



T-Systems Italia S.p.A.

“Call Rome 060606” : one number, one city

The new telephone service which gives access to information and services provided by the Rome Municipal Government enters into experimental stage

Rome, June 17th , 2002 – “Call Rome 060606” the experimental project which enables citizens to have ready access to information and services provided by the Rome Municipal Government only by dialing a single phone number, has been presented today to the press, the citizens’ and consumers’ groups, and trade unions .

The anchor of the event was Piero **Marrazzo**. Walter **Veltroni**, Mayor of Rome, Mariella **Gramaglia** Commissioner for Streamlining, Giuseppe **Battaglia**, Chairman of the City _Commission on Communication and, in their capacity of technological partners, attended the meeting, as technological partners , Massimo **Sarmi**, Managing Director of Poste Italiane (the Italian Postal Service) and Massimo **Bareato**, Managing Director of T-Systems Italy.

“Call Rome 060606” is a service created in order to facilitate and hasten contacts between citizens and the municipal administration. The At the cost of a local phone call, the service operates on two levels. First level: users can receive general information on services provided by the municipal administration and business hours, and, if needed, they can be directly connected to the various offices of the administration. Second level: users who have specific questions can get more detailed, specific answers.

The service is available 24 hours a day all year round and operates like an “integrated contact center” using cutting edge technology. Users are served by **a team of up to 70 operators**, in the peak hours, who are continuously trained on communication systems, the organization of the municipal administration and main internal procedures.

The **partners in this project** are, in which 3 million euro, **Poste Italiane** (the Italian Postal Service) and **T-Systems Italia** (Deutsche Telekom Group). They formed a temporary Association of Enterprise and participated in a European tender, winning the contract. They will manage the service for two years.

“Call Rome 060606 entered into experimental stage on June 18th 2002. It will be gradually fine -tuned – said Mariella Gramaglia, Rome City Council Commissioner for Streamling – also based on suggestions and

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indications of citizens and users' groups. Such feedback will be extremely valuable to make the system increasingly respondent to the current citizens' needs. "The service should become fully operational – continued Mariella Gramaglia – in October **2002**. It is planned to progressively evolve, through integration with other media, such as the internet, into a "one-stop portal, the gateway to the complex organization of the municipal administration. .

"With the experience and the results Poste Italiane have achieved in the last two years with its unique Call Center" – says Paolo Baldelli, Director of the Central Processes and Technologies Division of Poste Italiane - "our Company is ready to offer, in partnership, its services with respect to the strategies, organization, processes and technology to the Public Administration".

The heart of Call Rome 060606 service is a software application integrated with TLC systems developed by T-Systems Italia (Deutsche Telekom Group), which enables to create an interface between the existing voice data systems and the routing system using a single phone number, based on the latest technology available today available. "this is our response – said Massimo Bareato, Managing Director, T-Systems Italia – "through a qualified selection of solutions and services long successfully applied in the industrial sector, to the latest challenge of modernization and increased efficiency within the Public Administration, also through the search of new forms of services for the citizens.

About T-Systems

With a revenue of 13.8 billion euro in 2001, T-Systems – a division of the Deutsche Telekom Group – is Europe's second largest integrated systems provider. By combining expertise in both information technology and telecommunications, it possesses the necessary resources to create true e-business and convergent solutions in the areas of application service providing (ASP), customer relationship management (CRM) and electronic marketplace. The Company is based in Frankfurt, Germany. Further information on the Company and its service offering is available online at <http://www.t-systems.com>.

T-Systems in Italy

With a staff of 550 professionals at six locations and sales of €158 million in 2001, T-Systems Italia is one of the leading providers of convergent IT and TLC solutions and services. Started up as a division of debis Systemhaus, headquartered in Germany, T-Systems has been present in Italy since November 1993, for the purposes of providing services under outsourcing agreements not only to DaimlerChrysler, but primarily on the external market. In July 1997 it entered into an outsourcing agreement with Banco Ambrosiano Veneto. At the beginning of 2001, when Deutsche Telekom acquired the majority stake in debis Systemhaus, new frontiers in IT and



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Telecommunication convergence opened up for T-Systems Effective from 2002, T-Systems is wholly-owned by Deutsche Telekom.

Poste Italiane

Poste Italiane guarantees the postal service and offers financial services nationwide through 14.000 post offices.

In the area of postal services, Poste Italiane, the collecting and distribution of ordinary mail, priority mail, express mail, insured mail, packs, publicity, telegrams, express courier (Postacelere) for Italy and outside Italy with Postel the e-mail service, in cooperation with the Ministry of Telecommunication, and all activities connected to the emission and of stamps. The turnover for the postal services is 4.100 million euro (2001). In the financial area the service offered by Poste Italiane, for private citizens and Companies, includes the count Bancoposta, the postal saving, postal bonds, national and international investments, and other services for the Public Administration. The turnover for financial services was more than 2.600 million euro (2001).

Other Companies belong to Poste Italiane: SDA express courier leader; Postel, market leader in the e-mail, Posta Vita, operating in the life insurance, BancoPosta Fondi SGR, operating in the investments; Postecom, settled for the development and management of online services available on the web site: www.poste.it, ebost, offering an integrated packaging of services for companies operating in the e-commerce (from the orders collecting to the invoice, and delivery storage); Motaxi, operating in several Italian cities in the express urban delivery.

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