.8 kbps GPRS 85.6 kbps
Any connection speed limitations to internet throughout the day or the band hourly concerned and the measures applied	As indicated in TATA COMMUNICATIONS (Italy) SRL Mobile Machine – to - Machine service associated to wi-fi mobile access' terms and conditions: TC may reduce, at its sole discretion, customer data throughput speeds at any time or place if Client's data usage exceeds an applicable, identified usage threshold during any specific period. If required by law, TC will provide Client with advance notice of the usage threshold applicable to the Service, or any changes to the applicable usage threshold through appropriate means. Client's throughput speed may also be reduced by TC's underlying provider, in its sole discretion, as applicable. https://move.tatacommunications.com/Terms-and-Conditions/Italy-IT/index.html https://move.tatacommunications.com/Policies/Network-Management/EU/Italy-IT/index.html
Coverage for different technologies	00800-33867049 / 0039 06-87502479 00800-33867050 / 0039 06-87502480 https://move.tatacommunications.com/Terms-and-Conditions/Italy-IT/index.html https://move.tatacommunications.com/Policies/Network-Management/EU/Italy-IT/index.html
Any further restrictions on the Internet access service	Should the use of the Service by the Client, for any reason whatsoever, exceed the Traffic Units available, TC unilaterally may decide to reduce the speed of the Traffic pursuant to TC's Network Management Policy found at https://move.tatacommunications.com/Policies/Network-Management/EU/Italy-IT/index.html without prejudice to any other lawful exercise of the right of TC. https://move.tatacommunications.com/Terms-and-Conditions/Italy-IT/index.html

Availability of QoS mechanisms	No																						
Antivirus, firewall	None, available for purchase by third parties																						
Technical assistance	https://move.tatacommunications.com/Terms-and-Conditions/Italy-IT/index.html																						
Numbers and addresses of assistance	<table border="1"> <tr> <td></td> <td></td> </tr> <tr> <td>Address</td> <td>T1: Calle Retama, 7, 28045 Madrid, Spain T2: Viale Alexandre Gustave Eiffel, 13-15, 00148 Rome Italy</td> </tr> <tr> <td>Phone</td> <td>00800-33867049 / 0039 06-87502479</td> </tr> <tr> <td>Email</td> <td>jlricrc@jaguarlandrover.com</td> </tr> <tr> <td>Customer Service Centre opening hours</td> <td>Mon - Fri: 8 a.m. - 8 p.m.</td> </tr> </table> <table border="1"> <tr> <td></td> <td></td> </tr> <tr> <td>Address</td> <td>T1: Calle Retama, 7, 28045 Madrid, Spain T2: Viale Alexandre Gustave Eiffel, 13-15, 00148 Rome Italy</td> </tr> <tr> <td>Phone</td> <td>00800-33867050 / 0039 06-87502480</td> </tr> <tr> <td>Email</td> <td>jlricrc@jaguarlandrover.com</td> </tr> <tr> <td>Customer Service Centre opening hours</td> <td>Mon - Fri: 8 a.m. - 8 p.m.</td> </tr> <tr> <td colspan="2">https://move.tatacommunications.com/Terms-and-Conditions/Italy-IT/index.html</td> </tr> </table>			Address	T1: Calle Retama, 7, 28045 Madrid, Spain T2: Viale Alexandre Gustave Eiffel, 13-15, 00148 Rome Italy	Phone	00800-33867049 / 0039 06-87502479	Email	jlricrc@jaguarlandrover.com	Customer Service Centre opening hours	Mon - Fri: 8 a.m. - 8 p.m.			Address	T1: Calle Retama, 7, 28045 Madrid, Spain T2: Viale Alexandre Gustave Eiffel, 13-15, 00148 Rome Italy	Phone	00800-33867050 / 0039 06-87502480	Email	jlricrc@jaguarlandrover.com	Customer Service Centre opening hours	Mon - Fri: 8 a.m. - 8 p.m.	https://move.tatacommunications.com/Terms-and-Conditions/Italy-IT/index.html	
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Characteristics of the user terminal possibly associated with the offer	Connected car																						
Service support VoIP	Use of services managed by third parties is permitted																						
Pricing profile (such as activation costs, subscription costs and costs related to the use of the service)	Annual charge: € 583,00 Offer: TATA COMMUNICATIONS (Italy) Srl M2M internet in the car (only rechargeable) Website URL: https://move.tatacommunications.com/Terms-and-Conditions/Italy-IT/index.html																						