



Tiscali Italy: new customer care area organisation

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Tiscali announces that, as part of the re-launching program of the business on the Italian market, has decided to move internally the Technical and Billing Customer Care activities, in order to improve the level of service quality and to maximize company's resources.

To implement this project Tiscali will select the human resources from a priority list of candidates among the 280 employees of Voicity, the company in charge of the outsourcing customer care contract as of today.

“Following the recent launch of the new TLC convergent services, for us pre and post sale customer assistance represents a top level priority in the relationship with our customer base” said Luca Scano, General Manager of Tiscali Italy. “Moving internally this activity means to control directly and in an effective manner one of the key success factor in the TLC arena and, in this case, to implement a sensitive cost reduction process.”

Information on Tiscali

Tiscali S.p.A. (Borsa Italiana, Milan: TIS) is one of the largest telecommunications companies in Italy. Tiscali supplies a wide range of services to its customers, both private individuals and companies: internet access through dial-up and ADSL, as well as voice, VoIP, media, and added-value services and other technologically advanced products.

At 30 September 2009 Tiscali had over 708 thousand customers in Italy, of which about 553 thousand were ADSL customers.

The Tiscali website may be accessed at www.tiscali.com.

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