TIM IN NAVE
F.A.Q.

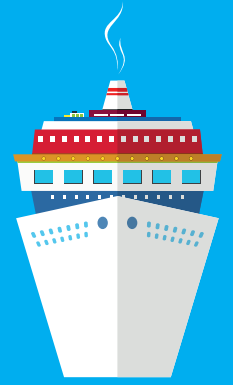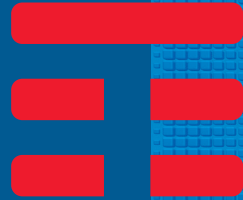## ENGLISH

TIM

#Q1
What is TIM in Nave?
TIM in Nave allows you to use your mobile device while at sea. Thanks to a satellite link, the ship you are travelling on is connected to TIM's maritime mobile network enabling you to benefit from all the services you normally use on land.

#Q2
What do I have to do to access the TIM in Nave network?
TIM in Nave is available to all TIM customers and to customers of other mobile operators with whom TIM has a maritime roaming agreement. When the ship is far from the coast and the land networks are no longer available you should automatically connect to the TIM@Sea maritime network and be able to use mobile services the same way you as you would on land. To identify the maritime network on your mobile device, either the "TIM@Sea" code or a code beginning with "901" will appear. We recommend that you contact your home Customer Care Service for availability and related costs.

#Q3
Who can use TIM's maritime network?
TIM's maritime network is available to all TIM customers and those customers belonging to other mobile network operators with whom TIM has a maritime agreement. If you are not a TIM customer and you see a network code beginning with "901" on your mobile device it means you are connected to the TIM in Nave maritime network. We recommend that you contact your home Customer Care Service for availability and related costs.

#Q4
When is TIM in Nave activated?
Activation occurs when the ship is at sea and far from the coast and only when either the "TIM@Sea" code or a code beginning with "901" appears on your device can you use the TIM maritime network. Typically, this happens when the terrestrial signal is no longer available which is at least 2 nautical miles from the coast.

#Q5
How does text messaging (SMS) work?
You can send and receive text messages the same way as you would from land.

#Q6
If my device is left on but I do not make any calls or use data, will I be charged?
Devices with mobile data turned on can connect to the network for updates and synchronisation. To monitor the use of mobile data in order to keep costs under control and avoid "shock billing" we recommend that you:
1. Disable the data roaming service when not in use and turn it on it only when you want to check your e-mail or surf the Internet.
2. Deactivate mobile data on your device, alternatively select flight mode within your mobile device settings.

#Q7
Can I use the Internet and Email?
Mobile data is automatically available with the network code "TIM@Sea" for TIM Customers and customers of other mobile operators who have active roaming data services with TIM. In case of problems in connecting to the maritime mobile network, you need to check that both data and roaming data options are enabled on your mobile device. You can use data for sending and receiving emails, surfing the internet and connecting to social networks. In order to use maritime data services, check that the roaming data option is enabled on your mobile device.

#Q8
Is it possible to disable TIM in Nave traffic?
If you do not want to use TIM in Nave, you can deactivate the roaming data option or select flight mode within your mobile device settings. Alternatively, if you do not wish to use mobile data you can disable the function within your mobile device settings.

#Q9
What should I do if my device disconnects from the TIM@Sea maritime network?
There are moments in which the TIM@Sea network is temporarily disabled. This typically happens when the ship is approaching the port of destination or is close to the coast. When the system is reactivated, the mobile device will automatically register on the network and you will be able to use TIM in Nave again. In accordance with local legislation, temporary disconnections or loss of service quality may occur during navigation, particularly when sailing close to the coastline. The activation/deactivation of the TIM maritime network varies from country to country according to local legislation. In general, this occurs between 2 and 12 nautical miles from the coastline.

#Q10
Do I need a particular mobile device to use the TIM@Sea maritime coverage?
No. All the mobile devices marketed today are typically multiband and therefore allow customers to use networks on different frequencies, consequently they can be used with the TIM in Nave maritime network. Please consult your mobile device's technical specifications in the event there are technological limitations which hinder the use of TIM 's mobile maritime network.