

# Design Project

## **Usability Evaluation**

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## **Abstract**

This document aims to provide a detailed usability evaluation of some of the main pages of the TIM website.

This usability evaluation is based on a subset of Mile heuristics for usability evaluation.

## **I. Introduction to the TIM website**

Being TIM one of the major Italian ISP, its website should be one of the most important point of contact between the company and its customers and potential customers.

The current version of the website offers a wide range of services to the TIM's customer like:

- Recharging services
- Data plans activation services
- Mail services

At the same time, the website provides an overall view of all the services that a new customer might be interested in.

## II. Scenarios

### Scenario N°1

**<Persona>**

Luca is an undergraduate student of the Politecnico di Milano and he is a customer of one to the major Tim's competitors

**</Persona>**

**<Setting>**

Luca is coming home from the university and he hears from Spotify for mobile that Tim has some special offers for under 30 people and, in particular, for undergraduate students

**</Setting>**

**<Goals>**

Luca would like to get more information about those offers; if would like to get an overall idea of the data plans offered by Tim

**</Goals>**

**<Actions>**

Luca opens the Tim's website from his mobile phone and starts looking around for the offers that he heard on Spotify for under 30 people

**</Actions>**

## Scenario N°2

### <Persona>

Patrick is a young professional currently living in Milan.

### </Persona>

### <Setting>

He has been a loyal TIM customer for several years. During his studies, he was very cost-conscious. He regularly visited a supermarket to buy refill cards.

### </Setting>

### <Goals>

Now as a young professional, he is in search of a more comfortable solution to avoid running out of money occasionally.

### </Goals>

### <Actions>

Patrick visits TIM's website to look for information. At first the recharge call-to-action button catches his eyes. However, he has not used the online service yet, so he browses the details about it. He discovers an overview of the offered reload services on the offerings page.

### </Actions>

### <Outcome>

Finally, Patrick is satisfied with the information retrieval and sets up recurring payments to refill his account automatically.

### </Outcome>

## III. Results

Evaluation Sheet: Metrics

Score Value	Explanation
NA =	this heuristic is Not Applicable
0 =	heuristic severely violated
1 =	heuristic partially violated
2 =	heuristic satisfied

## Evaluation Sheet: Scenario 1: Homepage (Mobile)

	Feature	Problem	Score	Comment	Screenshot Ref.
CONTENT HEURISTICS	Text	Accuracy	1	Only some offers that appear in the main banner slider report the price	#scenario_1_screenshot_1
		Currency	1	Only some offers that appear in the main banner slider report their temporal validity.	#scenario_1_screenshot_2
		Coverage	2		
		Content Objectivity	2		
		Authority	2		
		Conciseness	2		
	General Communication quality (text, images, ...)	Text Errors	2		
		Multimedia Consistency	2		
NAVIGATION HEURISTICS	Navigation within a topic (information object, entity)	Segmentation	1		
	Navigation within a transition (Navigation between topics)	Transition list	1	For some transition links like "Smart life" and "Tim young" it isn't so clear the destination topic (or kind of topic)	
	Navigation within a Group of groups of topics (collection, set of information objects)	Introduction list	2		
		Group Navigation	2		
	Backward Navigation	"Go back"	NA		
	Overall Navigation	Landmarks	1		
		Link consistency	1		
		Orientation clues	1	There's some orientation info but it doesn't provide the complete context with respect to the user navigation. For instance, by clicking on the "Offers" landmark link (that is a group link) and selecting one of the offers, the destination page doesn't show the original context "Offers".	
		Orientation clues - Topic	1		
		Group Orientation clues	1		
		Transition Orientation clues	1		
VISUAL AND SEMIOTIC HEURISTICS	Overall graphic design	Visual identity	1		
		Chromatic code consistency	1		
		Background	2		
		Font size	2		
		Font color	2		
		Font type	2		
		Anchor identity	2		
		Anchor states	1		
		Icon consistency	1	Some icons have the color red inside them and some icons don't.	scenario_1_screenshot_3
	Page Layout	Visual proximity	1		
		Layout conventions	1	The link button "Entry in Tim" is relevant from the point of view of a potential new customer. It should be moved to the top of the page.	scenario_1_screenshot_6
		Semiotics	2		

COGNITIVE HEURISTICS	Information architecture	Classification adequacy within group of topics	1		
		Website Mental map	1		

## Evaluation Sheet: Scenario 1: TIM Young Page (Mobile)

	Feature	Problem	Score	Comment	Screenshot Ref.
CONTENT HEURISTICS	Text	Accuracy	2		
		Currency	2		
		Coverage	1		
		Content Objectivity	2		
		Authority	NA		
		Conciseness	2		
	General Communication quality (text, images, ...)	Text Errors	2		
		Multimedia Consistency	2		
NAVIGATION HEURISTICS	Navigation within a topic (information object, entity)	Segmentation	NA		
	Navigation within a transition (Navigation between topics)	Transition list	1		
	Navigation within a Group of groups of topics (collection, set of information objects)	Introduction list	NA		
		Group Navigation	2		
	Backward Navigation	"Go back"	0	There's no "go back" functionality that allows the user to go back without the support of the browser	
	Overall Navigation	Landmarks	0	The landmark links to main sections of the website are completely missing; they are replaced by some structural link concerning the "Tim Young" topic and some other links.	scenario_1_screenshot_4
		Link consistency	1		
		Orientation clues	0	There's orientation info in this page that contextualize the user's navigation	
		Orientation clues - Topic	NA		
		Group Orientation clues	1		
		Transition Orientation clues			
VISUAL AND SEMIOTIC HEURISTICS	Overall graphic design	Visual identity	0	The page completely shows a completely different identity with respect to the previous page (the home page). The identity of the company that was conveyed by the home page is changed drastically.	scenario_1_screenshot_5
		Chromatic code consistency	0	The colors do not represent the same company identity that is presented in the home page: even the logo and the trademark have different color	scenario_1_screenshot_5
		Background	2		
		Font size	2		
		Font color	2		
		Font type	2		
		Anchor identity	1		
		Anchor states	1		
		Icon consistency	0	The icon that in the home page is associated to the button that shows the landmark links and a login form, has a completely different functionality in this page.	scenario_1_screenshot_7



COGNITIVE HEURISTICS	Single Page	Information overload	2		
	Information architecture	Classification adequacy within group of topics	NA		
		Website Mental map	1	This page seems to belong to a completely different website with respect to the one that is introduced by the home page. The user might lose all his/her understanding of the information architectures	

## Evaluation Sheet: Scenario 1: TIM Young And Music Page (Mobile)

	Feature	Problem	Score	Comment	Screenshot Ref.
CONTENT HEURISTICS	Text	Accuracy	2		
		Currency	2		
		Coverage	1		
		Content Objectivity	2		
		Authority	NA		
		Conciseness	2		
	General Communication quality (text, images, ...)	Text Errors	2		
		Multimedia Consistency	2		
NAVIGATION HEURISTICS	Navigation within a topic (information object, entity)	Segmentation	2		
	Navigation within a transition (Navigation between topics)	Transition list	1		
	Navigation within a Group of groups of topics (collection, set of information objects)	Introduction list	1		
		Group Navigation	1		
	Backward Navigation	"Go back"	0	There's no go back functionality	
	Overall Navigation	Landmarks	0		
		Link consistency	0		
		Orientation clues	0		
		Orientation clues - Topic	0		
		Group Orientation clues	0	Tim Yount And Music is a specific topic from the king of topic "Tim Young" but there's no indication of that in the page.	
VISUAL AND SEMIOTIC HEURISTICS	Overall graphic design	Visual identity	0	The visual properties of the page are completely different from the one that are shown in the home page of the website and in other contexts	
		Chromatic code consistency	1	The colors do not represent the same company identity that is presented in the home page: even the logo and the trademark have different colors	scenario_1_screenshot_8
		Background	2		
		Font size	2		
		Font color	2		
		Font type	2		
		Anchor identity	1		
		Anchor states	1		
	Page Layout	Visual proximity	1		
		Layout conventions	2		
		Semiotics	2		

COGNITIVE HEURISTICS	Single Page	Information overload	2	All information about the topic (Tim Young & Music offer) is divided into concise	
	Information architecture	Classification adequacy within group of topics	NA		
		Website Mental map	1	This page seems to belong to a completely different website with respect to the one that is introduced by the home page. The user might lose all his/her understanding of the information architectures	

## Evaluation Sheet: Scenario 2: Homepage (Desktop)

	Feature	Problem	Score	Comment	Screenshot Ref.
CONTENT HEURISTICS	Text	Accuracy	2	consistent and accurate descriptions.	
		Currency	2	home page is typically current.	
		Coverage	2	teasers define the coverage of each section.	
		Content Objectivity	2	TIM wants to sell something on the home page.	
		Authority	NA	no specific authority can be identified on the home page	
		Conciseness	2	short and precise teaser texts on the home page	
	General Communication quality (text, images, ...)	Text Errors	2	no grammatical errors	
		Multimedia Consistency	2	all multimedia files consistent	
	Navigation within a topic (information object, entity)	Segmentation	NA	no specific topic on the home page	
	Navigation within a transition (Navigation between topics)	Transition list	NA	no transition lists on the home page	
	Navigation within a Group of groups of topics (collection, set of information objects)	Introduction list	2	clear navigation to group of groups of topics (main navigation)	#scenario_2_screenshot_1
		Group Navigation	2	easy and quick navigation to and between member of groups	#scenario_2_screenshot_1
	Backward Navigation	"Go back"	NA	no "go back" functionality on home page	
	Overall Navigation	Landmarks	2	clear landmarks on every page (main top navigation)	
		Link consistency	2	links are consistent between different pages	

NAVIGATION HEURISTICS		Orientation clues	NA	not applicable for home page	
	Overall Navigation	Orientation clues - Topic	NA	not applicable for home page	
		Group Orientation clues	NA	not applicable for home page	
		Transition Orientation clues	2	clear transition state through mouseover on landmarks	#scenario_2_screenshot_1
VISUAL AND SEMIOTIC HEURISTICS	Overall graphic design	Visual identity	1	change between flat design and real images. weak consistency.	
		Chromatic code consistency	1	consistent UI colors.three different colors for call to action buttons.	#scenario_2_screenshot_2
		Background	1	general good text / background readability. However some images lack readability.	#scenario_2_screenshot_3
		Font size	2	minimum font-size: 12px.	
		Font color	2	accurate colors	

VISUAL AND SEMIOTIC HEURISTICS	Page Layout	Visual proximity	1	Some realtionships are a little bit confusing. E.g. "privati" "impresa semplice" and "chi	#scenario_2_screenshot_6
		Layout conventions	2	Most important thinks are on the top and larger.	
		Semiotics	2	Clear semiotics	
COGNITIVE HEURISTICS	Single Page	Information overload	0	Too many groups / topics are presented on the home page	#scenario_2_screenshot_10
	Information architecture	Classification adequacy within group of topics	1	Partly non intuitive classification of the topics.	#scenario_2_screenshot_10
		Website Mental map	0	Too complex. Almost impossible for the user to create mental map of site's structure.	

## Evaluation Sheet: Scenario 2: Offering -> Mobile Phone

	Feature	Problem	Score	Comment	Screenshot Ref.
CONTENT HEURISTICS	Text	Accuracy	2	consistent and accurate descriptions.	
		Currency	2	home page is typically current.	
		Coverage	2	teasers define the coverage of each section.	
		Content Objectivity	2	TIM wants to sell something on the offering page.	
		Authority	NA	no specific authority can be identified on the offering page	
		Conciseness	2	short and precise teaser texts on the offering page	
	General Communication quality (text, images, ...)	Text Errors	2	no grammatical errors	
		Multimedia Consistency	2	all multimedia files consistent	
NAVIGATION HEURISTICS	Navigation within a topic (information object, entity)	Segmentation	NA	no specific topic on the offering page	
	Navigation within a transition (Navigation between topics)	Transition list	NA	no transition lists on the offering page	
	Navigation within a Group of groups of topics (collection, set of information objects)	Introduction list	1	Some confusing about strategy used for organizing the lists	#scenario_2_screenshot_7
		Group Navigation	2	easy and quick navigation to and between member of groups	
	Backward Navigation	"Go back"	2	Go back functionality over breadcrumb	
	Overall Navigation	Landmarks	2	clear landmarks on every page (main top navigation)	
		Link consistency	2	links are consistent between different pages	
		Orientation clues	2	Orientation with help of breadcrumb	#scenario_2_screenshot_1
		Orientation clues - Topic	NA	not applicable for offering page	
		Group Orientation clues	2	Orientation with help of breadcrumb	#scenario_2_screenshot_1
		Transition Orientation clues	2	Orientation with help of breadcrumb	#scenario_2_screenshot_1
VISUAL AND SEMIOTIC HEURISTICS	Overall graphic design	Visual identity	1	change between flat design and real images. weak consistency.	#scenario_2_screenshot_8
		Chromatic code consistency	2	consistent UI colors	
		Background	2	general good text / background readability.	
		Font size	2	minimum font-size: 12px.	
		Font color	2	accurate colors	
		Font type	2	one consistent font type	
		Anchor identity	0	no consistent anchor identity. E.g. footer navigation links	#scenario_2_screenshot_9
		Anchor states	0	no consistent anchor states. No visual feedback.	#scenario_2_screenshot_9
		Icon consistency	1	consistent icon style. However different colors.	#scenario_2_screenshot_5
	Page Layout	Visual proximity	1	Some relationships are a little bit confusing. E.g. "privati" "impresa semplice" and "chi	#scenario_2_screenshot_6
		Layout conventions	2	Most important thinks are on the top and larger.	
		Semiotics	2	Clear semiotics	

COGNITIVE HEURISTICS	Single Page	Information overload	0	Too many groups / topics are presented on the home page	#scenario_2_screenshot_11
	Information architecture	Classification adequacy within group of topics	1	Partly non intuitive classification of the topics.	#scenario_2_screenshot_11
		Website Mental map	0	Too complex. Almost impossible for the user to create mental map of site's structure.	



## Evaluation Sheet: Scenario 2: TIM Automatica

	Feature	Problem	Score	Comment	Screenshot Ref.
CONTENT HEURISTICS	Text	Accuracy	0	Too much text. Not user oriented. Only for search engines (SEO)!	#scenario_2_screenshot_12
		Currency	2	Offering should be current	
		Coverage	0	Too much description text. Not clear what it is about.	#scenario_2_screenshot_12
		Content Objectivity	1	Teaser tells TIM wants to sell something.	#scenario_2_screenshot_13
		Authority	NA	no specific authority can be identified on the offering page	
		Conciseness	0	Too much text. Not concise.	#scenario_2_screenshot_12
	General Communication quality (text, images, ...)	Text Errors	2	no grammatical errors	
		Multimedia Consistency	NA	No multimedia types	
NAVIGATION HEURISTICS	Navigation within a topic (information object, entity)	Segmentation	2	Within topic navigation is understandable.	#scenario_2_screenshot_14
	Navigation within a transition (Navigation between topics)	Transition list	NA	no transition lists on the offering page	
	Navigation within a Group of groups of topics (collection, set of information objects)	Introduction list	NA	no introduction list	
		Group Navigation	1	Navigte between group members via breadcrumb	
	Backward Navigation	"Go back"	2	Go back functionality over breadcrumb	
	Overall Navigation	Landmarks	2	clear landmarks on every page (main top navigation)	
		Link consistency	2	links are consistent between different pages	
		Orientation clues	2	Orientation with help of breadcrumb	
		Orientation clues - Topic	2	User can immediatly see position within topic	#scenario_2_screenshot_14
		Group Orientation clues	2	Orientation with help of breadcrumb	
		Transition Orientation clues	2	Orientation with help of breadcrumb	
VISUAL AND SEMIOTIC HEURISTICS	Overall graphic design	Visual identity	NA	No visual properties	
		Chromatic code consistency	2	consistent UI colors	
		Background	2	general good text / background readability.	
		Font size	2	minimum font-size: 12px.	
		Font color	2	accurate colors	
		Font type	2	one consistent font type	
		Anchor identity	0	no consistent anchor identity. E.g. footer navigation links	#scenario_2_screenshot_15
		Anchor states	0	no consistent anchor states. No visual feedback.	#scenario_2_screenshot_15
		Icon consistency	NA	No icons	
	Page Layout	Visual proximity	1	Some realltionships are a little bit confusing. E.g. "privati" "impresa semplice" and "chi	
		Layout conventions	2	Most important thinks are on the top and larger.	
		Semiotics	2	Clear semiotics	

COGNITIVE HEURISTICS	Single Page	Information overload	0	Too much text information.	#scenario_2_screenshot_12
	Information architecture	Classification adequacy within group of topics	0	No adequate classification. Not memorizable.	#scenario_2_screenshot_12
		Website Mental map	0	Too complex. Almost impossible for the user to create mental map of site's structure.	#scenario_2_screenshot_12

scenario\_2\_screenshot\_1



scenario\_2\_screenshot\_2

Inconsistent  
Call to action  
buttons



scenario\_2\_screenshot\_3

Some images lack  
readability

Consigliato per te



scenario\_2\_screenshot\_4



scenario\_2\_screenshot\_5



scenario\_2\_screenshot\_6



scenario\_2\_screenshot\_7

Home ► OFFERTE ► Mobile



Voce e Internet



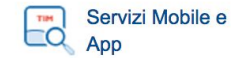
Internet su  
misura per te



Smartphone e  
Tablet a rate



Estero



Servizi Mobile e  
App

Confusing strategy used  
for organizing the lists

TIM Special

TIM Young

TIM 60+

Altre Offerte

Piani Base

TIM Gift Card



TIM SPECIAL Voce+Dati

Giga 4G e minuti

SOLO PER NUOVI CLIENTI

15 €/4 sett.

SCOPRI



TIM Young&Music Limited Edition

5GB per navigare + 5GB per lo streaming  
musicale + 500 minuti

9,99 € ogni 28 giorni

SCOPRI



TIM 60+

L'offerta riservata agli over 60

SOLO ONLINE 4 sett. GRATIS

12 €/4 sett.

SCOPRI

scenario\_2\_screenshot\_8

change between flat  
design and real images.  
weak consistency.



TIM International 1000 Super

TIM International 1000 Super

1000 minuti + 10 GB + illimitato TIM

9,99 €/4 sett.

SCOPRI




RICARICA+ E VINCI SEMPRE

SCOPRI

### Voce e Internet

- TIM Special
- TIM Young
- TIM 60+
- Altre Offerte
- Piani Base
- TIM Gift Card**



#### TIM SPECIAL Voce+Dati

Giga 4G e minuti

**SOLO PER NUOVI CLIENTI**

**15 €/4 sett.**

**SCOPRI**




#### TIM Young&Music Limited Edition

5GB per navigare + 5GB per lo streaming musicale + 500 minuti

**9,99 € ogni 28 giorni**

**SCOPRI**



#### TIM 60+

L'offerta riservata agli over 60

**SOLO ONLINE 4 sett. GRATIS**

**12 €/4 sett.**

**SCOPRI**

Inconsistent anchor  
Style / states

Scopri tutte le **Offerte** e le **Tariffe di Telefonia Mobile TIM**, per chiamare, inviare SMS e navigare da mobile con la tariffa più adatta alle tue esigenze.

Scopri anche le **offerte Voce e Internet mobile** per chiamare e navigare dal tuo smartphone con la velocità del **4G**.

Sei spesso all'**estero** oppure vuoi rimanere in contatto con il tuo paese d'origine? Scegli una tariffa agevolata per **le chiamate internazionali** e telefona senza pensieri **dall'Italia e dall'estero!**

Personalizza la tua **tariffa di telefonia mobile** aggiungendo un'**opzione internet** per navigare da pc e tablet e abbinando uno **smartphone a rate** o un **tablet a rate** a partire da 0€ al mese!

Gestire la tua **linea telefonica mobile TIM** è semplicissimo: scopri tutti i **servizi mobile e app** per accedere alle offerte di intrattenimento, ricaricare e controllare i costi della tua SIM in totale sicurezza.

Too many topics

Zum TIM

TIM Junge

Produkt-News

Highlights







erster go

## Konto MyTIM

Der Zugriff auf Online - Dienst TIM ist jetzt noch einfacher!

DISCOVER

### TIM zu Ihren Diensten

 Überprüfen 4G Abdeckung, Faser und ADSL	 Einkaufsführer
 Finden Sie den Speicher Sie am nächsten gelegenen	 Ihr Online-Konto
 für die Verbraucher	 Wählen Sie mit Hilfe eines Experten



Too many topics

## Voce e Internet

TIM Special

TIM Young

TIM 60+

Altre Offerte

Piani Base

TIM Gift Card



### TIM SPECIAL Voce+Dati

Giga 4G e minuti

**SOLO PER NUOVI CLIENTI**

**15 €/4 sett.**

**SCOPRI**



### TIM Young&Music Limited Edition

5GB per navigare + 5GB per lo streaming musicale + 500 minuti

**9,99 € ogni 28 giorni**

**SCOPRI**



### TIM 60+

L'offerta riservata agli over 60

**SOLO ONLINE 4 sett. GRATIS**

**12 €/4 sett.**

**SCOPRI**

## Internet su misura per te

Internet Start

Internet Large

Internet XL

Internet 50 GB

TIM TURBO GIGA



### INTERNET START

4GB di Internet 4G

**Solo per clienti con linea fissa TIM**

**5 €/4 sett.**

**SCOPRI**



### RICARICA SUBITO I TUOI GIGA!

Scegli l'offerta tra Giga Extra e Opzioni Internet Aggiuntive

**a partire da 1,90 €**

**SCOPRI**



### INTERNET 50 GB

Fino a 50GB di Internet 4G

**99 € il 1° anno  
poi 89 €/anno!**

**SCOPRI**



scenario\_2\_screenshot\_12

Offerta

Come si attiva

Info e supporto

COSTO DI ATTIVAZIONE

Gratis

In dettaglio:

TIM Automatica è l'esclusivo servizio TIM con il quale il tuo telefonino si ricarica **da solo ogni qualvolta il tuo credito scende sotto i 5 €.**

Non dovrai più preoccuparti di ricaricare il telefonino e non resterà più senza credito: grazie a TIM Automatica ti basterà addebitare la ricarica su Carta di Credito o Carta Bancomat **scegliendo l'importo e la frequenza della ricarica** (l'intervallo di tempo minimo che vuoi che trascorra fra una ricarica e la successiva).

Una volta **attivato il servizio, riceverai automaticamente l'accredito della ricarica** dell'importo prescelto ogni volta che il credito residuo della tua scheda prepagata scenderà al di sotto di 5 euro (IVA inclusa) e sempre che sia trascorso l'intervallo di tempo minimo prefissato dall'ultima ricarica.

Puoi attivare TIM Automatica **direttamente on line con Carta di Credito Carta SI.**

Oppure se possiedi una carta di debito (Bancomat/PagoBancomat/carta Postamat o prepagata abilitata) emessa da uno degli Istituti abilitati o una **Carta di Credito abilitata al servizio**, hai la possibilità di attivare **TIM Automatica** impostando una ricarica automatica per il tuo telefonino, scegliendo sia l'importo sia la frequenza della ricarica stessa.

L'utilizzo del servizio TIM Automatica in corrispondenza di ogni operazione di Ricarica determina la proroga della durata della TIM Card di 13 mesi, decorrenti dalla data in cui avviene la Ricarica automatica. Nel corso del tredicesimo mese il servizio funzionerà solo per la ricezione delle chiamate e dei messaggi.

Too much text. Not user oriented.  
Only for search engines (SEO)!

scenario\_2\_screenshot\_13

Home ► OFFERTE ► Mobile ► Servizi Mobile e App ► TIM Automatica

## TIM AUTOMATICA

Ricarichi in automatico il tuo telefonino  
quando il credito scende sotto i 5€



Informative Teaser

scenario\_2\_screenshot\_14

### Offerta

### COSTO DI ATTIVAZIONE

Come si attiva

Info e supporto

### In dettaglio:

TIM Automatica è l'esclusivo s  
**scende sotto i 5 €.**

Non dovrai più preoccuparti di  
addebitare la ricarica su Carta  
(l'intervallo di tempo minimo c  
Una volta **attivato il servizio**,  
che il credito residuo della tua

Within topic  
navigation is  
understandable

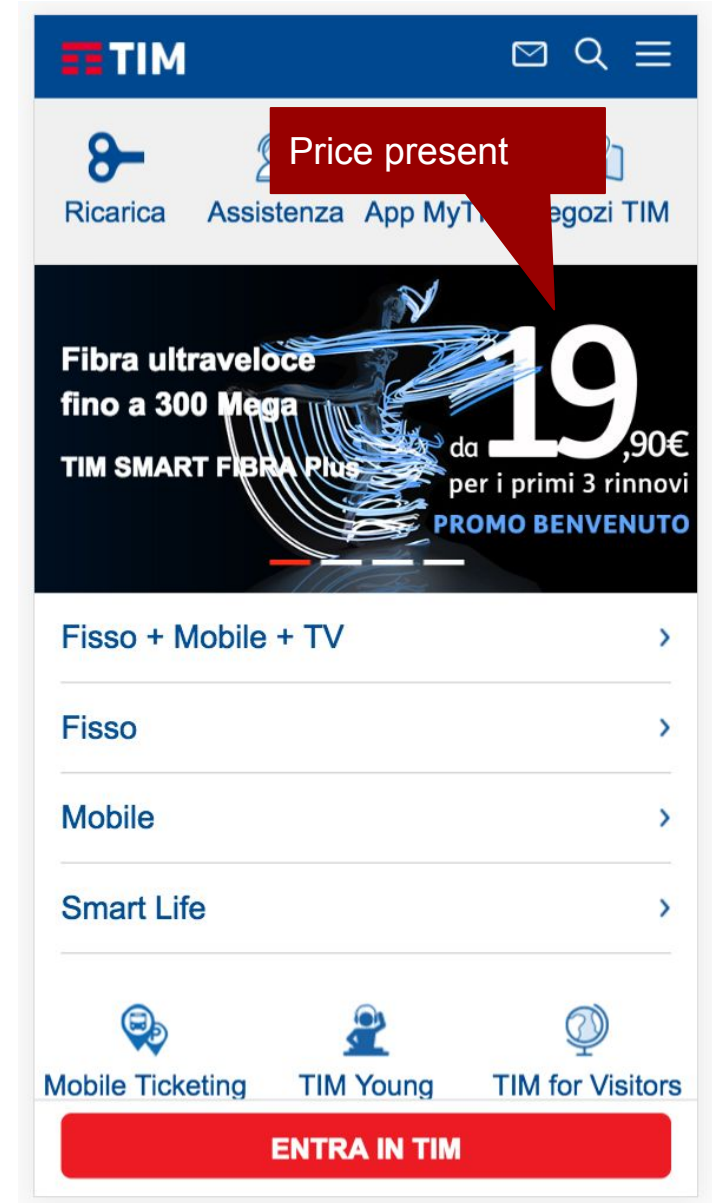
## Come si attiva

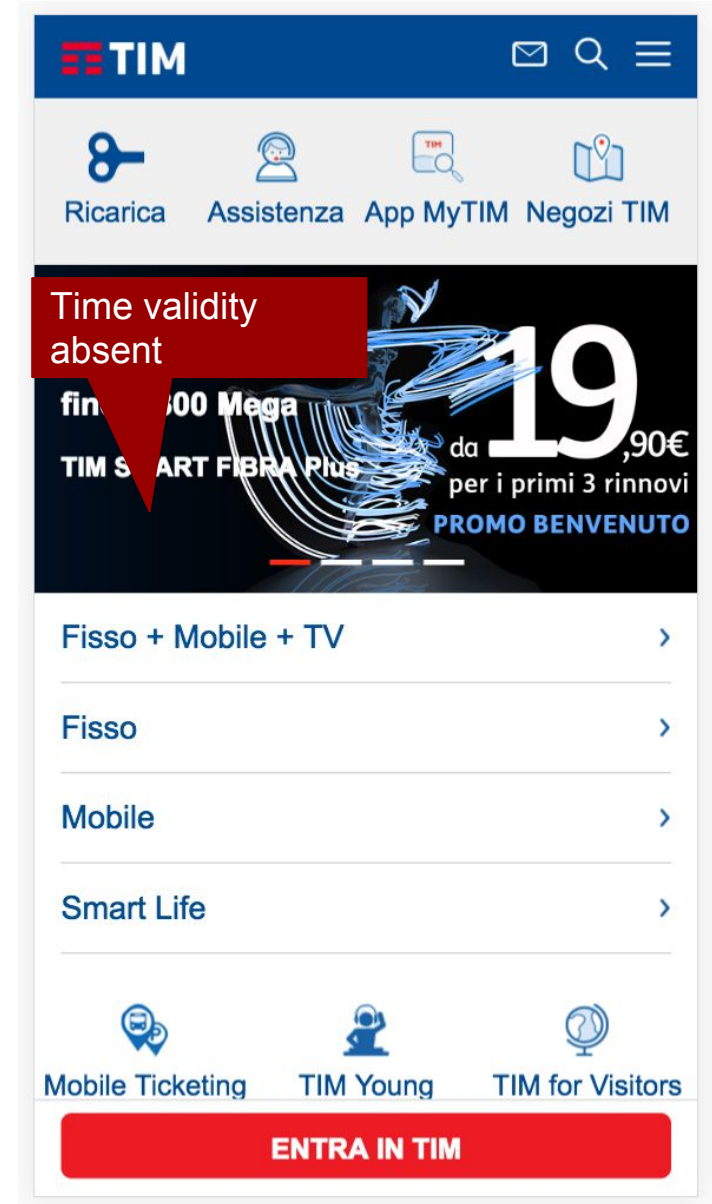
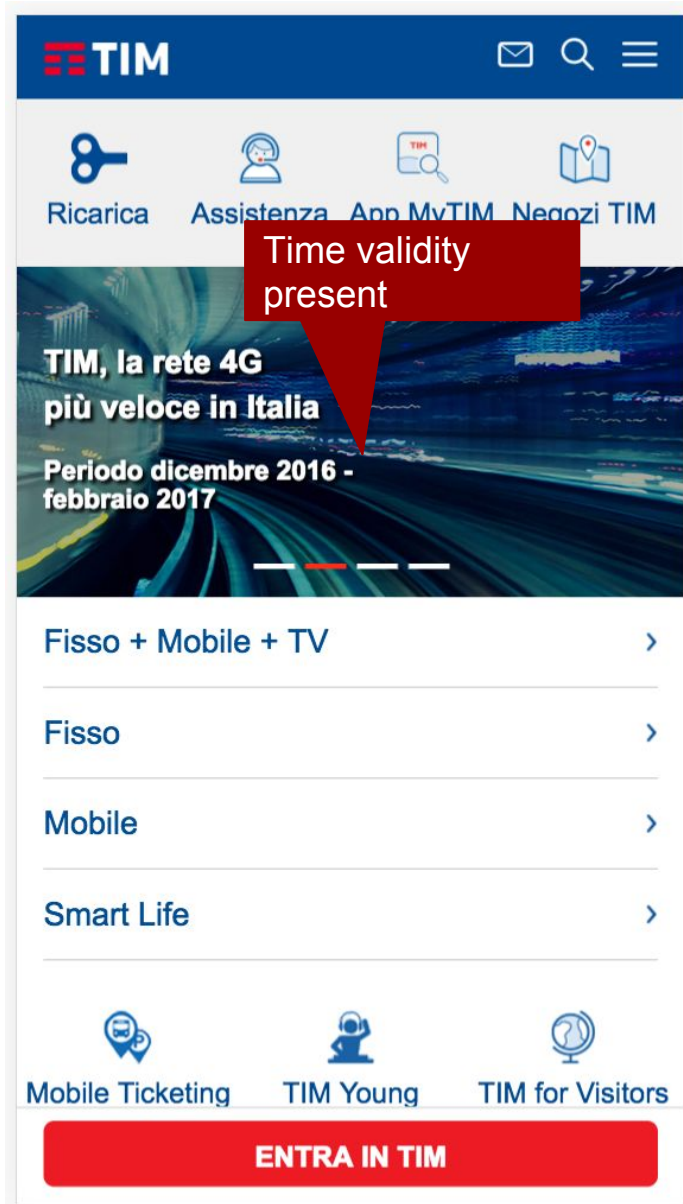
Puoi attivare "TIM Automatica":

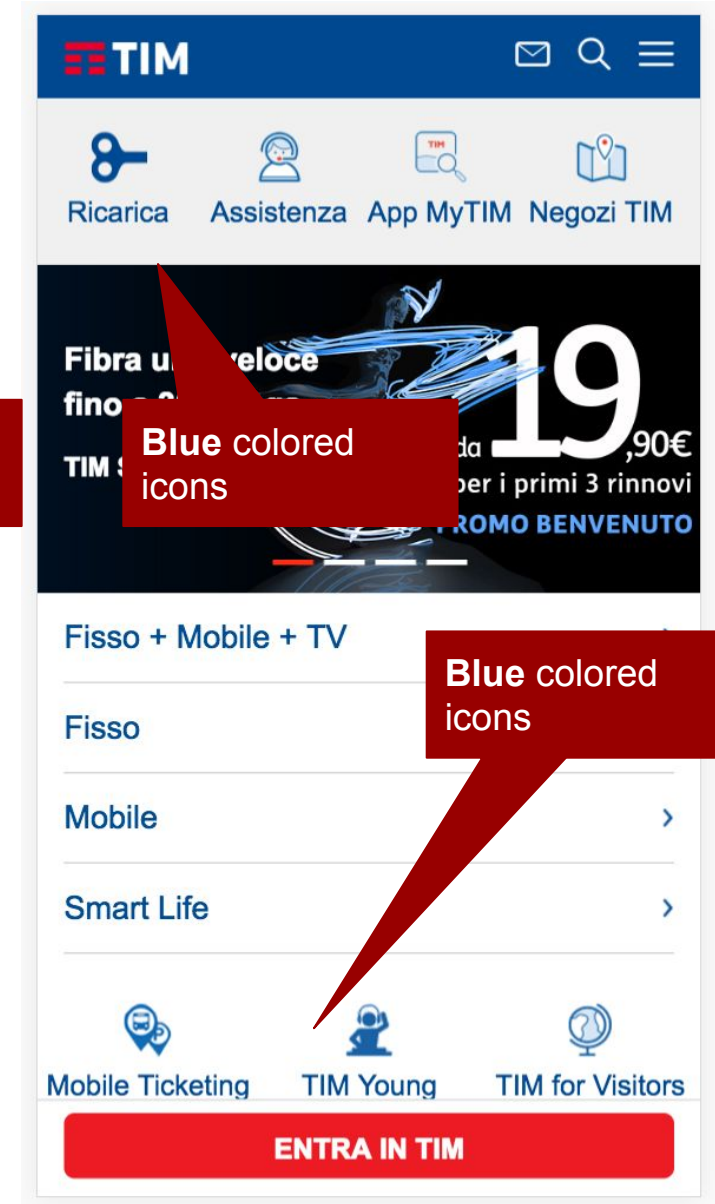
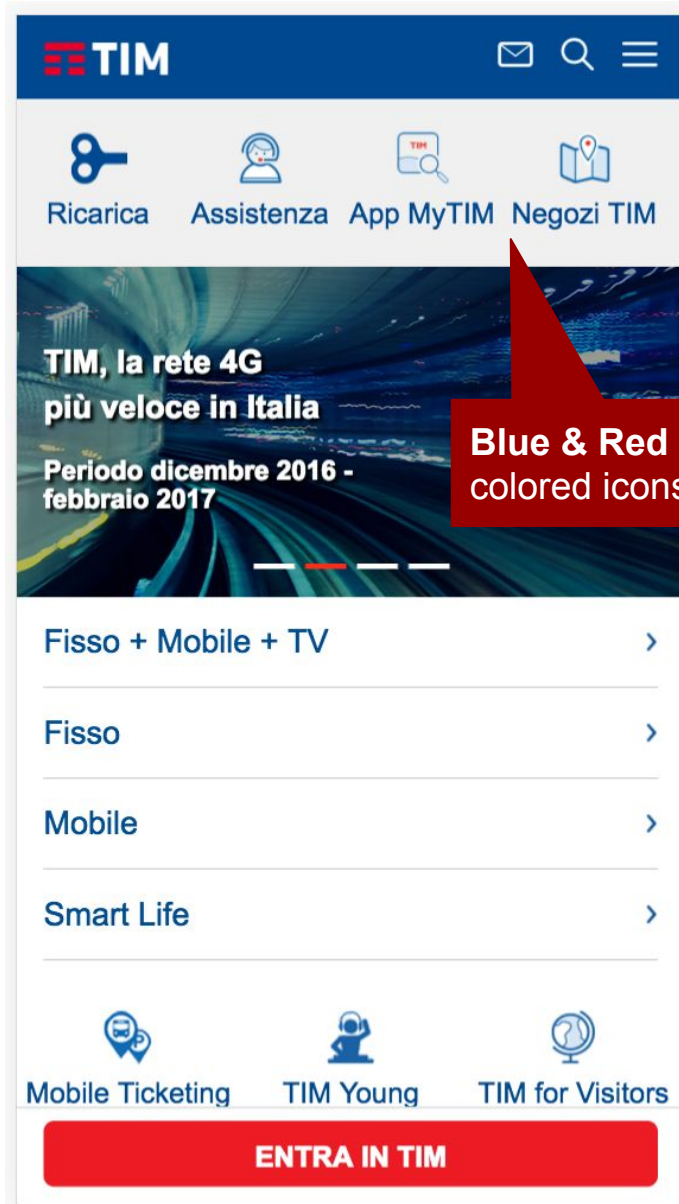
- Direttamente online con Carta di Credito CartaSi
- Con Carta di Credito abilitata al servizio
- Con Carta di debito (Bancomat/PagoBancomat/Postamat o prepagata abilitata)

No consistent anchor  
Links. No proper  
highlighting.

**Attivazione direttamente on line con Carta di Credito CartaSi** Se possiedi una carta di credito CartaSi, puoi attivare **TIM Automatica direttamente online**. Dopo aver cliccato sul pulsante "ATTIVA", dovrai autenticarti e seguire le indicazioni. Cliccando sul pulsante **"MODIFICA/DISATTIVA"** potrai invece modificare il tuo profilo o disattivare TIM Automatica direttamente online.

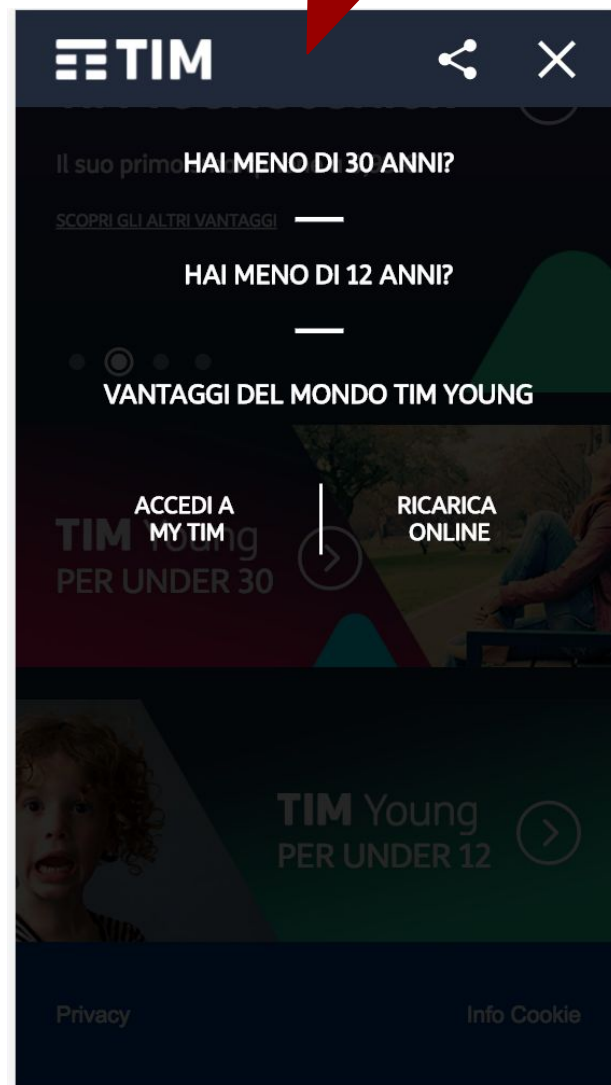




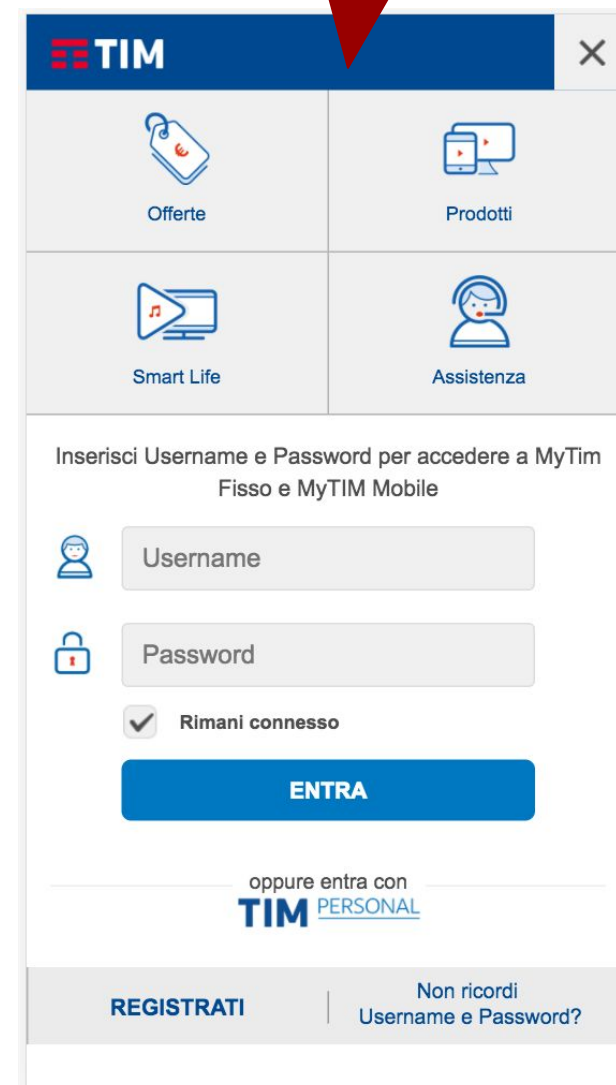




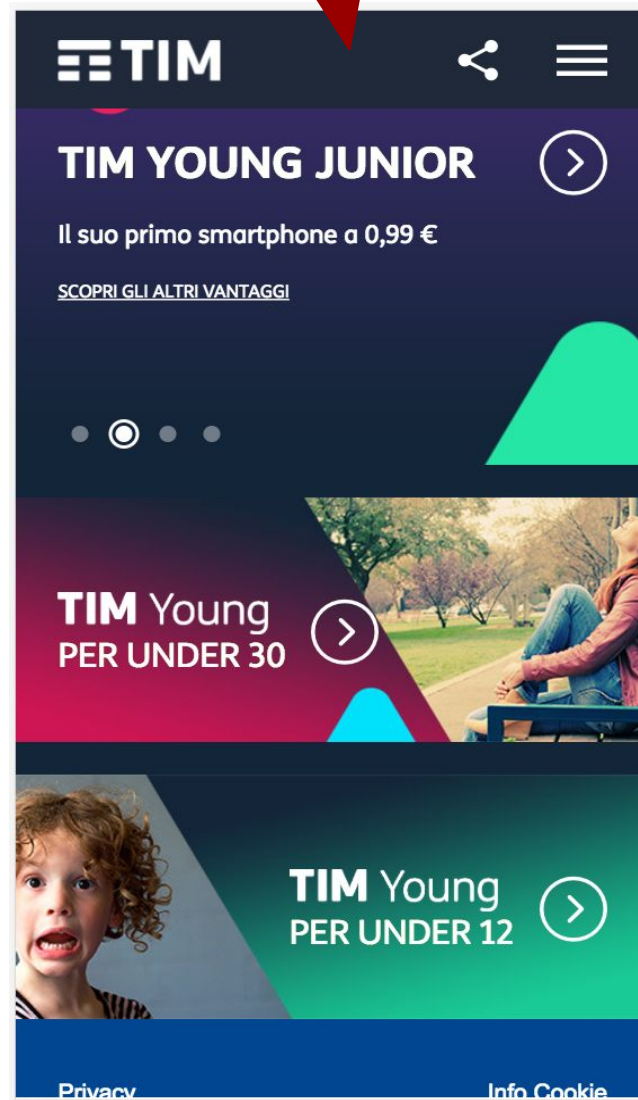
Tim Young  
"landmark links"



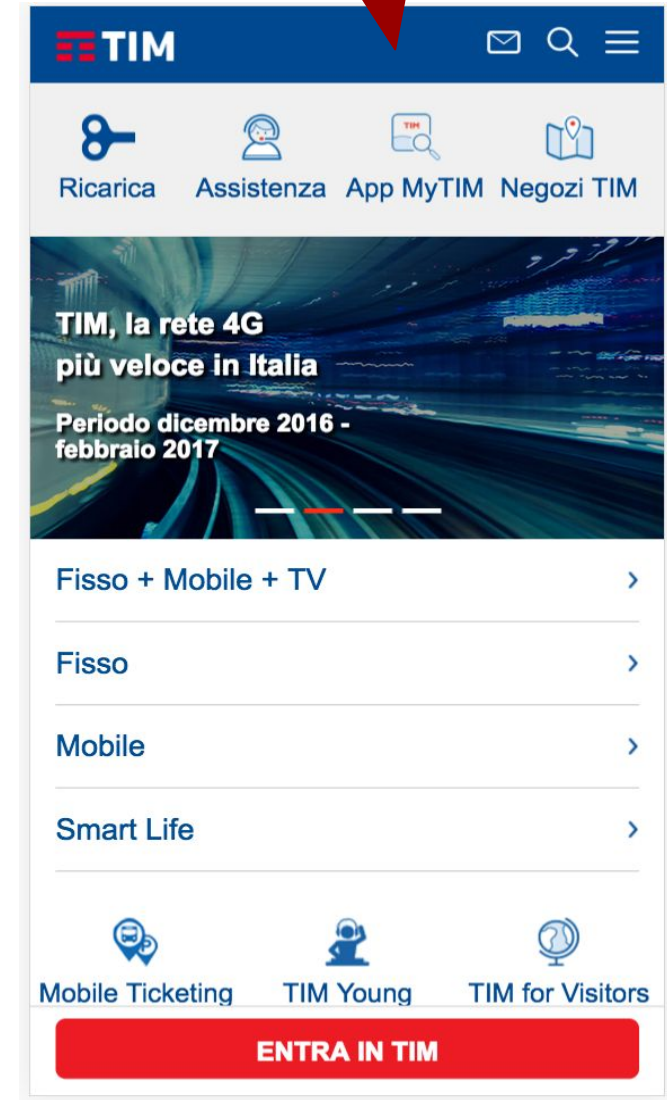
Website  
landmark links

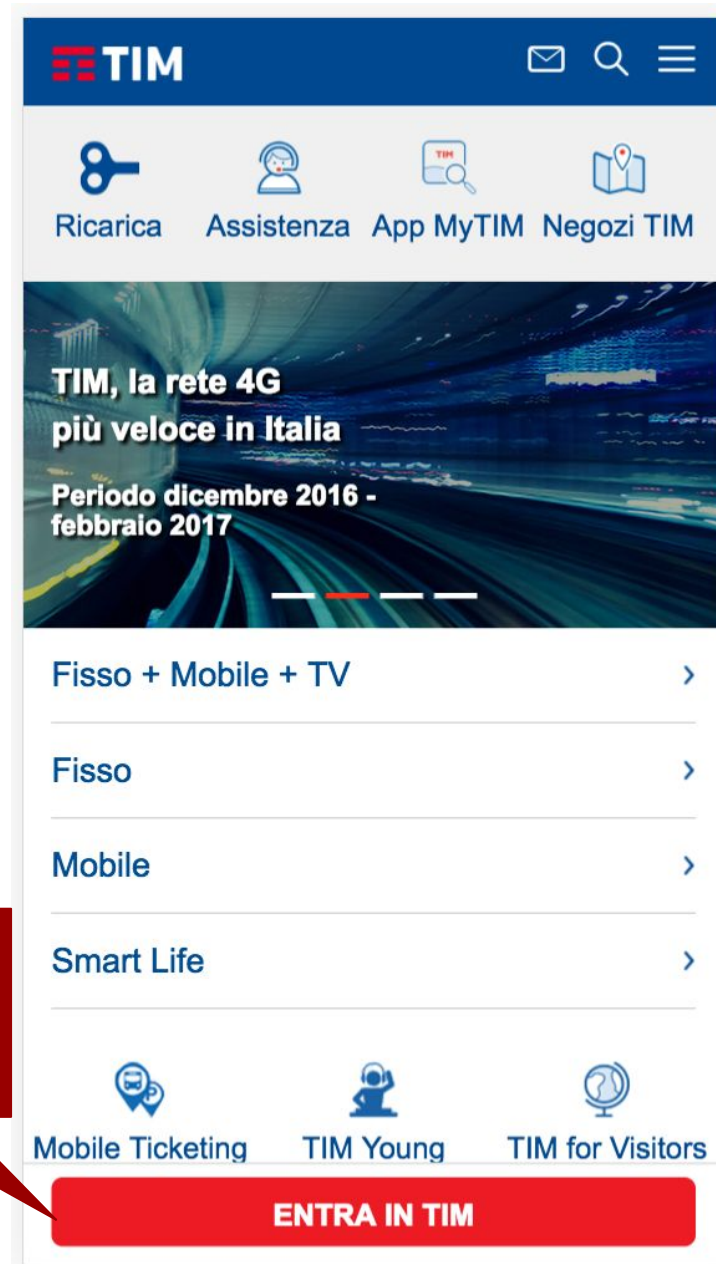


Dark theme with  
white version of  
logo and  
trademarrk



Light theme with  
colored version of  
the logo

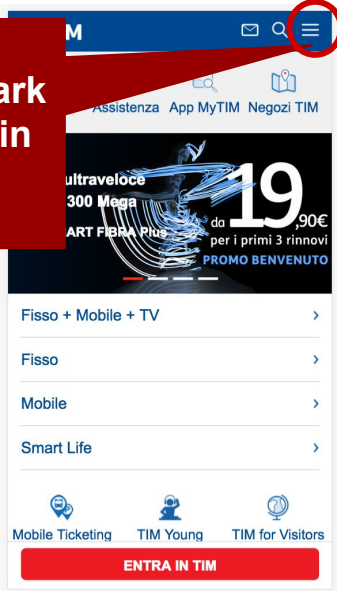




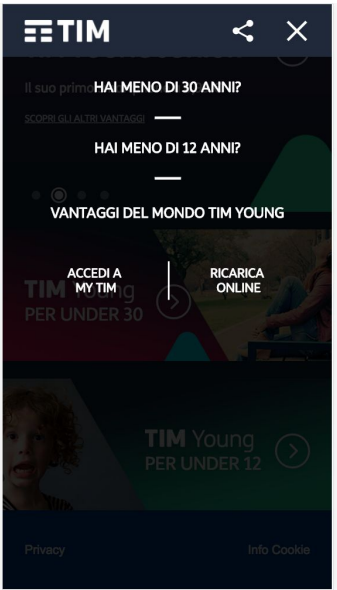
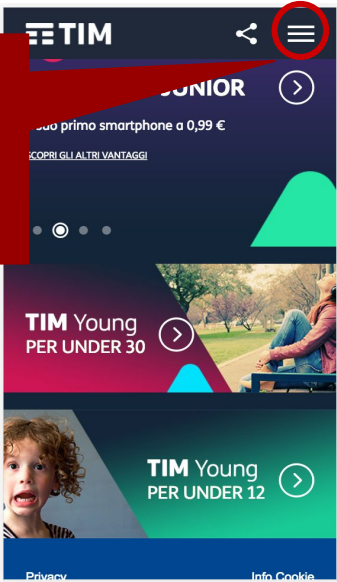
Relevant link is placed at the bottom of the page



Show landmark  
links and login  
form



Show  
structural links  
and transition  
links



Dark theme with  
white version of  
logo and  
trademarrk

Different  
chromatic codes

Light theme with  
colored version of  
the logo

