The customer enter to [tim.it](http://tim.it) and he find the homepage. In the homepage there are a lot of offers and the tim’s services. Moreover, in the bottom at the page it always appears useful informations, fast tools and networking webpage to follow tim. He also sees the menu and he enters to the offers and then to the mobile. After he sees different options: voice and internet, internet about measure to you, smartphone and tablet in terms, foreign, mobile services and app. So that he enters to the TIM Special and he likes the service tim special voce+ dati because it contains 1000 minutes free, 4gb internet and Serie A TIM for 6 months. So he select this service and later he fills his information, after that he writes the bank information and again he needs to accept the payment.