

**CONCILIATION REQUEST FORM  
CONCERNING TELECOMMUNICATION SERVICES**

**To the Administrative Office of Fastweb S.p.A.**

**Customer's Identification Data**

Name

.....

Address.....

Zip Code.....City.....Prov.....

Telephone .....

Mobile .....

E-mail .....

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**Telephone number and contact information**

Telephone .....

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Customer Code (account)

.....

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Contacts for communication with the customer (to be filled out if different from those already indicated)

Name

.....

Address.....

Zip Code.....City.....Prov.....

Telephone .....

Mobile .....

E-mail .....

**TYPE OF AGREEMENT**

Type of user:                       residential                       business

Type of complaint

- a. land line telephone services
- b. mobile telephone services
- c. internet services
- d. other

The undersigned – as indicated in the information section above – having already submitted complaint

n.....  
.....through  
at .....  
..... on (date) .....and  
not being satisfied with the related outcome

**REQUESTS**

to this Conciliation Commission, established at this Administrative Office to conciliate, in compliance with the general contractual conditions and the Fastweb service charter, as well as with the laws applicable to the sector, in accordance with Resolution 173/07/CONS issued by AGCOM, pursuant to the principles contained in Legislative Decree 130 of 6 August 2015 and the Recommendations 1998/257/EC and 2001/310/EC, the dispute hereinafter described:

**PURPOSE OF THE CONCILIATION**

- Delay in activating land line services
- Delay/Failure in deactivating land line services
- Delay in activating mobile network services
- Delay/Failure in deactivating mobile network services
- Invoicing
- Failure to enter/ erroneous entry in the directory
- Interruption/suspension of the service
- Location change
- Misc

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**DESCRIPTION OF THE FACTS AND OUTCOMES OF THE COMPLAINT/S PREVIOUSLY FILED**

1  
.....

2  
.....

3  
.....

4  
.....

## REQUESTS

### ADDITIONAL INFORMATION SUPPORTING DOCUMENTATION

Please, attach to the Conciliation Request, in addition to the copy of the ID, the supporting documentation in your possession, for instance invoices, agreements, receipts, letters/faxes, etc List of attached documents:

With this form, the undersigned .....

- declares to have received or read, together with this request form, a copy of the Conciliation regulations and to fully acknowledge and accept their contents and the methods for appointing the members of the Joint Conciliation Commission;
- accept that the Conciliation Commission includes a representative of Fastweb S.p.A. and a representative of the Consumers' Association, party to the Protocol for the Conciliation Procedure selected by the Customer A) or designated by the Administrative Office B) (select the desired option);

A) Association .....

B) The Association will be designated on a rotation basis from the list of the signatory Associations;

- issues a mandate for the identification of a proposal for the resolution of the above-indicated dispute, to the Representative of the Consumers' Associations, member of the Conciliation Commission, designated pursuant to one of the previous point A) or B), for the activities assigned thereto pursuant to the Conciliation Regulations;

- authorises, also pursuant to Legislative Decree 196/03, the Representative designated to have access to all the technical administrative documents concerning the dispute to which the Conciliation attempt refers, including the exchanged documentation:

- declares to be aware and to accept that the presented arguments, the information and the proposals related to the dispute must be treated as confidential and the parties expressly waive their right to use them in any other proceedings before any authorities;

- declares to be aware that:
  - Fastweb S.p.A. suspends all self-protection initiatives, pursuant to art. 6.9 of the Conciliation Regulations, for the entire duration of the proceedings and until the 15th day following receipt of the Conciliation Report;
  - the execution of this Conciliation Request supplements the “mandatory attempt for Conciliation” set forth in the applicable Regulations;
  - has the right to withdraw, at any time and in any phase, from the Conciliation procedure;
  - any possible agreement is binding to the parties;

the Conciliation Report shall be sent to the indicated address.

**ALL FIELDS MUST BE COMPLETED**

Customer Name.....

Address.....

Telephone..... Cell.....

Fax.....

E-mail .....

Date .....