AUTORITÀ PER LE GARANZIE NELLE COMUNICAZIONI
AGCOM

COMMUNICATION MARKETS MONITORING SYSTEM

No. 4/2023

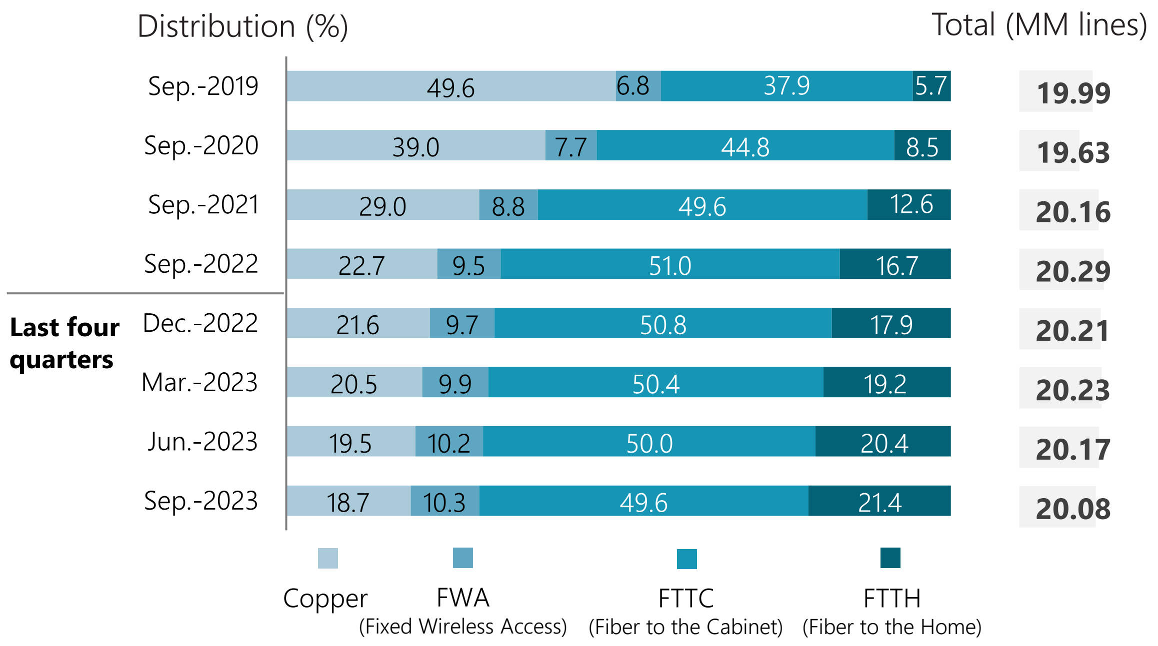
INDEX

The **Communication Markets Monitoring System** is a quarterly pubblication edited by AGCOM.

The values indicated in sections 1 and 3 are based on information provided by the main companies present in the electronic communications and mail and parcel delivery services markets. Regarding the section dedicated to media and internet platforms (section 2), the data refer to elaborations on information from external sources (Auditel, ADS, Audiweb and Comscore). In section 4, dedicated to the trend of national and international price indices of the markets for which the Authority is responsible, the data are provided by Istat, for the former, and from the Eurostat database for the latter.

The data collected for this edition are updated to September 2023. The percentage compositions are automatically rounded to the first decimal place. Due to changes in firms' accounting methods, some figures cannot be compared directly with those reported in previous issues.

1.1 FIXED NETWORK: TOTAL LINES



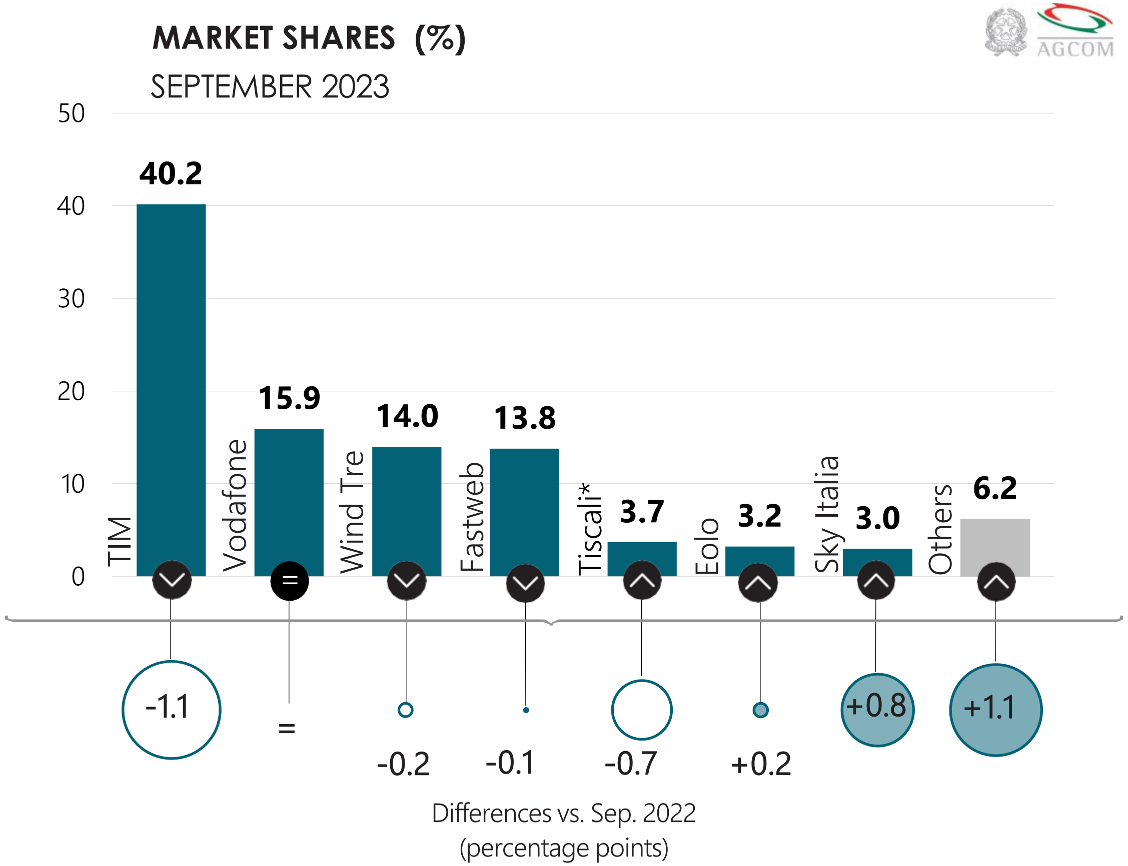
Total lines	(no. of lines)	(Δ %)
Quarterly change (Jun. 2023 – Sep 2023)	**-91 k** accesses	-0.5 ↓
Annual change (Sep. 2022 – Sep. 2022)	**-215 k** accesses	-1.1 ↓
4-Year change (Sep. 2019 – Sep. 2023)	**+87 k** accesses	+0.4 ↑

k = thousand

Distribution
(Δ 2022-2023, percentage points)

Copper:	-4.0	↓
FWA:	+0.8	↑
FTTC:	-1.5	↓
FTTH:	+4.7	↑

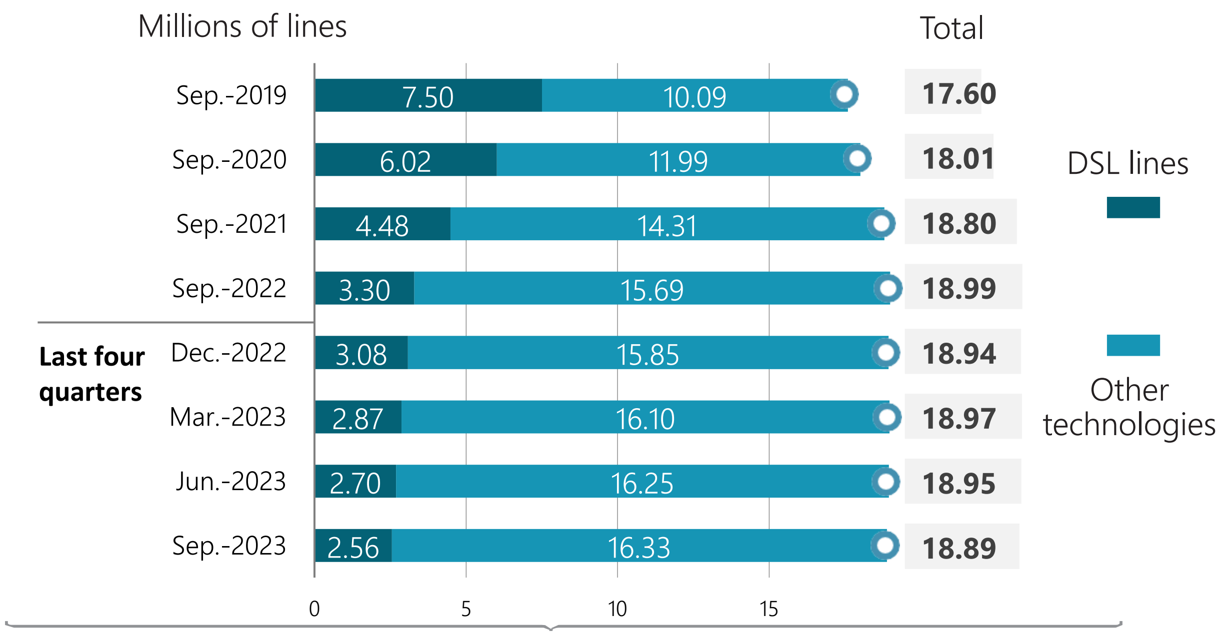
Note: Due to changes in firms' accounting methods and methodological refinements introduced by the Authority. the total number of fixed lines is not directly comparable with previous versions



* The value - following the merger that took place on 1st August 2022- include the share previously attributed to Linkem

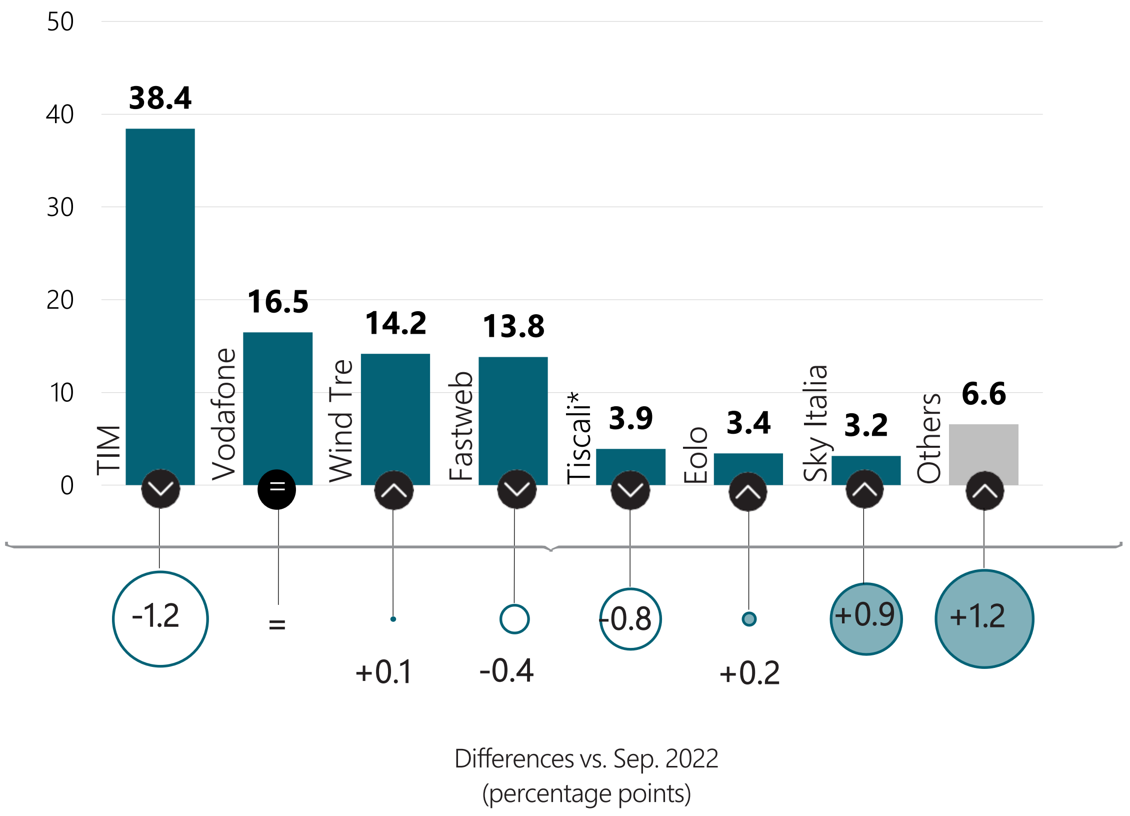
Data refers to the following electronic communications operators: APS Senza fili senza confini, Aruba, BBBell, Brennercomm, BT Italia, Colt Technology Services, Compagnia Italia Mobile, Coop Italia (CoopVoce), Convergenze, Daily Telecom Mobile, DIGI Italy, Enel Energia (Enel Fibra), Eolo, FastAlp, Fastweb, Fidoka, Go Internet, Green TLC, Hal Services, Iccom, Iliad, Informatica System, Infranet, Intred, Irideos, Lycamobile, Mavianmax, Micso, Open Fiber, Planetel, PostePay, Retelit, Sky Italia, Stel, Tecno Adsl, Tesselis (Tiscali), TIM, Unidata, Vianova, Virgin Fibra, Vodafone Italia, Wind Tre.

1.2 FIXED NETWORK: BROADBAND AND ULTRABROADBAND LINES



MARKET SHARES (%)

SEPTEMBER 2023



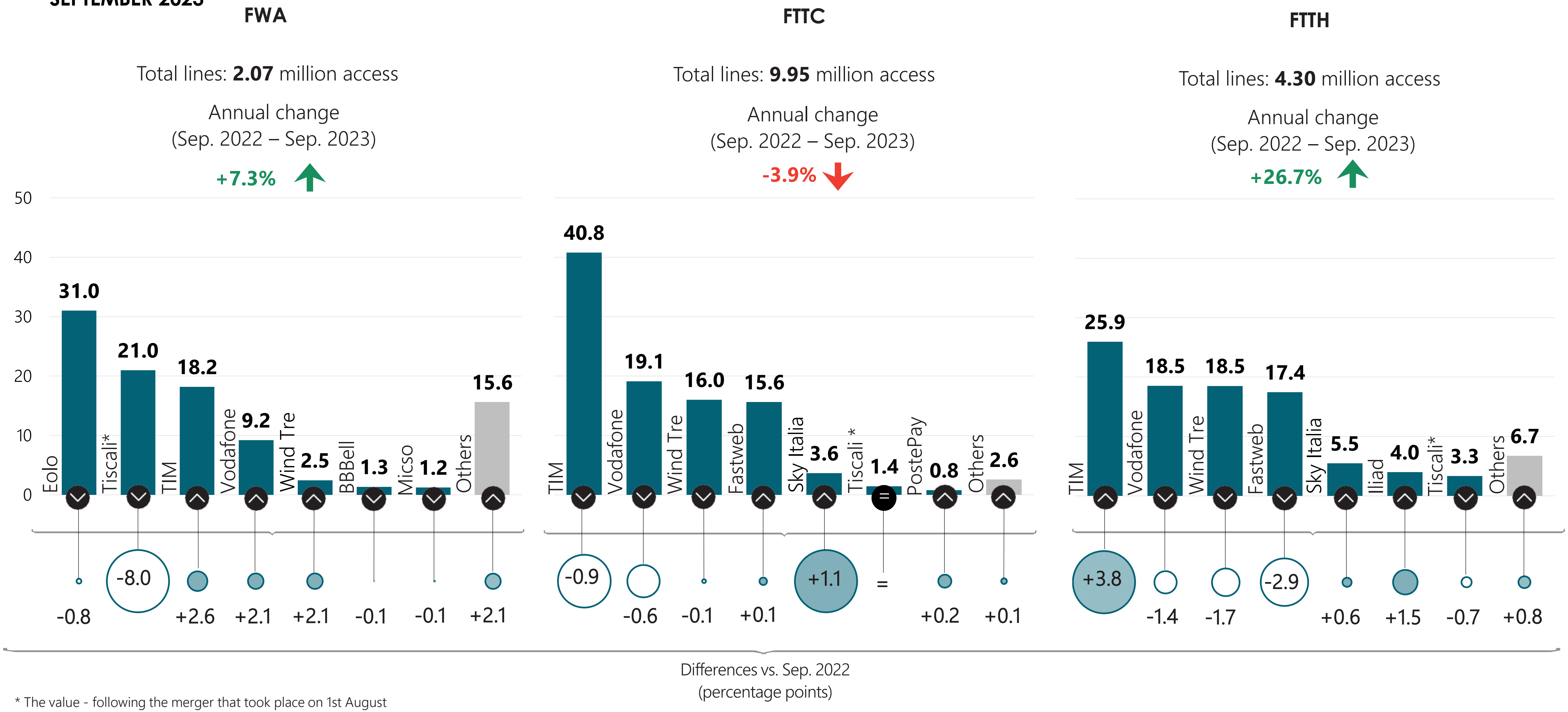
* The value - following the merger that took place on 1st August 2022- include the share previously attributed to Linkem

Quarterly change (Jun. 2022 – Sep. 2023)	Annual change (Sep. 2022 – Sep. 2023)		
Total lines	Total lines	DSL lines	Other technologies
↓	↓	↓	↑
-63 k lines (-0.3%)	**-100 k** lines (-0.5 %)	**-741 k** lines (-22.5%)	**+641 k** lines (+4.1%)

k = thousand

1.3 FIXED NETWORK: BROADBAND AND ULTRABROADBAND LINES BY TECHNOLOGY AND OPERATORS

SEPTEMBER 2023

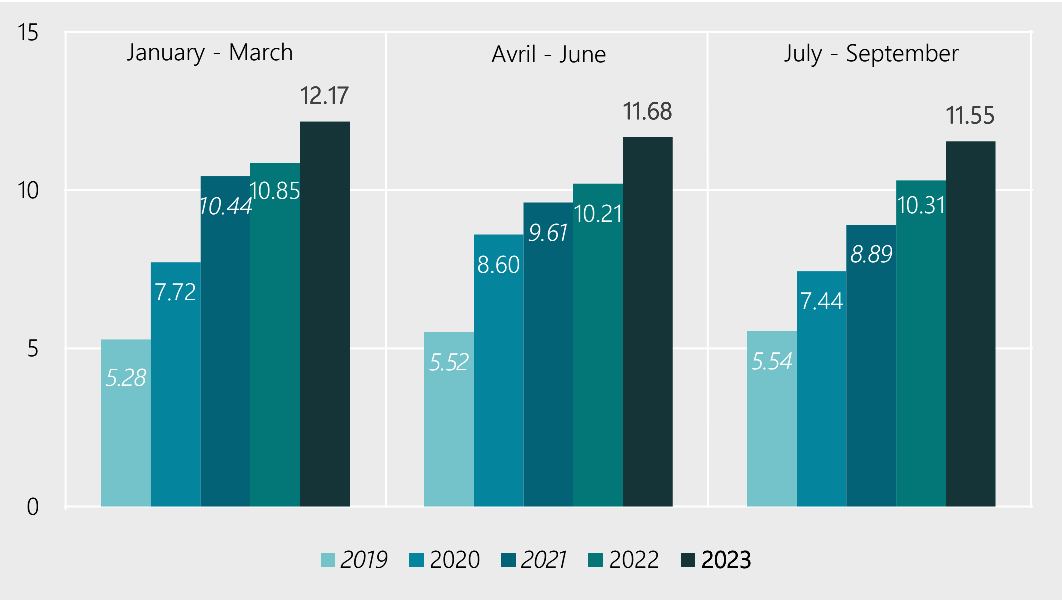


* The value - following the merger that took place on 1st August 2022- include the share previously attributed to Linkem

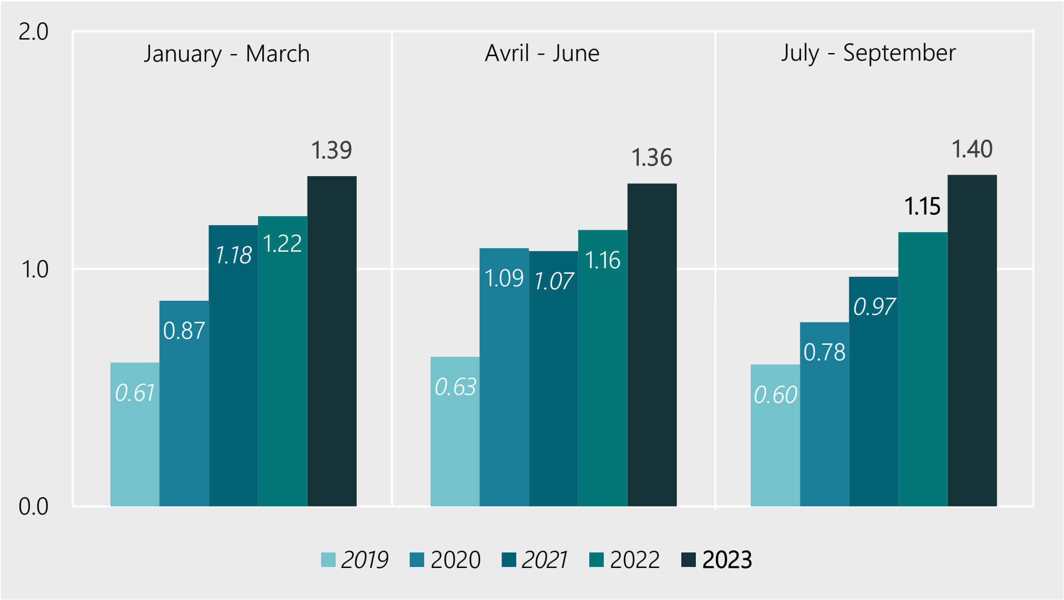
Note: elaborations based on data provided by companies in the context of the preparation of European reporting A few thousand lines allocated by the companies in the categories "Other non-NGA" and "Other NGA" are excluded from the analysis.

1.4 FIXED NETWORK: DATA TRAFFIC IN DOWNLOAD AND UPLOAD

DOWNLOAD (cumulative monthly data)



UPLOAD (cumulative monthly data)



DOWNLOAD

1 **Cumulative data since the beginning of the year** (January – September)

	(2019)		(2020)		(2021)		(2022)		(2023)
Exabyte	16.34	**+45.4%**	23.75	**+21.8%**	28.94	**+8.4%**	31.37	**+12.8%**	35.39

2019 → 2023: **+116.6%**

2 **Quarterly comparison (change in %)**

	YoY				Whole period
	2019/2020	2020/2021	2021/2022	2022/2023	2019/2023
Q 1 (Jan. - Mar.)	+46.2	+35.2	+4.0	+12.2	+130.6
Q 2 (Avr. - Jun.)	+55.8	+11.7	+6.3	+14.4	+111.6
Q 3 (Jul. - Set.)	+34.2	+19.5	+16.0	+12.0	+108.3

UPLOAD

1 **Cumulative data since the beginning of the year** (January – September)

	(2019)		(2020)		(2021)		(2022)		(2023)
Exabyte	1.83	**+48.9%**	2.73	**+18.2%**	3.23	**+9.8%**	3.54	**+17.1%**	4.15

2019 → 2023: **+126.2%**

2 **Quarterly comparison (change in %)**

	YoY				Whole period
	2019/2020	2020/2021	2021/2022	2022/2023	2019/2023
Q 1 (Jan. - Mar.)	+43.0	+36.8	+3.2	+13.8	+129.7
Q 2 (Avr. - Jun.)	+72.7	-1.2	+8.3	+16.8	+115.9
Q 3 (Jul. - Set.)	+29.8	+24.7	+19.4	+20.8	+133.5

1.5 FIXED NETWORK: AVERAGE DAILY DATA TRAFFIC (download + upload)

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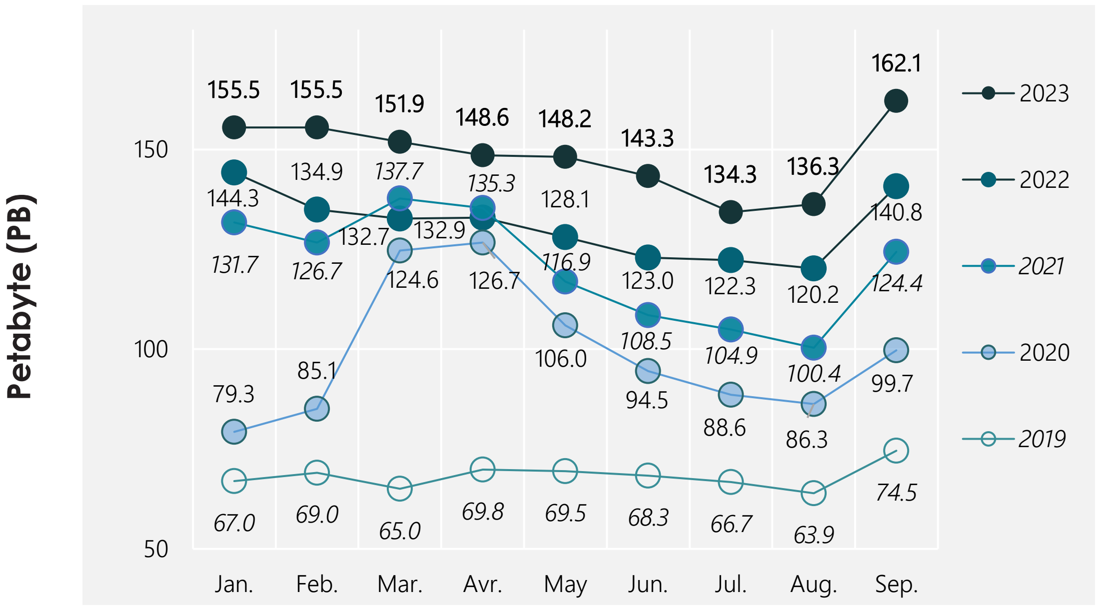
TOTAL TRAFFIC



1 **Average daily comparison since the beginning of the year** (January – September)

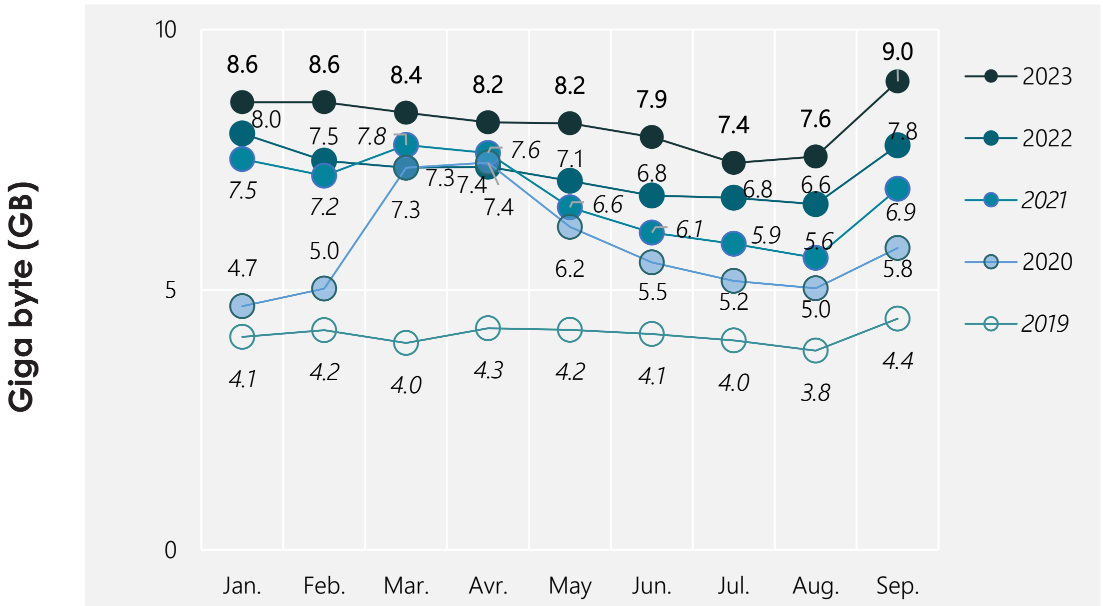
	(2019)		(2020)		(2021)		(2022)		(2023)
Petabyte	68.2	**+45.2%**	99.0	**+21.9%**	120.6	**+8.5%**	130.9	**+13.3%**	148.3

(2019) → (2023): **+117.6%**

2 **Quarterly comparison (change in %)**

	YoY				Whole period
	2019/2020	2020/2021	2021/2022	2022/2023	2019/2023
Q 1 (Jan. - Mar.)	+44.3	+36.9	+3.9	+12.3	+130.5
Q 2 (Avr. - Jun.)	+57.5	+10.3	+6.5	+14.6	+112.0
Q 3 (Jul. - Set.)	+33.8	+20.0	+16.3	+12.9	+110.8

PER BROADBAND LINE



1 **Average daily comparison since the beginning of the year** (January – September)

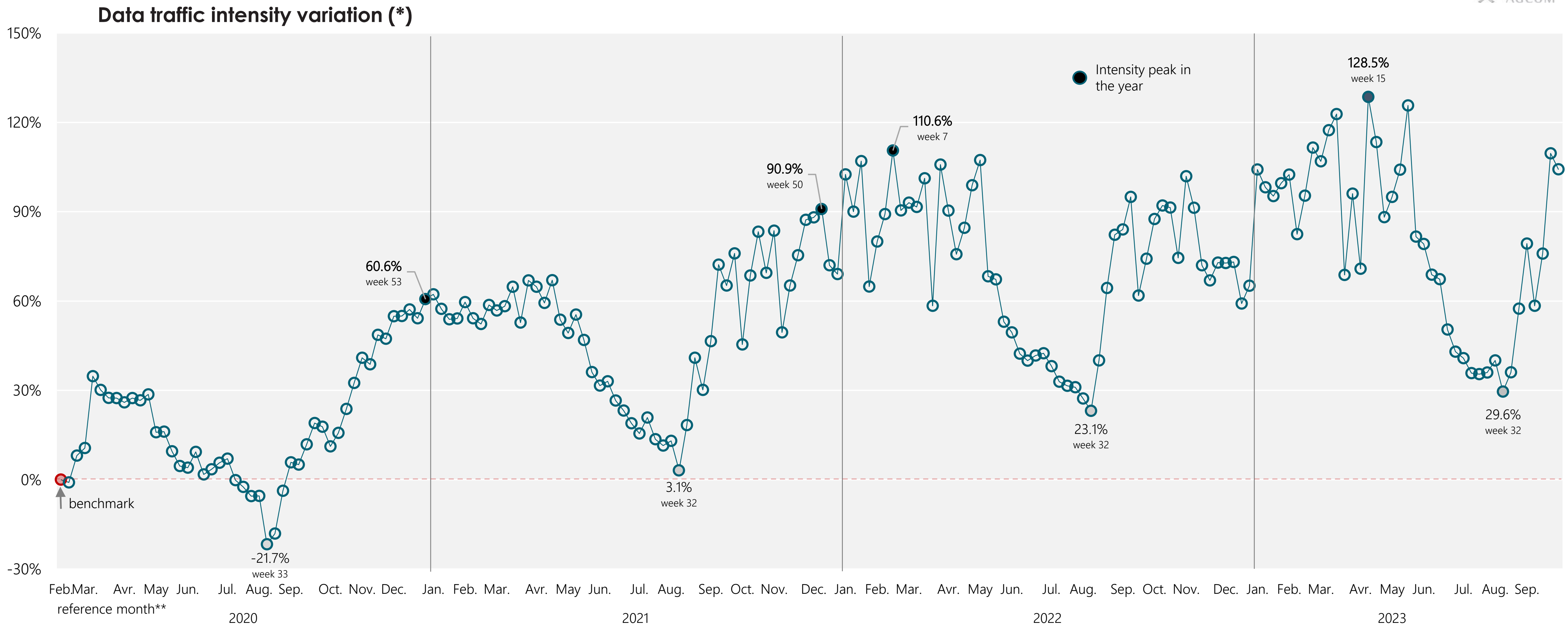
	(2019)		(2020)		(2021)		(2022)		(2023)
Gigabyte	4.13	**+40.4%**	5.80	**+17.0%**	6.79	**+6.7%**	7.25	**+13.2%**	8.21

(2019) → (2023): **+98.6%**

2 **Quarterly comparison (change in %)**

	YoY				Whole period
	2019/2020	2020/2021	2021/2022	2022/2023	2019/2023
Q 1 (Jan. - Mar.)	+39.2	+31.7	+1.4	+12.1	+108.4
Q 2 (Avr. - Jun.)	+51.7	+5.9	+4.8	+14.5	+92.6
Q 3 (Jul. - Set.)	+30.1	+15.1	+15.0	+13.2	+95.0

1.6 FIXED NETWORK: WEEKLY DATA TRAFFIC INTENSITY



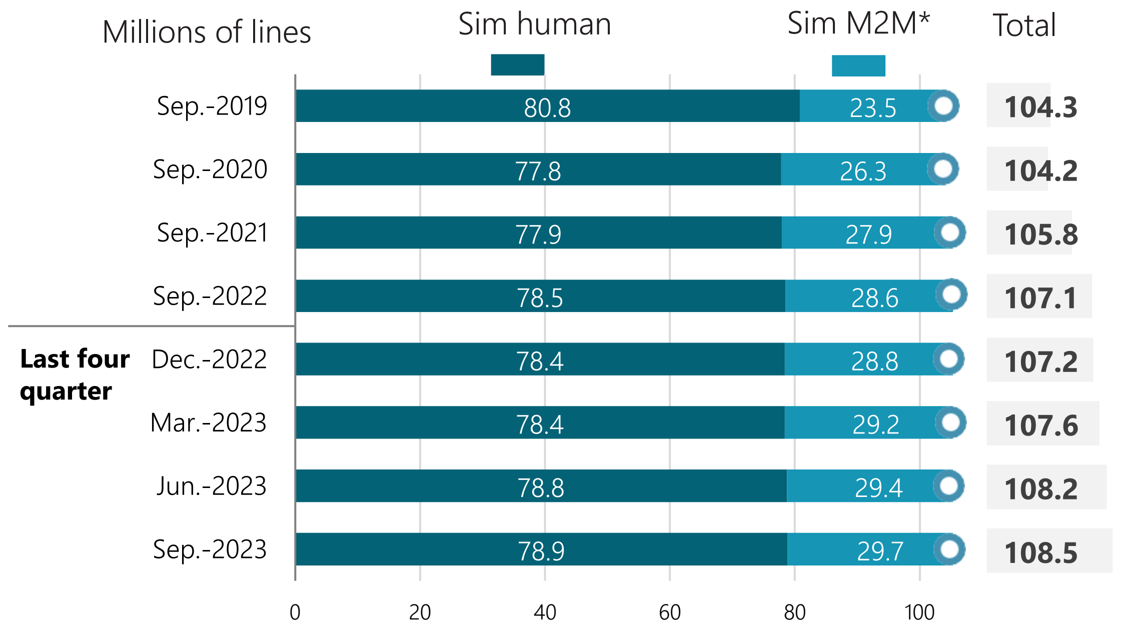
Definition: data traffic intensity (Gbps) represents the peak inbound traffic volume registered in a timespan of 5 to 60 minutes.

*For each week, the intensity indicator is represented by the percentage change, compared to the 7th week of 2020 (10 to 16 February - red dot in the graph), of the weighted average of the traffic data calculated on the operators' data using, as weighting coefficient, the percentual broadband market share of each operator at the end of the previous year.

For example, the figure for week 53 of the year 2020 shows a 60.6 per cent increase in traffic intensity compared to benchmark week, week 7 of 2020.

** In some cases. a week straddles two months.

1.7 MOBILE NETWORK: TOTAL SUBSCRIBERS



(*) Note: Machine-to-Machine sims are based on the technologies that enable devices and sensors or "things" (within the IoT) to communicate with each other and with other Internet-enabled devices and systems

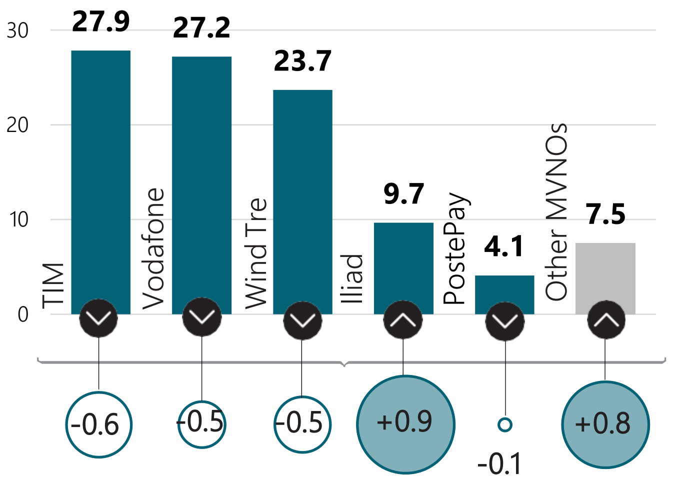
	Quarterly change (June 2023 – Sep. 2023) (no of sim in thousand)	Quarterly change (Δ %)	Annual change (Sep. 2022 – Sep. 2023) (no of sim in thousand)	Annual change (Δ %)
Total sim cards:	+387	+0.4	+1,401	+1.3
Sim human:	+104	-0.1	+348	+0.4
Sim M2M:	+283	+1.0	+1.053	+3.7

Note: the data collected on TIM and Vodafone include the lines of the subsidiaries. respectively Kena mobile and VEI (which offers mobile telephony services called .ho)

MARKET SHARES (%)

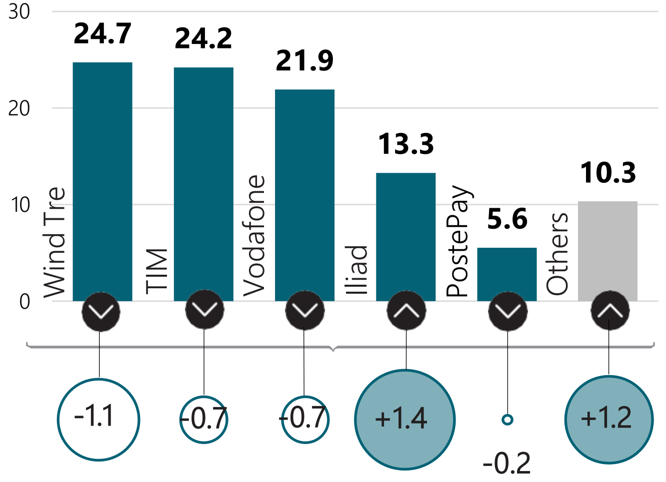
SEPTEMBER 2023

Sim: total



Differences vs. Sep. 2022 (percentage points)

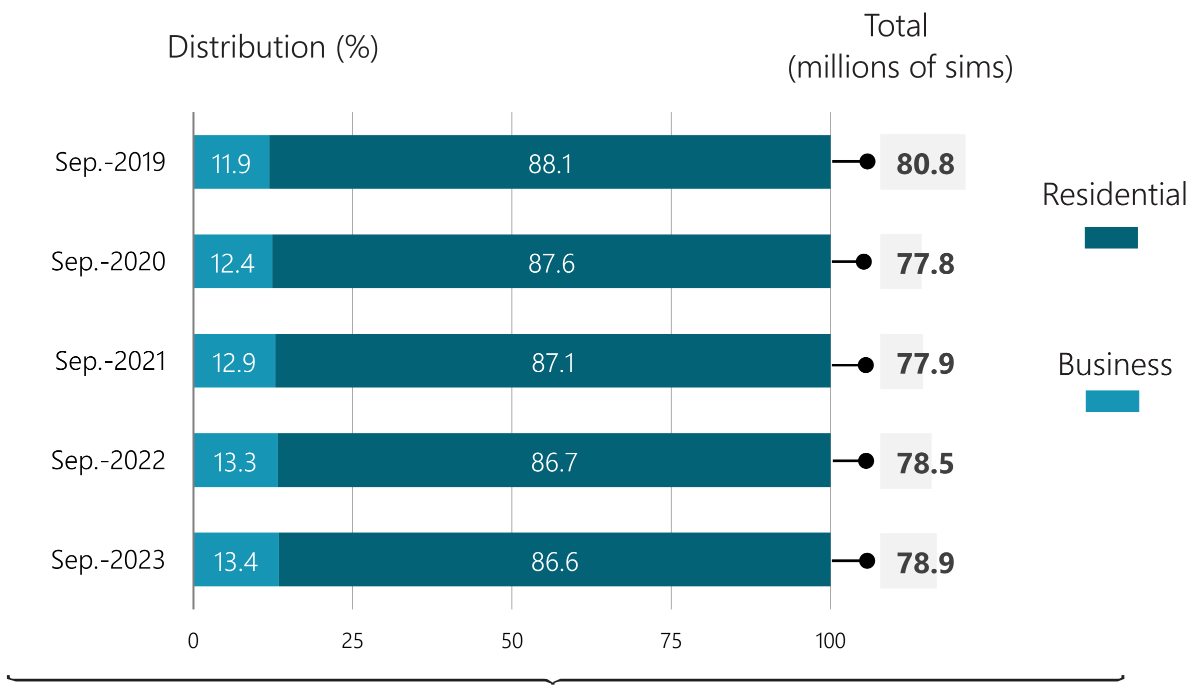
Sim: human*



(*) Note: sim human refers to sim (voice and data or only voice or data) used by individual. excluding M2M sim cards

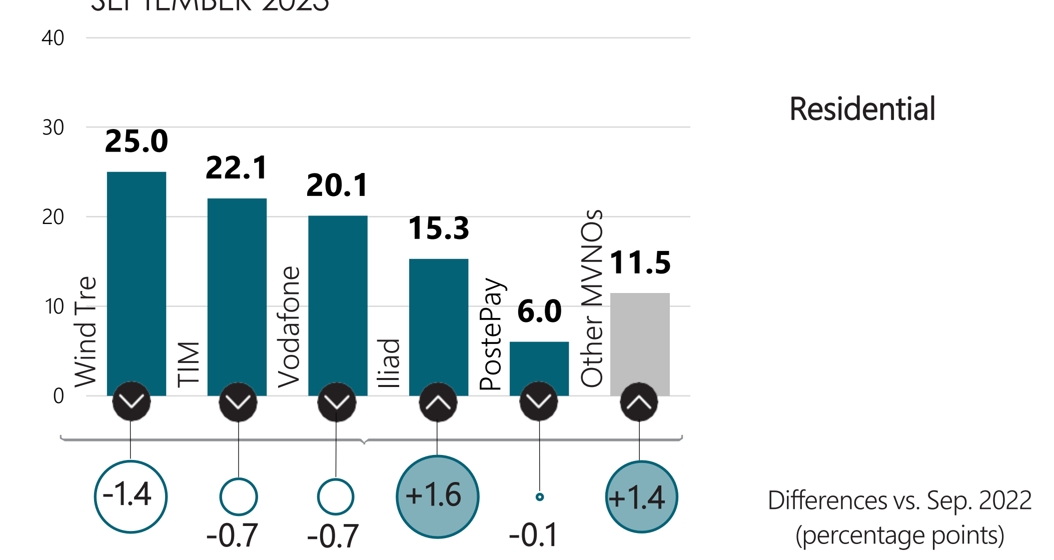
Differences vs. Sep. 2022 (percentage points)

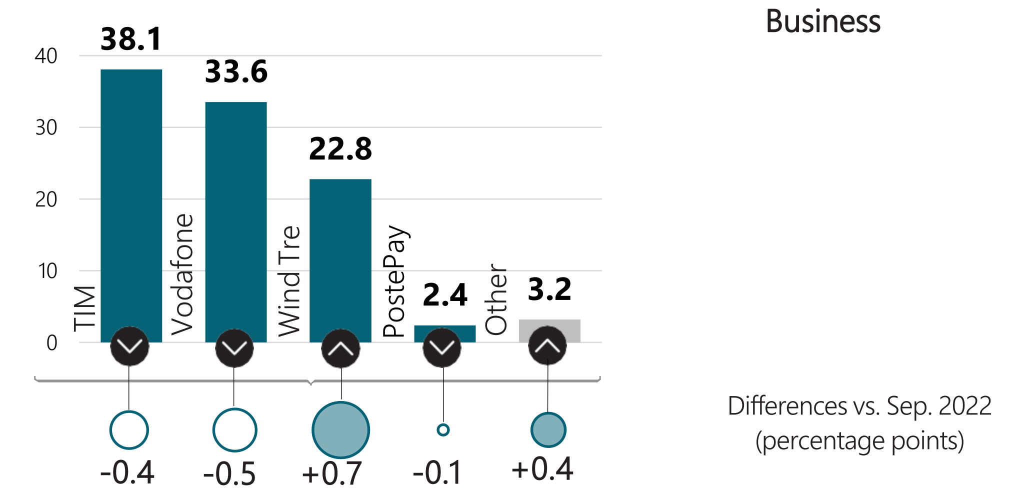
1.8 MOBILE NETWORK: SUBSCRIBERS BY TYPE OF CUSTOMER (sim human)



	Annual change (Sep. 2022 – Sep. 2023) (no of sim in thousand)	Annual change (Δ %)	4-Year change (Sep. 2019 – Sep. 2023) (no of sim in thousand)	4-Year change (Δ %)
Total human sim cards:	+348	+0.8	-1,950	-2,4
Residential sim card:	+166	+0.6	-2,921	-4,1
Business sim cards:	+182	+2.0	+971	+10,1

MARKET SHARES (%)
SEPTEMBER 2023

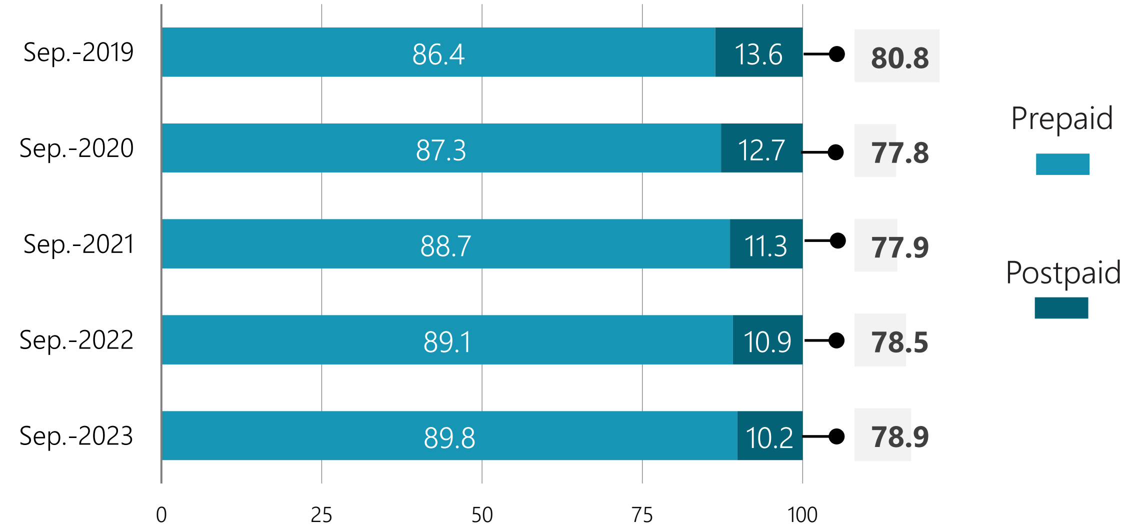




1.9 MOBILE NETWORK: SUBSCRIBERS BY TYPE OF CONTRACT

Distribution (%)

Total (millions of sims)

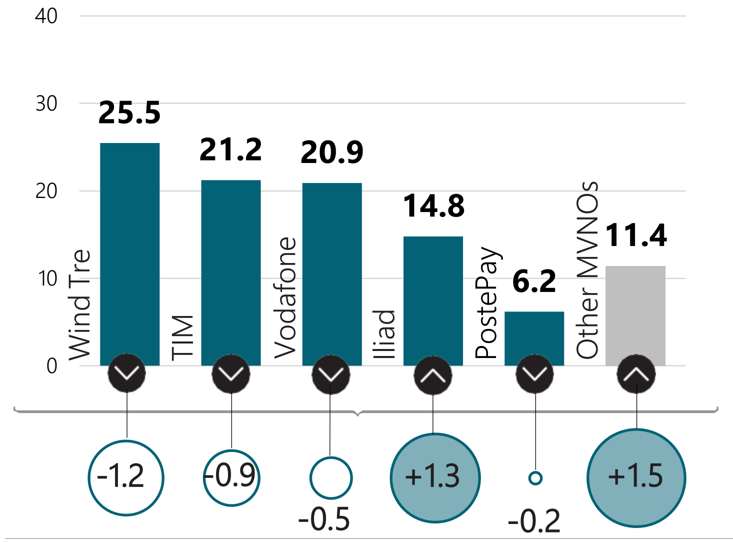


	Annual change (Sep. 2022 – Sep. 2023) (no of sim in thousand)		Annual change (Δ %)	4-Year change (Sep. 2019 – Sep. 2023) (no of sim in thousand)		4-Year change (Δ %)
Total human sim cards:	+348	↑	+0.4	-1,950	↓	-2.4
Prepaid sim cards:	+853	↑	+1.2	+1,045	↑	+1,5
Postpaid sim cards:	-505	↓	-5.9	-2,994	↓	-27.2

MARKET SHARES (%)

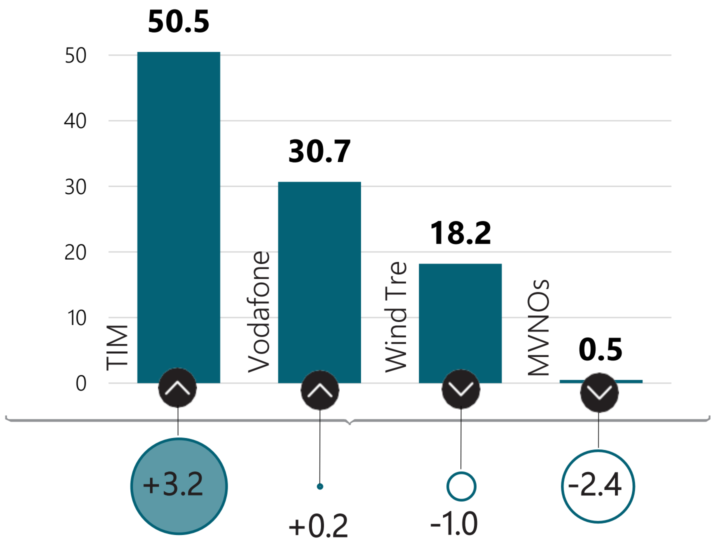
SEPTEMBER 2023

Prepaid



Differences vs. Sep. 2022 (percentage points)

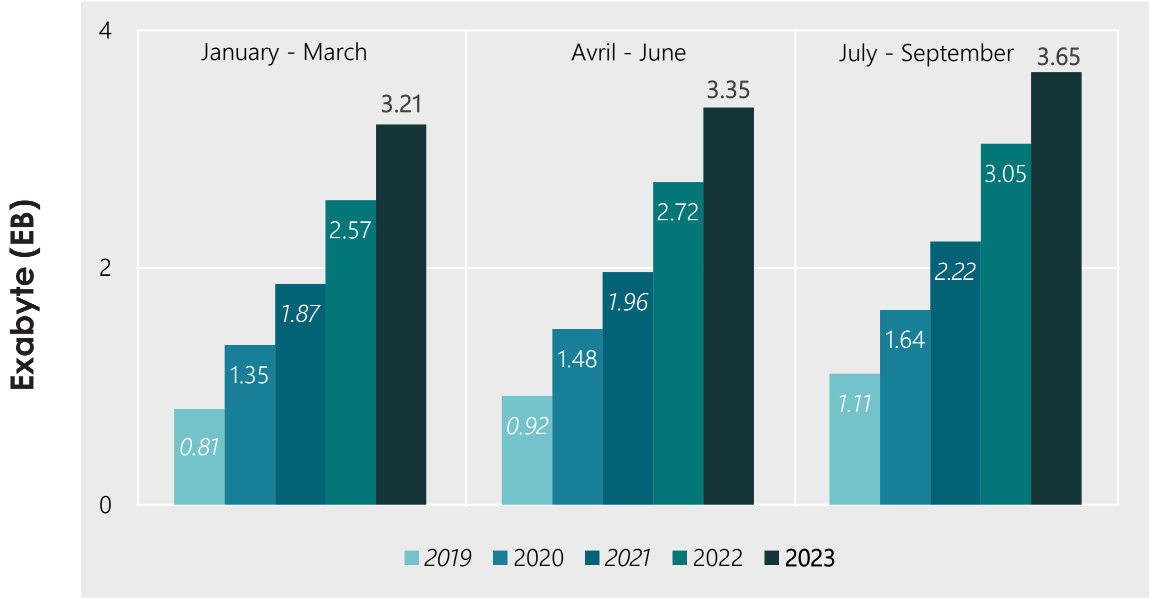
Postpaid



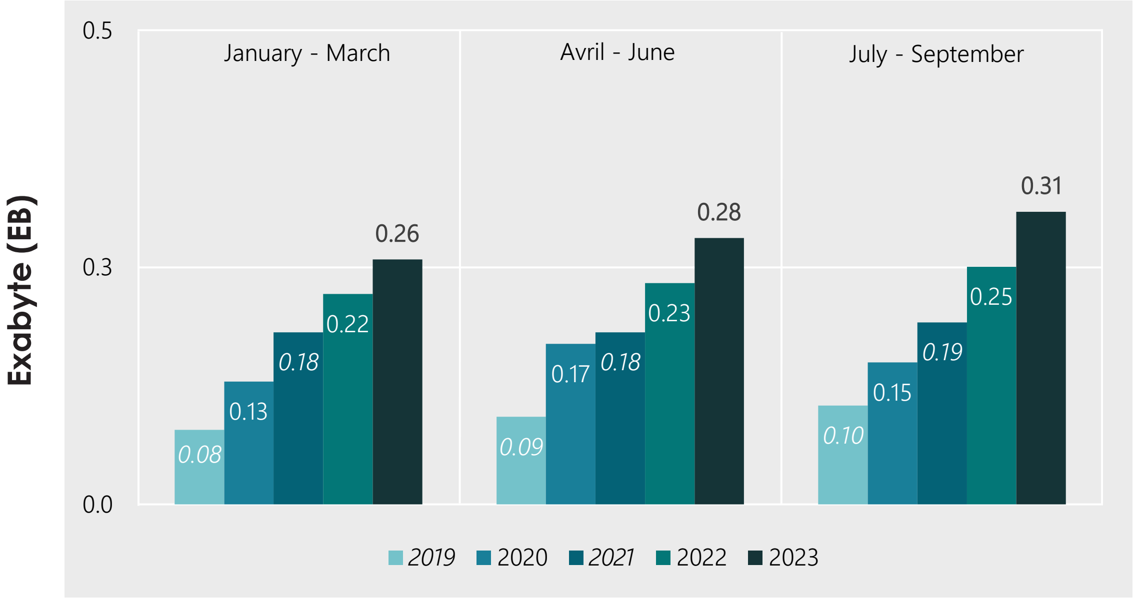
Differences vs. Sep. 2022 (percentage points)

1.10 MOBILE NETWORK: DATA TRAFFIC IN DOWNLOAD AND UPLOAD

DOWNLOAD (cumulative monthly data)



UPLOAD (cumulative monthly data)



DOWNLOAD

1 **Cumulative data since the beginning of the year** (January – September)

	(2019)		(2020)		(2021)		(2022)		(2023)
Exabyte	2.83	+58.0%	4.47	+35.2%	6.05	+37.8%	8.34	+22.5%	10.21

2019 → 2023: **+260.4%**

2 **Quarterly comparison (change in %)**

	YoY				Whole period
	2019/2020	2020/2021	2021/2022	2022/2023	2019/2023
Q 1 (Jan. - Mar.)	+67.0	+38.4	+37.7	+24.8	+297.2
Q 2 (Avr. - Jun.)	+61.5	+32.5	+38.6	+23.1	+265.0
Q 3 (Jul. - Set.)	+48.5	+35.0	+37.2	+19.9	+229.7

UPLOAD

1 **Cumulative data since the beginning of the year** (January – September)

	(2019)		(2020)		(2021)		(2022)		(2023)
Exabyte	0.27	+62.0%	0.44	+24.2%	0.55	+28.4%	0.71	+20.1%	0.85

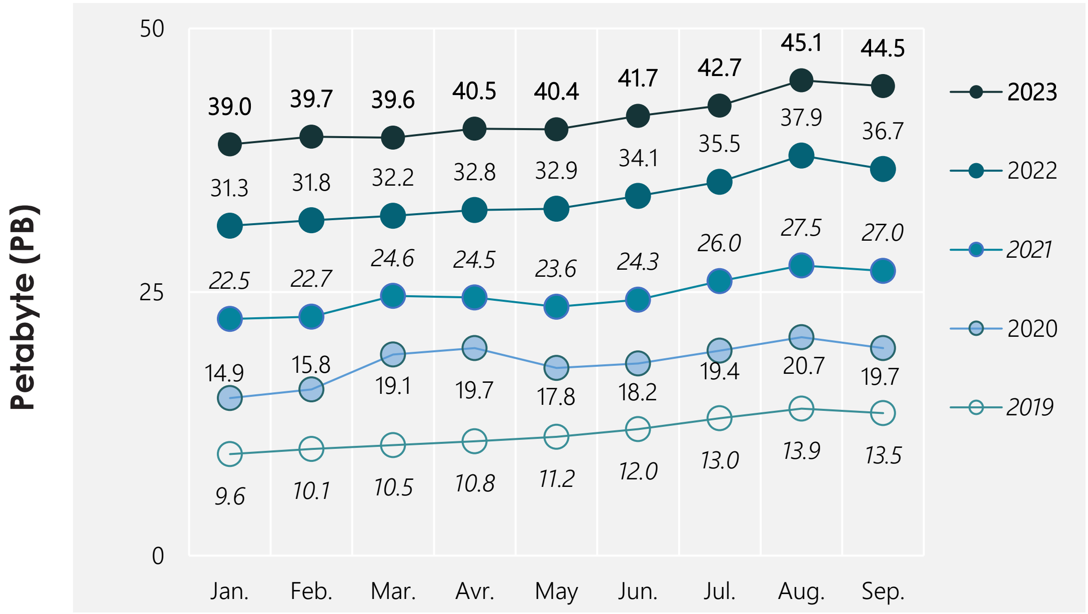
2019 → 2023: **+210.3%**

2 **Quarterly comparison (change in %)**

	YoY				Whole period
	2019/2020	2020/2021	2021/2022	2022/2023	2019/2023
Q 1 (Jan. - Mar.)	+64.5	+39.9	+21.1	+16.4	+232.3
Q 2 (Avr. - Jun.)	+83.1	+7.1	+30.4	+20.4	+208.0
Q 3 (Jul. - Set.)	+41.6	+30.0	+30.6	+23.1	+195.9

1.11 MOBILE NETWORK: AVERAGE DAILY DATA TRAFFIC (download + upload)

TOTAL TRAFFIC



1 **Average daily comparison since the beginning of the year** (January – September)

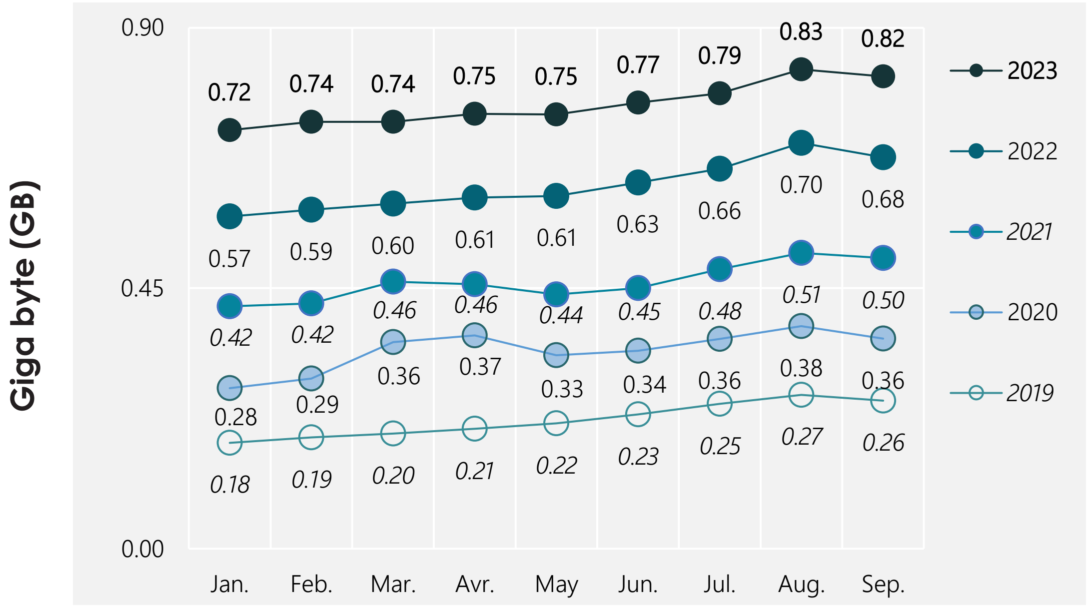
Petabyte (2019) 11.7 → +57.7% → (2020) 18.4 → +34.7% → (2021) 24.8 → +37.0% → (2022) 33.9 → +22.3% → (2023) 41.5

2019 → 2023: +256.0%

2 **Quarterly comparison (change in %)**

	YoY				Whole period
	2019/2020	2020/2021	2021/2022	2022/2023	2019/2023
Q 1 (Jan. - Mar.)	+46.2	+35.2	+4.0	+12.2	+130.6
Q 2 (Avr. - Jun.)	+55.8	+11.7	+6.3	+14.4	+111.6
Q 3 (Jul. - Set.)	+34.2	+19.5	+16.0	+12.0	+108.3

PER SIM (SIM CARDS WITH VOICE & DATA SERVICES)



1 **Average daily comparison since the beginning of the year** (January – September)

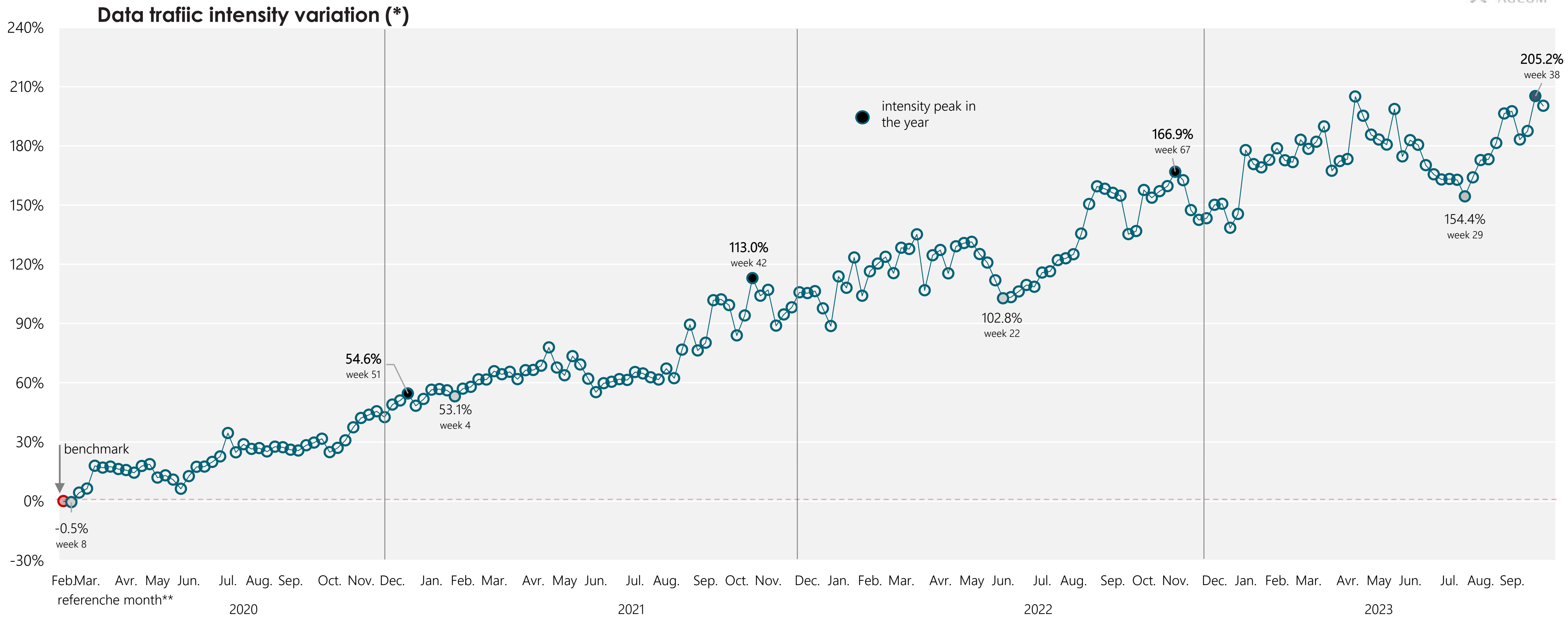
Giga byte (2019) 0.22 → +54.0% → (2020) 0.34 → +34.5% → (2021) 0.46 → +35.9% → (2022) 0.63 → +22.4% → (2023) 0.77

2019 → 2023: +244.7%

2 **Quarterly comparison (change in %)**

	YoY				Whole period
	2019/2020	2020/2021	2021/2022	2022/2023	2019/2023
Q 1 (Jan. - Mar.)	+43.0	+36.8	+3.2	+13.8	+129.7
Q 2 (Avr. - Jun.)	+72.7	-1.2	+8.3	+16.8	+115.9
Q 3 (Jul. - Set.)	+29.8	+24.7	+19.4	+20.8	+133.5

1.12 MOBILE NETWORK: WEEKLY DATA TRAFFIC INTENSITY



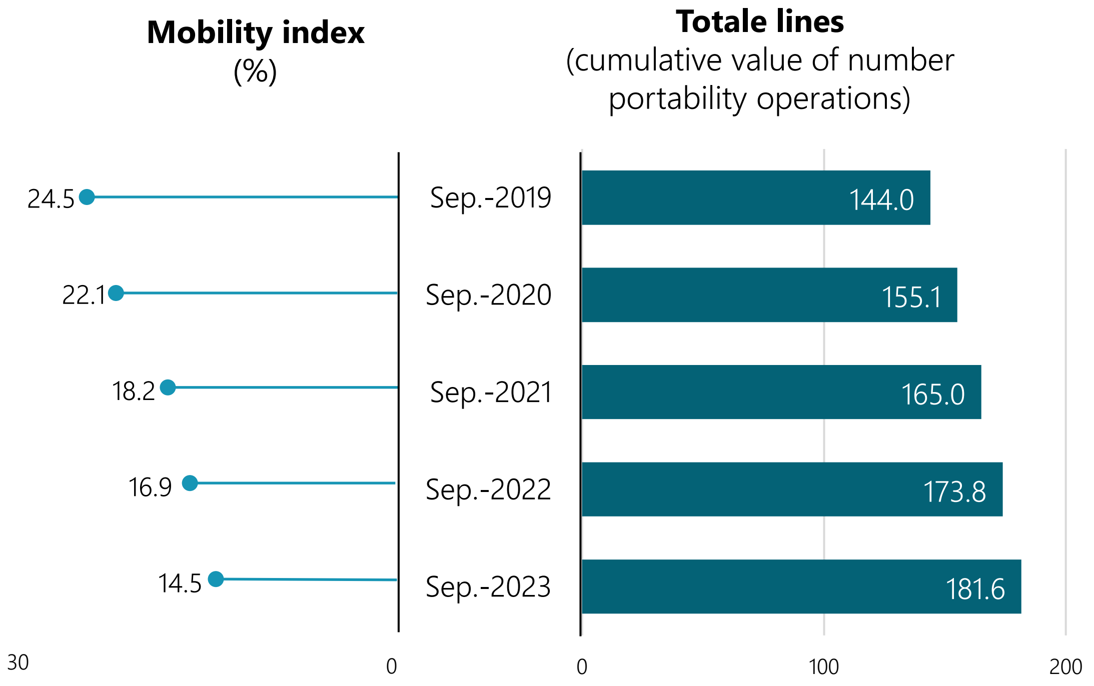
Definition: data traffic intensity (Gbps) represents the peak inbound traffic volume registered in a timespan of 5 to 60 minutes.

*For each week, the intensity indicator is represented by the percentage change, compared to the 7th week of 2020 (10 to 16 February - red dot in the graph), of the weighted average of the traffic data calculated on the operators' data using, as weighting coefficient, the percentual market share of each operator at the end of the previous year.

For example, the figure for week 51 of the year 2020 shows a 54.6 per cent increase in traffic intensity compared to benchmark week, week 7 of 2020.

** In some cases. a week straddles two months.

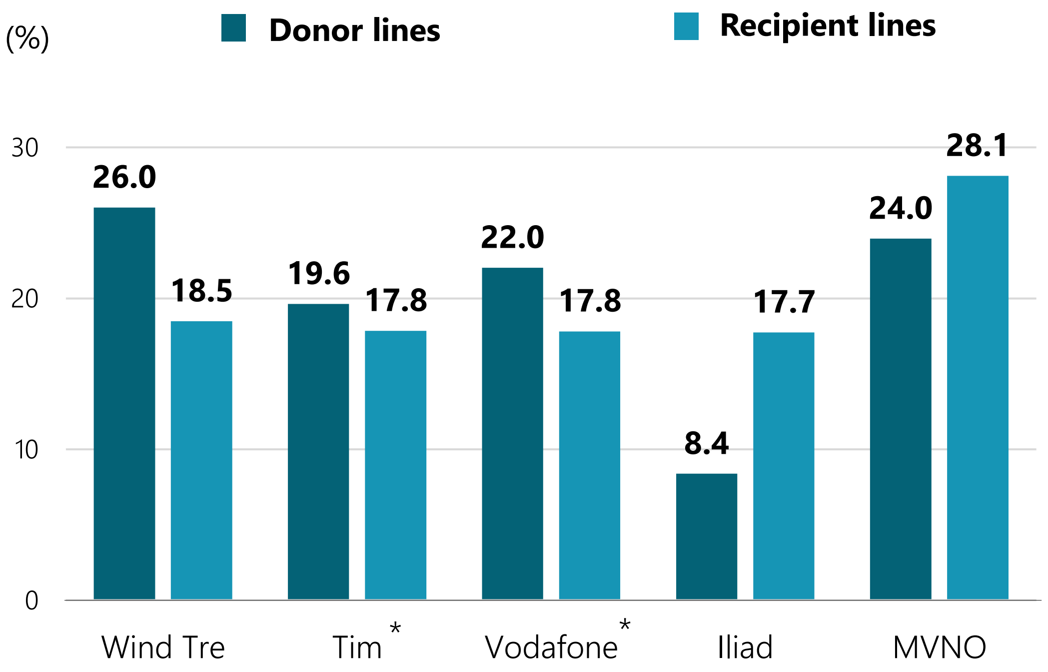
In one year (Sep. 2022 – Sep. 2023), there have been
7.7 million of Mobile Number Portability (MNP) operations



Mobility index: the ratio between (i) total donating lines plus total recipient lines since the beginning of the year, and (ii) the corresponding average costumer base (net off M2M sims)

DISTRIBUTION (%) OF DONOR AND RECIPIENT LINES (12 months)

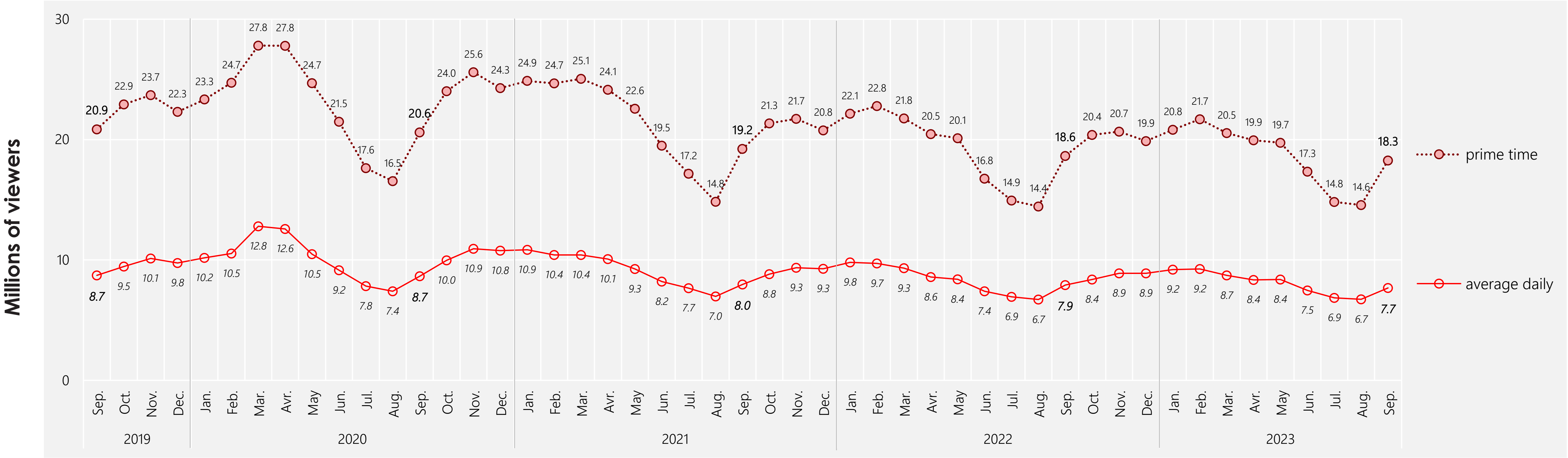
SEPTEMBER 2023



(*) Note: the data collected on TIM and Vodafone include the lines of the subsidiaries, respectively Kena mobile and VEI (which offers mobile telephony services called .ho)

2.1 TELEVISION (DVB-T E SAT): TOTAL AUDIENCE OF NATIONAL BROADCASTER

SEPTEMBER 2019 – SEPTEMBER 2023 (average daily audince)



Change in the number of viewers (average daily value Jan. – Sep. in millions)	(2019)		(2020)		(2021)		(2022)		(2023)
Prime time audience (Time slot: 20:30 – 22.30)	20.94	+8.5%	22.73	-6.1%	21.34	-10.4%	19.12	-2.5%	18.64
2019 → 2023									-11.0%
Average daily audience (Time slot: 02:00 – 25:59)	9.01	+10.5%	9.96	-8.7%	9.09	-8.6%	8.31	-2.8%	8.07
2019 → 2023									-10.4%

Source: Agcom elaboration on data from Auditel

2.2 TELEVISION (DVB-T E SAT): LEADING TV BROADCASTERS BY AUDIENCE

PRIME TIME AUDIENCE

Average daily audience since the beginning of the year
(Jan. – Sep.) in million

Broadcasters	2019	2020	2021	2022	2023	Change in % '19-'23	Change in % '22-'23
RAI	8.30	8.92	8.85	7.53	7.13	-14.1	-5.4
Mediaset	7.20	8.24	7.46	7.19	7.00	-2.8	-2.5
Comcast / Sky	1.78	1.68	1.56	1.36	1.42	-20.5	+4.0
Warner Bros. Discovery	1.38	1.53	1.43	1.29	1.36	-1.6	+5.7
Cairo Comm. / La 7	1.21	1.28	1.14	1.04	0.95	-21.2	-8.5
Others	1.07	1.09	0.90	0.71	0.78	-27.3	+9.2

Average share Jan. – Sep. (in %)

Broadcasters	2019	2020	2021	2022	2023	Change in p.p. '19-'23	Change in p.p. '22-'23
RAI	39.6	39.2	41.5	39.4	38.2	-1.4	-1.2
Mediaset	34.4	36.2	35.0	37.6	37.6	+3.2	0.0
Comcast / Sky	8.5	7.4	7.3	7.1	7.6	-0.9	+0.5
Warner Bros. Discovery	6.6	6.7	6.7	6.7	7.3	+0.7	+0.6
Cairo Comm. / La 7	5.8	5.6	5.3	5.4	5.1	-0.7	-0.3
Others	5.1	4.8	4.2	3.7	4.2	-0.9	+0.4

AVERAGE DAILY AUDIENCE

Average daily audience since the beginning of the year
(Jan. – Sep.) in million

Broadcasters	2019	2020	2021	2022	2023	Change in % '19-'23	Change in % '22-'23
RAI	3.04	3.47	3.15	3.07	3.03	-0.4	-1.5
Mediaset	3.48	3.83	3.66	3.16	3.01	-13.7	-4.9
Warner Bros. Discovery	0.72	0.86	0.75	0.67	0.68	-4.7	1.4
Comcast / Sky	0.71	0.72	0.63	0.61	0.61	-14.7	-0.9
Cairo Comm. / La 7	0.41	0.42	0.37	0.37	0.31	-25.9	-16.2
Others	0.65	0.66	0.53	0.42	0.44	-31.4	4.6

Average share Jan. – Sep. (in %)

Broadcasters	2019	2020	2021	2022	2023	Change in p.p. '19-'23	Change in p.p. '22-'23
RAI	33.7	34.8	34.7	37.0	37.5	+3.8	+0.5
Mediaset	38.7	38.5	40.2	38.0	37.2	-1.4	-0.8
Warner Bros. Discovery	7.9	8.6	8.3	8.1	8.4	+0.5	+0.3
Comcast / Sky	7.9	7.2	6.9	7.4	7.5	-0.4	+0.1
Cairo Comm. / La 7	4.6	4.3	4.1	4.4	3.8	-0.8	-0.6
Altri	7.2	6.6	5.8	5.1	5.5	-1.7	+0.4

Source: Agcom elaboration on data from Auditel

2.3 TELEVISION (DVB-T E SAT): AVERAGE MONTHLY AUDIENCE OF THE MAIN NATIONAL TV CHANNELS

AGCOM

PRIME TIME AUDIENCE

Average daily audience since the beginning of the year
(Jan. – Sep.) in million

Broadcasters	TV channels	2019	2020	2021	2022	2023	Change in % '19-'23	Change in % '22-'23
RAI	Rai 1	4.18	4.68	4.59	4.07	3.78	-9.5	-6.9
	Rai 2	1.40	1.47	1.30	1.06	0.99	-29.1	-6.1
	Rai 3	1.29	1.23	1.49	1.24	1.22	-5.0	-1.1
Mediaset	Canale 5	3.34	3.63	3.25	3.05	2.99	-10.5	-2.0
	Italia 1	1.17	1.32	1.17	1.14	1.11	-4.5	-2.6
	Rete 4	1.03	1.19	1.09	0.95	0.82	-20.1	-13.5
Cairo Comm.	La7	1.12	1.19	1.06	0.97	0.86	-23.6	-11.4
Comcast / Sky	TV8	0.56	0.52	0.48	0.43	0.49	-12.9	+13.1
Warner Bros. Discovery	Nove	0.36	0.38	0.41	0.35	0.39	+8.0	+10.4

Average share Jan. – Sep. (in %)

Broadcasters	TV channels	2019	2020	2021	2022	2023	Change in p.p. '19-'23	Change in p.p. '22-'23
RAI	Rai 1	20.0	20.6	21.5	21.3	20.3	+0.3	-1.0
	Rai 2	6.7	6.5	6.1	5.5	5.3	-1.4	-0.2
	Rai 3	6.1	5.4	7.0	6.5	6.6	+0.4	+0.1
Mediaset	Canale 5	16.0	16.0	15.2	16.0	16.1	+0.1	+0.1
	Italia 1	5.6	5.8	5.5	6.0	6.0	+0.4	=
	Rete 4	4.9	5.2	5.1	5.0	4.4	-0.5	-0.6
Cairo Comm.	La7	5.4	5.2	5.0	5.1	4.6	-0.8	-0.5
Comcast / Sky	TV8	2.7	2.3	2.2	2.3	2.6	-0.1	+0.4
Warner Bros. Discovery	Nove	1.7	1.7	1.9	1.8	2.1	+0.4	+0.2

AVERAGE DAILY AUDIENCE

Average daily audience since the beginning of the year
(Jan. – Sep.) in million

Broadcasters	TV channels	2019	2020	2021	2022	2023	Change in % '19-'23	Change in % '22-'23
RAI	Rai 1	1.59	1.79	1.71	1.57	1.48	-6.6	-5.2
	Rai 2	0.55	0.54	0.54	0.43	0.43	-22.2	=
	Rai 3	0.65	0.73	0.71	0.59	0.55	-15.6	-7.2
Mediaset	Canale 5	1.49	1.60	1.51	1.44	1.41	-5.3	-2.0
	Italia 1	0.46	0.52	0.44	0.40	0.38	-16.7	-5.1
	Rete 4	0.38	0.42	0.38	0.35	0.32	-15.7	-10.3
Cairo Comm.	La7	0.36	0.37	0.32	0.32	0.26	-27.2	-18.4
Comcast / Sky	TV8	0.22	0.23	0.19	0.18	0.20	-10.5	+6.7
Warner Bros. Discovery	Nove	0.15	0.18	0.18	0.16	0.15	-4.7	-5.6

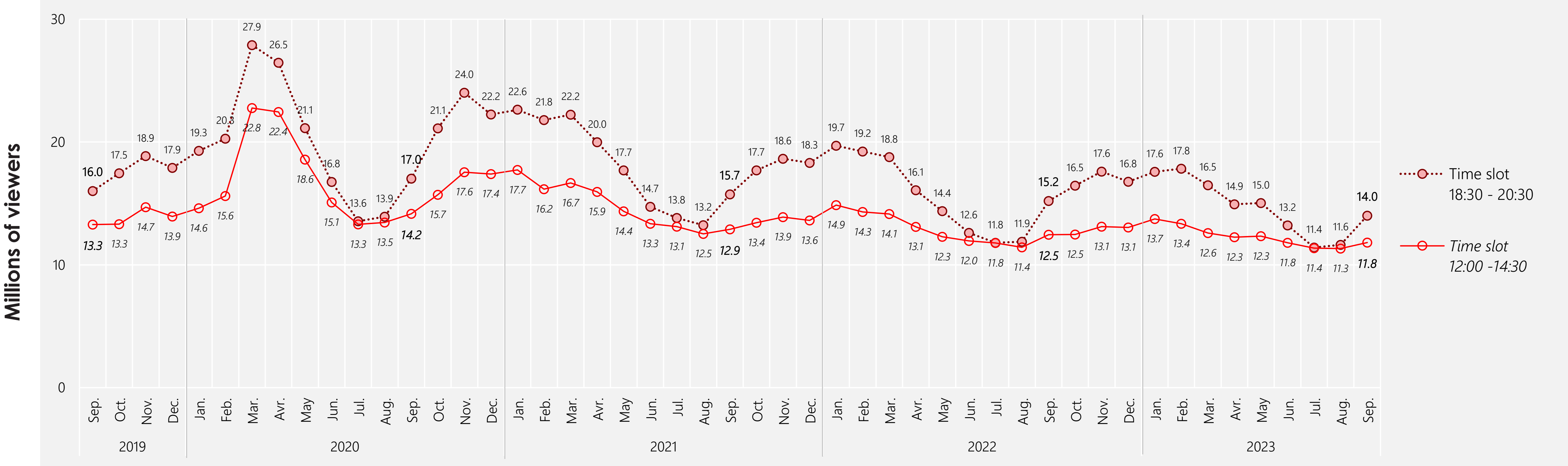
Average share Jan. – Sep. (in %)

Broadcasters	TV channels	2019	2020	2021	2022	2023	Change in p.p. '19-'23	Change in p.p. '22-'23
RAI	Rai 1	17.6	18.0	18.8	18.8	18.4	+0.7	-0.5
	Rai 2	6.1	5.5	5.9	5.2	5.3	-0.8	+0.1
	Rai 3	7.2	7.3	7.8	7.1	6.8	-0.4	-0.3
Mediaset	Canale 5	16.6	16.1	16.6	17.4	17.5	+1.0	+0.1
	Italia 1	5.1	5.2	4.9	4.8	4.7	-0.4	-0.1
	Rete 4	4.2	4.2	4.2	4.3	3.9	-0.2	-0.3
Cairo Comm.	La7	4.0	3.7	3.6	3.9	3.3	-0.8	-0.6
Comcast / Sky	TV8	2.4	2.4	2.1	2.2	2.4	=	+0.2
Warner Bros. Discovery	Nove	1.7	1.8	1.9	1.9	1.8	+0.1	-0.1

Source: Agcom elaboration on data from Auditel

2.4 TELEVISION (DVB-T E SAT): TOTAL AUDIENCE OF THE MAIN NATIONAL NEWS PROGRAMS*

SEPTEMBER 2019 – SEPTEMBER 2023 (average daily audince)



Change in the number of viewers
(average daily value Jan. – Sep. in millions)

	(2019)		(2020)		(2021)		(2022)		(2023)
Time slot: 18:30 – 20.30	16.29	+20.2%	19.59	-8.2%	17.98	-13.7%	15.52	-5.4%	14.68
2019 → 2023									-9.9%
Time slot: 12:00 – 14:30	13.65	+22.1%	16.67	-11.5%	14.75	-12.4%	12.93	-5.0%	12.28
2019 → 2023									-10.0%

* **Total audience**: is the sum of the number of listeners on the average day of the reference month for the editions of the news in the time slots considered. Therefore, the audience of those who watch one or more news programmes in the same time slots is considered.

Source: Agcom elaboration on data from Auditel

2.5 TELEVISION (DVB-T E SAT): AVERAGE DAILY AUDIENCE OF MAIN NATIONAL NEWS PROGRAMS

TIME SLOT: 12:00 – 14:30

	Average audience since the beginning of the year (Jan. – Sep.) in millions						**Change (in thousand)**		**Change (in %)**	
	National news programs	**2019**	**2020**	**2021**	**2022**	**2023**	**'19-'23**	**'22-'23**	**'19-'23**	**'22-'23**
RAI	Tg 1 (13:30 edition)	3.28	4.00	3.72	3.40	3.23	-43	-166	-1.3	-4.9
	Tg 2 (13:00 edition)	2.01	2.33	2.01	1.74	1.56	-445	-177	-22.2	-10.2
	Tg 3 (12:00 edition)	0.90	1.11	0.96	0.78	0.69	-211	-86	-23.4	-11.0
	Tg 3 Regionale (14:00 edition)	2.34	3.03	2.76	2.24	2.07	-267	-170	-11.4	-7.6
Mediaset	Tg 4 (12:00 edition)	0.38	0.41	0.33	0.29	0.29	-86	+8	-22.6	+2.9
	Tg 5 (13:00 edition)	2.76	3.34	2.94	2.77	2.84	+83	+72	+3.0	+2.6
	Studio Aperto (12:25 edition)	1.36	1.76	1.45	1.17	1.10	-266	-73	-19.5	-6.2
La 7	Tg La 7 (13:30 edition)	0.62	0.68	0.58	0.54	0.49	-131	-52	-21.0	-5.0

TIME SLOT: 18:30 – 20:30

	Average audience since the beginning of the year (Jan. – Sep.) in millions						**Change (in thousand)**		**Change (in %)**	
	National news programs	**2019**	**2020**	**2021**	**2022**	**2023**	**'19-'23**	**'22-'23**	**'19-'23**	**'22-'23**
RAI	Tg 1 (20:00 edition)	4.60	5.47	5.14	4.61	4.24	-357	-371	-7.8	-8.0
	Tg 2 (20:30 edition)	1.59	1.83	1.63	1.25	1.11	-486	-142	-30.5	-11.4
	Tg 3 (19:00 edition)	1.68	2.16	2.05	1.70	1.64	-46	-60	-2.8	-3.5
	Tg 3 Regionale (19:30 edition)	2.21	2.99	2.75	2.19	2.15	-58	-44	-2.6	-2.0
Mediaset	Tg 4 (12:00 edition)	0.55	0.65	0.61	0.59	0.54	-9	-43	-1.5	-7.3
	Tg 5 (13:00 edition)	3.78	4.42	3.97	3.64	3.54	-243	-98	-6.4	-2.7
	Studio Aperto (18:30 edition)	0.70	0.88	0.71	0.54	0.50	-201	-34	-28.6	-6.4
La 7	Tg La 7 (20:00 edition)	1.17	1.18	1.11	1.00	0.96	-212	-46	-18.1	-4.6

Source: Agcom elaboration on data from Auditel

2.6 TELEVISION (DVB-T E SAT): AVERAGE MONTHLY AUDIENCE OF MAIN NATIONAL «ALL NEWS PROGRAMS»

The "all news" channels considered in the analysis are:
Rai News 24 – Sky Tg 24 - TgCom 24

Average audience since the beginning of the year Jan. – Sep. (in thousand)

	Year	Full day	07:00 09:00	12:00 15:00	18:00 20:30
Totale «all news» channels	2019	140	241	195	162
	2020	193	292	275	305
	2021	160	288	223	227
	2022	139	244	200	192
	2023	**118**	**224**	**173**	**155**
Change %	2023/2022	*-15.3*	*-8.5*	*-13.8*	*-19.3*
	2023/2019	*-15.6*	*-7.3*	*-11.3*	*-4.3*
	2023/2020	*-39.0*	*-23.3*	*-37.2*	*-49.3*

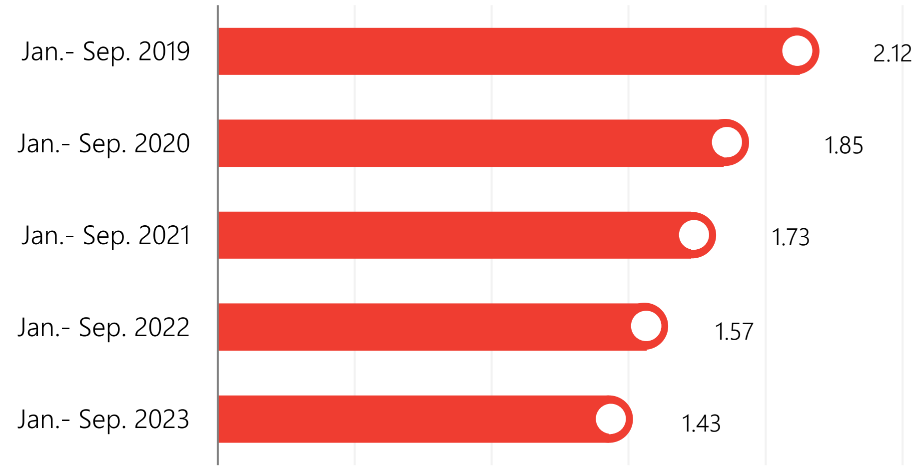
Average audience since the beginning of the year Jan. – Sep. (in thousand)

	Year	Full day	07:00 09:00	12:00 15:00	18:00 20:30
Rai News 24	2019	65	127	71	60
	2020	90	161	109	123
	2021	73	149	91	79
	2022	61	116	74	67
	2023	**50**	**97**	**60**	**48**
Change %	2023/2022	*-17.3*	*-16.3*	*-18.2*	*-28.3*
	2023/2019	*-22.4*	*-23.6*	*-15.4*	*-20.8*
	2023/2020	*-44.4*	*-39.3*	*-44.7*	*-61.1*
Sky Tg24	2019	37	51	60	55
	2020	52	57	84	105
	2021	38	52	61	71
	2022	34	52	57	52
	2023	**28**	**50**	**44**	**42**
Change %	2023/2022	*-19.5*	*-4.4*	*-21.8*	*-19.6*
	2023/2019	*-25.2*	*-2.3*	*-26.1*	*-23.4*
	2023/2020	*-46.5*	*-12.8*	*-47.5*	*-60.1*
TgCom 24	2019	38	63	64	46
	2020	51	74	82	77
	2021	49	87	72	77
	2022	44	76	70	73
	2023	**40**	**77**	**68**	**65**
Change %	2023/2022	*-9.1*	*0.6*	*-2.6*	*-10.7*
	2023/2019	*5.1*	*21.6*	*7.2*	*39.7*
	2023/2020	*-22.1*	*3.3*	*-16.8*	*-15.6*

Source: Agcom elaboration on data from Auditel

2.7 NEWSPAPERS: DAILY COPIES SOLD SINCE THE BEGINNING YEAR (1/2)

CUMULATIVE SALES
(copies sold in millions)

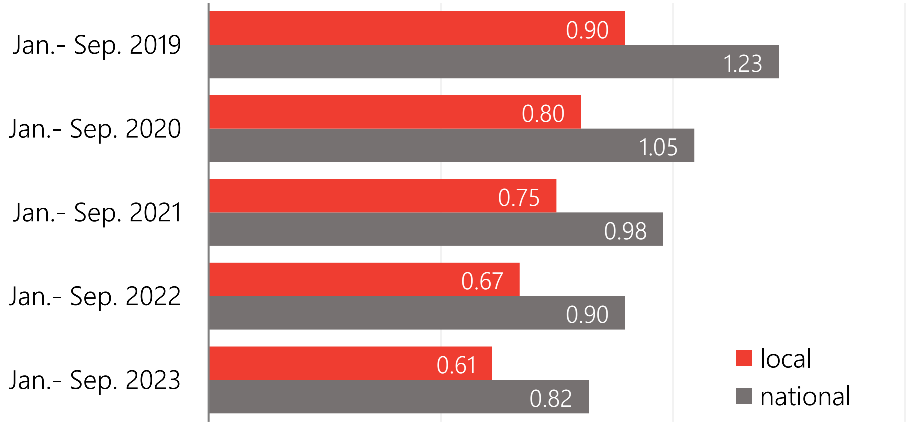


Change in %
Period Jan. – Sep.

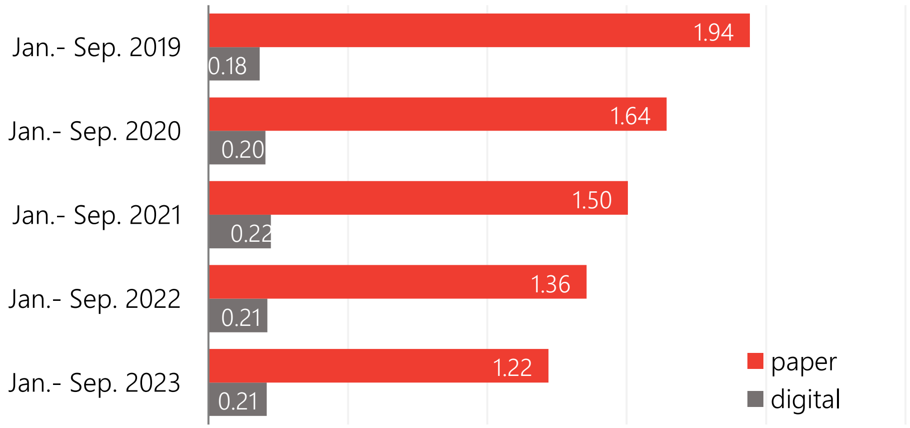
	(2022 – 2023)	(2019 – 2023)
Total copies:	**-8.8** ↓	**-32.8** ↓
Paper copies:	**-10.0** ↓	**-37.2** ↓
Digital copies:	**-1.0** ↓	**+13.9** ↑
National newspapers copies:	**-8.7** ↓	**-33.4** ↓
Local newspapers copies:	**-9.0** ↓	**-32.0** ↓

CUMULATIVE SALES BY TYPOLOGY
(copies sold in millions)

NATIONAL vs. LOCAL NEWSPAPERS COPIES



PAPER vs. DIGITAL COPIES



Source: Agcom elaboration on data from ADS

2.8 NEWSPAPERS: DAILY COPIES SOLD SINCE THE BEGINNING OF THE YEAR (2/2)

PAPER COPIES BY NEWSPAPER MACRO-CATEGORY
(copies sold in thousands)

	Jan. – Sep.	2019	2020	2021	2022	2023
National newspapers	General press - Top 5	617	533	480	428	378
	Other general press	138	134	122	111	102
	Business	81	69	59	52	46
	Sport	251	159	155	153	141
Local newspapers	Top 10	397	357	335	300	269
	Others	457	391	353	311	284

Change in %	Jan. – Sep.	('22 – '23)	('19 – '23)
National newspapers	General press Top 5	-38.8 ↓	-11.8 ↓
	Other general press	-26.3 ↓	-8.1 ↓
	Business	-43.1 ↓	-11.2 ↓
	Sports	-43.9 ↓	-7.9 ↓
Local newspapers	Top 10	-32.2 ↓	-10.3 ↓
	Others	-37.9 ↓	-8.9 ↓

DIGITAL COPIES BY NEWSPAPERS MACRO-CATEGORY
(copies sold in thousands)

	Jan. – Sep.	2019	2020	2021	2022	2023
National newspapers	General press - Top 5	75	82	95	88	92
	Other general press	17	25	31	30	27
	Business	40	37	29	28	28
	Sport	8	7	7	6	5
Local newspapers	Top 10	17	22	26	24	23
	Others	25	31	36	34	34

Change in %	Jan. – Sep.	('22 – '23)	('19 – '23)
National newspapers	General press Top 5	+22.4 ↑	+4.6 ↑
	Other general press	+57.2 ↑	-11.3 ↓
	Business	-30.7 ↓	-1.8 ↓
	Sports	-36.8 ↓	-12.0 ↓
Local newspapers	Top 10	+30.6 ↑	-7.4 ↓
	Others	+35.0 ↑	+1.2 ↑

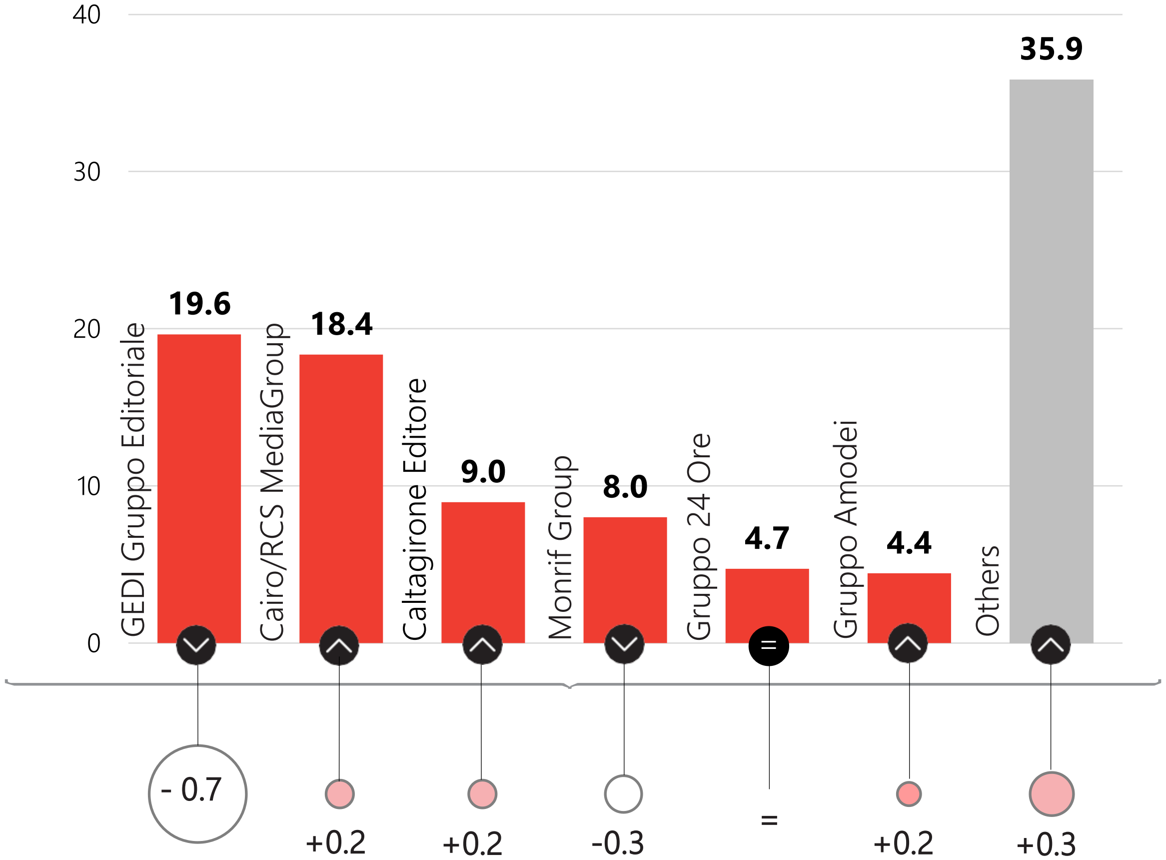
Newspapers categories

- National general press newspapers – Top 5: in terms of total sales in 2023: Avvenire. Corriere della sera. Messaggero. La Repubblica. La Stampa
- Other national general press: Il Fatto quotidiano. Il Giornale. Libero. Il Manifesto. Il Tempo. La Verità
- National business newspapers: Italia Oggi. Il Sole 24 Ore
- National sports newspapers: Corriere dello Sport. Gazzetta dello sport. Tuttosport
- Local newspapers – Top 10: in terms of total sales in 2023: L'Arena. Dolomiten. L'Eco di Bergamo. Il Gazzettino. Il Giornale di Brescia. Il Messaggero Veneto. La Nazione. Il Resto del Carlino. Il Tirreno. L'Unione Sarda
- Other local newspapers: remaining local newspapers considered by ADS

Source: Agcom elaboration on data from ADS

DISTRIBUTION OF TOTAL COPIES SOLD SINCE THE BEGINNING OF THE YEAR BY PUBLISHING GROUPS (%)

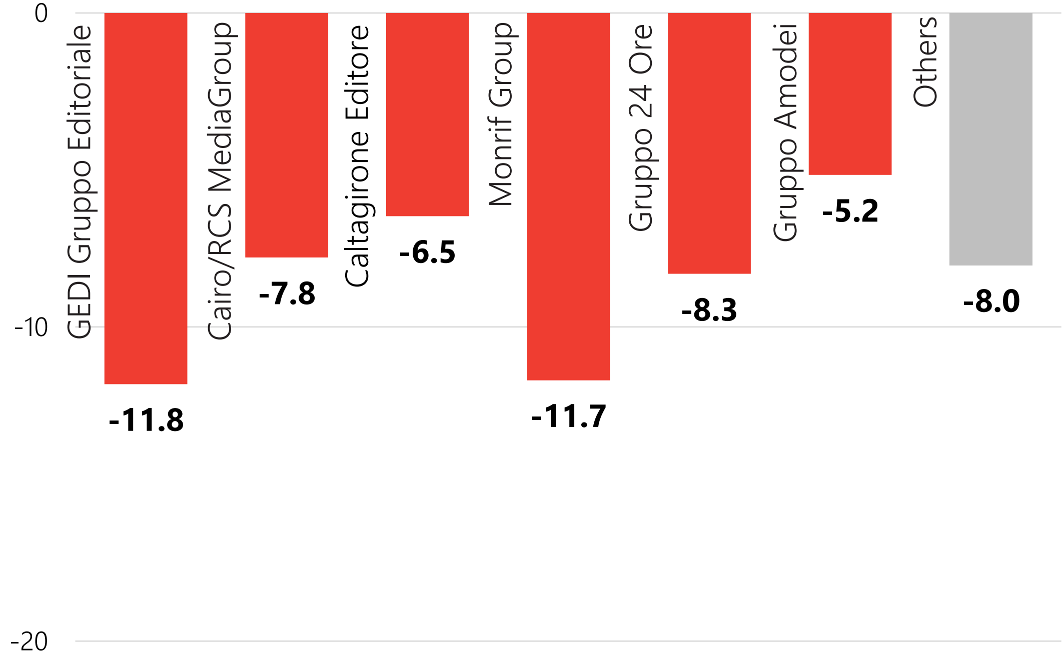
JANUARY – SEPTEMBER 2023



Difference vs. Jan. – Sep. 2022
(percentage points)

CHANGE IN TOTAL COPIES SOLD (%)

Difference vs. Jan. – Sep. 2022



Source: Agcom elaboration on data from ADS

AGCOM

Distribution of copies sold in the last 12 month (%)

(Descending rank >2% based on the period Octobre 2022 – September 2023)

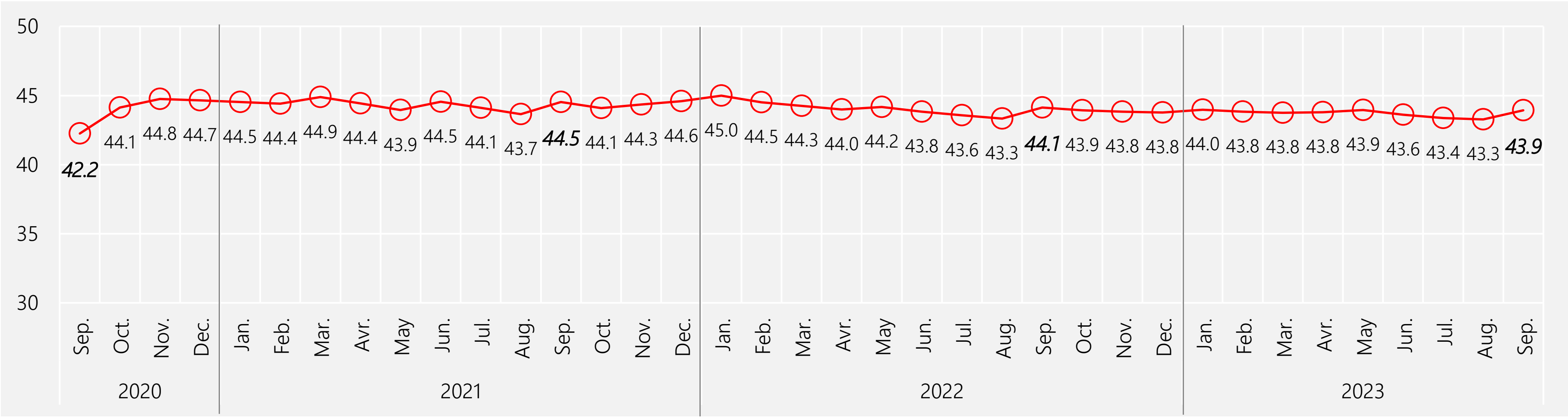
	TOTAL COPIES (paper + digital)							PAPER COPIES			DIGITAL COPIES		
Major Newspapers	18/19	19/20	20/21	21/22	22/23	Change pp. 21/22 vs 22/23	Change pp. 18/19 vs 22/23	22/23	Change pp. 21/22 vs 22/23	Change pp. 18/19 vs 22/23	22/23	Change pp. 21/22 vs 22/23	Change pp. 18/19 vs 22/23
Corriere della sera	10.71	11.30	11.32	12.05	12.45	+0.40	+1.74	11.02	-0.14	+0.99	20.91	+3.19	+2.91
Repubblica (La)	8.33	8.73	8.69	7.86	7.25	-0.61	-1.09	6.20	-0.49	-1.42	13.43	-1.90	-2.52
Gazzetta dello sport (La) (*)	6.76	5.23	5.08	5.72	5.73	+0.02	-1.03	6.46	+0.12	-0.62	1.45	-0.27	-1.94
Stampa (La)	5.68	5.44	5.45	5.36	5.17	-0.18	-0.51	5.25	-0.17	-0.57	4.70	-0.23	+0.51
Sole 24 Ore (Il)	5.09	5.10	4.65	4.72	4.77	+0.04	-0.33	3.40	-0.07	-0.13	12.87	+0.08	-8.95
Avvenire	3.94	4.08	4.24	4.01	4.09	+0.08	+0.15	4.56	+0.11	+0.29	1.29	+0.11	+0.94
QN – Il Resto del Carlino	4.09	4.08	4.21	4.20	4.07	-0.13	-0.02	4.65	-0.05	+0.28	0.66	-0.31	-0.41
Messaggero (Il)	3.90	3.66	3.61	3.80	3.85	+0.05	-0.05	3.97	+0.04	-0.08	3.17	+0.19	+0.83
Corriere dello sport (*)	3.15	2.55	2.48	2.70	2.83	+0.13	-0.32	3.21	+0.17	-0.19	0.55	+0.04	+0.04
QN - La Nazione	2.97	2.86	2.89	2.76	2.68	-0.08	-0.29	3.06	-0.05	-0.12	0.43	-0.13	-0.28
Gazzettino (Il)	2.23	2.34	2.47	2.51	2.57	+0.06	+0.33	2.49	+0.06	+0.27	3.05	+0.03	+0.62
Fatto quotidiano (Il)	1.67	2.03	2.59	2.52	2.50	-0.02	+0.83	1.54	+0.03	+0.26	8.21	-0.80	+2.33
Giornale (Il)	2.16	2.34	2.34	2.03	1.99	-0.04	-0.16	2.22	-0.02	-0.07	0.65	-0.02	-0.04

(*) – includes the Monday edition

Source: Agcom elaboration on data from ADS

2.11 PLATFORMS: MAIN WEBSITES/APP UNIQUE USERS

UNIQUE USERS IN MILLIONS (Sep. 2020 – Sep. 2023)

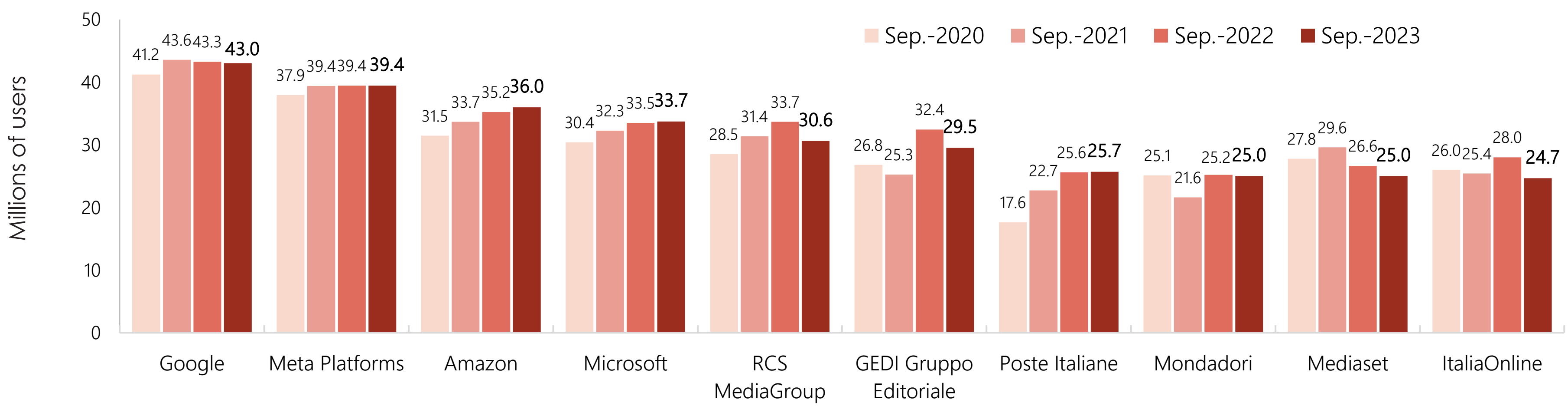


43 million and **934** thousand unique users logged on to the internet in September 2023 (**-204** thousand compared to September 2022)

Approximately **64 hours and 49 minute** spent, on average, by each user surfing the Internet in September 2023

Unique users: number of different users/people who visited any content of a website. category. channel or application during the reporting period.

UNIQUE USERS OF THE MAIN OPERATORS (Parent*)



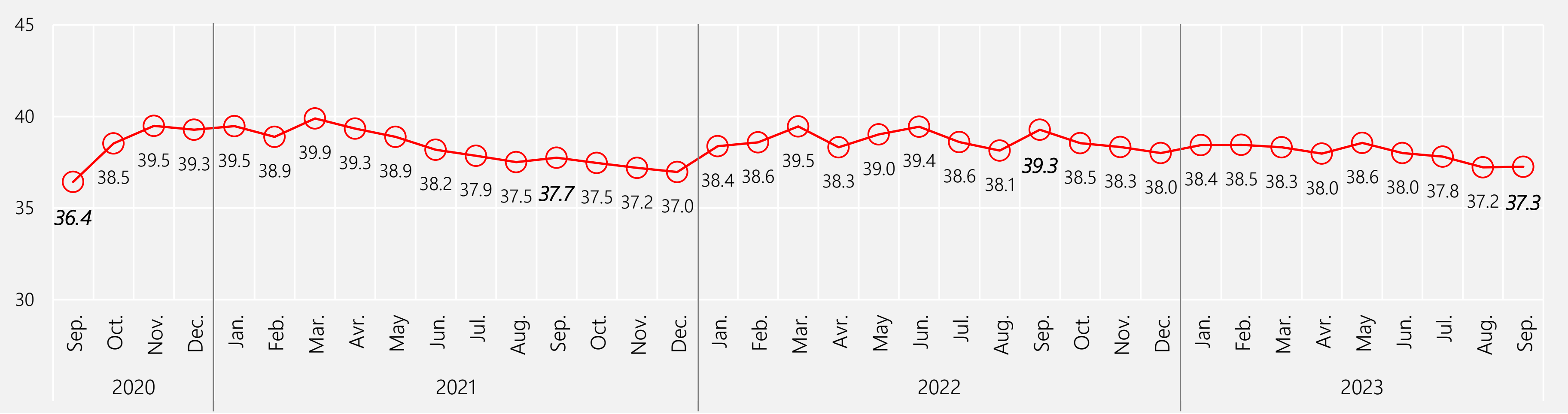
* **Parent** is defined as a group of domains and URLs that are owned by a specific company. its subsidiaries or business units. In addition. a Parent may also be represented by an organisation. government agency. private group. corporation or other institution. which has controlling interests in each domain and URL in the group.

Google. Facebook. Amazon and Microsoft are detected only through the Audiweb Panel.

Source: Agcom elaboration on data from Audicom – sistema Audiweb

2.12 PLATFORMS: GENERAL PRESS WEBSITES/APP UNIQUE USERS

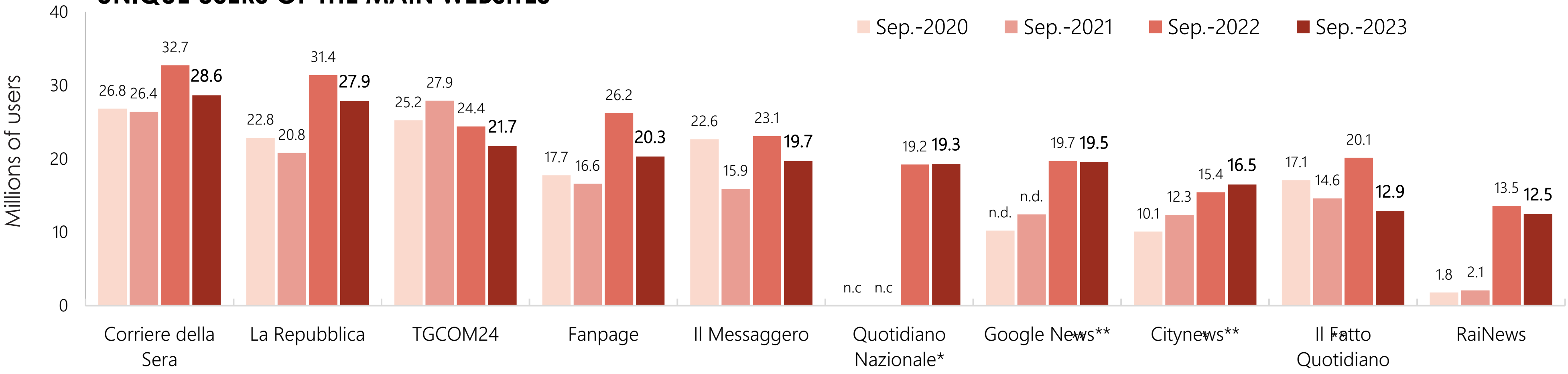
UNIQUE USERS IN MILLIONS (Sep. 2020 – Sep. 2023)



37 million and **258** thousand unique users logged on to the generalist news sites/APPs in September 2023 (over **2** million users compared to September 2022)

About **1 hour and 5 minute** spent, on average, by each user browsing general news websites/APPs in September 2023

UNIQUE USERS OF THE MAIN WEBSITES



Unique users: number of different users/people who visited any content of a website. category. channel or application during the reporting period.

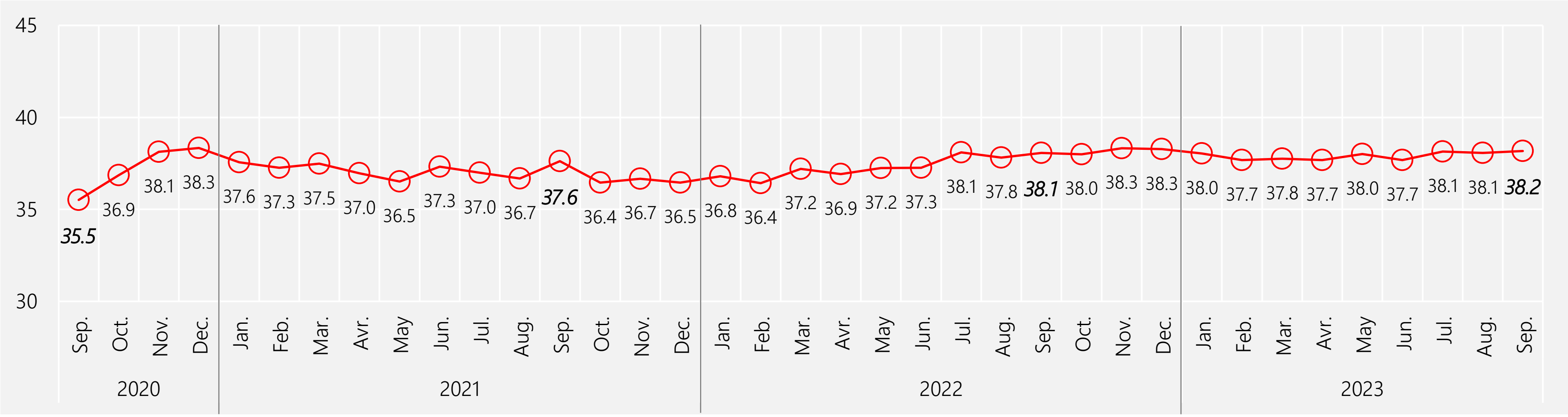
* *n.c.*: not comparable. Starting from April 2022, the Monrif group entered in the Audiweb survey system. This has led to a change in the classification perimeter and the detection method which - in addition to the *Audiweb Panel* - now also uses the census component *Audiweb Census*. For this reason. the values relating to the month of Sep. 2022 and Sep. 2023 are not directly comparable with those of previous years.

** Google News and Citynews are detected only through the Audiweb Panel.

Source: Agcom elaboration on data from Audicom – sistema Audiweb
(Values referring to the sub-category: «Current Event & Global News»)

2.13 PLATFORMS: E-COMMERCE WEBSITES/APP UNIQUE USERS

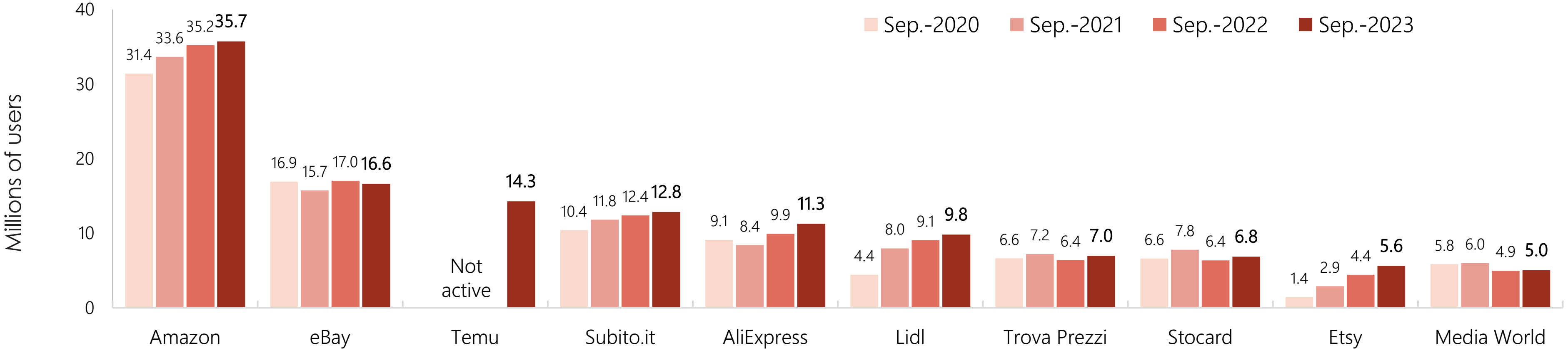
UNIQUE USERS IN MILLIONS (Sep. 2020 – Sep. 2023)



38 million and **172** thousand unique users logged on to e-commerce sites/APPs in September 2023 (**+108** thousand users compared to September 2022)

2 hour and 38 minute spent, on average, by each user browsing e-commerce websites/APPs in September 2023

UNIQUE USERS OF THE MAIN WEBSITES*



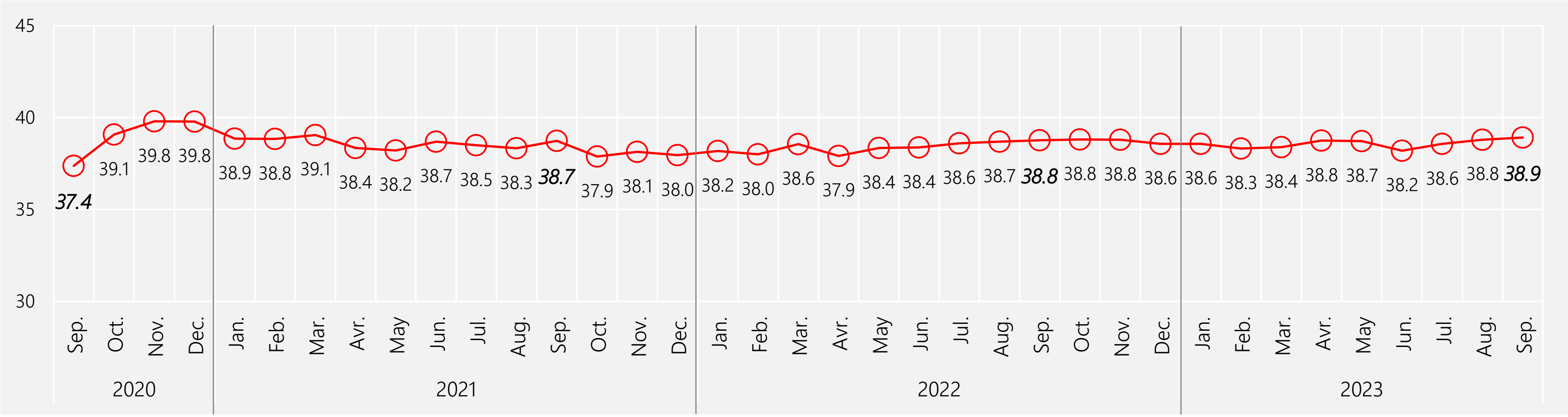
Unique users: number of different users/people who visited any content of a website. category. channel or application during the reporting period.

Source: Agcom elaboration on data from Audicom – sistema Audiweb *(Values referring to the category: «Multi-category Commerce»)*

* The brands represented are dectected only through the Audiweb Panel.

2.14 PLATFORMS: SOCIAL NETWORK WEBSITES/APP UNIQUE USERS

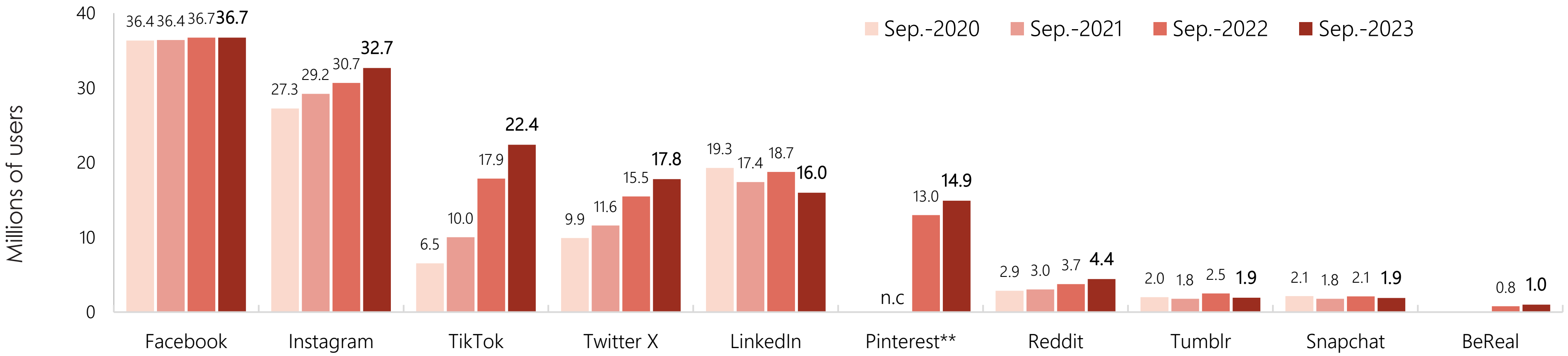
UNIQUE USERS IN MILLIONS (Sep. 2020 – Sep. 2023)



38 million and **909** thousand unique users logged on to social networking sites/APPs in September 2023 (**+142** thousand users compared to September 2022)

22 hour and 26 minute spent, on average, by each user browsing social networking websites/APPs in September 2023

UNIQUE USERS OF THE MAIN WEBSITES*



Unique users: number of different users/people who visited any content of a website. category. channel or application during the reporting period.

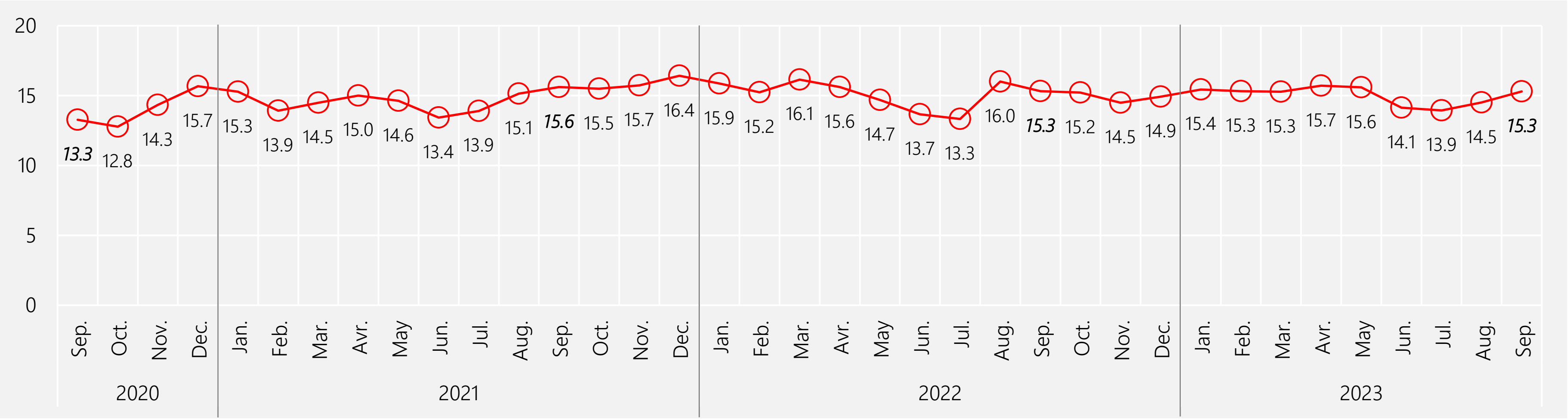
Source: Agcom elaboration on data from Audicom – sistema Audiweb (*Values referring to the category: «Member Communities»)*

* Note: the chart shows the unique users of the top 10 Brands that belong to the sub-category "Member Communities" and offer Social Networking services in Italy.

** Note: as a result of activities to improve the accuracy of the survey, data from January 2022 onward are not comparable (n.c.) with those of previous years; the outcomes of this activity cannot be isolated from any seasonal effects.

2.15 PLATFORMS: PAY VIDEO ON DEMAND PLATFORMS UNIQUE USERS

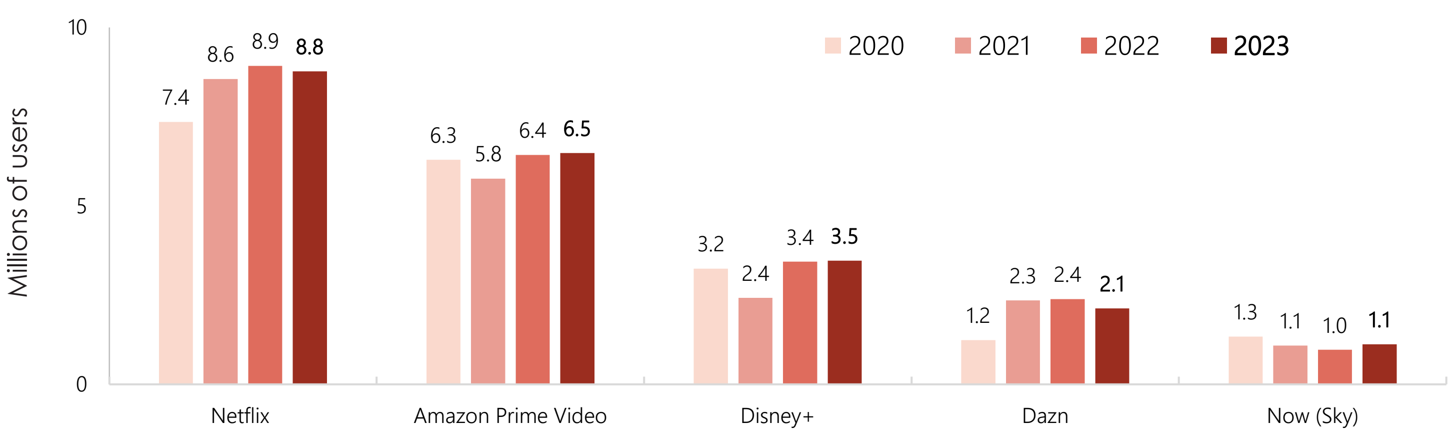
UNIQUE USERS IN MILLIONS (Sep. 2020 – Sep. 2023)



15 million and **299** thousand unique users logged on to video-on-demand sites/APPs in September 2023 (**+23** thousand compared to September 2022)

Unique users: number of different users/people who visited any content of a website. category. channel or application during the reporting period.

UNIQUE USERS OF THE MAIN PLATFORMS* (average since the beginning of the year Jan. – Sep..)



* Note: platforms with an average time spent by users more than 7 minute are represented

Source: Agcom elaboration on data from ComScore

The chart shows the unique users of the category consisting of the main operators offering paid video on demand services in Italy: Alphabet/Google (Google Play Movies &TV); Amazon (Primevideo.com Sep. 20 - Jul. 23; Amazon Streaming since Aug. 23); Apple (Apple TV); Chili (CHILI.COM); Comcast/Sky (NOWTV.IT); Dazn (DAZN.COM); Netflix (Netflix Inc.); Rakuten Group (RAKUTEN.TV); The Walt Disney (Disney Digital); TIM (TIMVISION.IT).

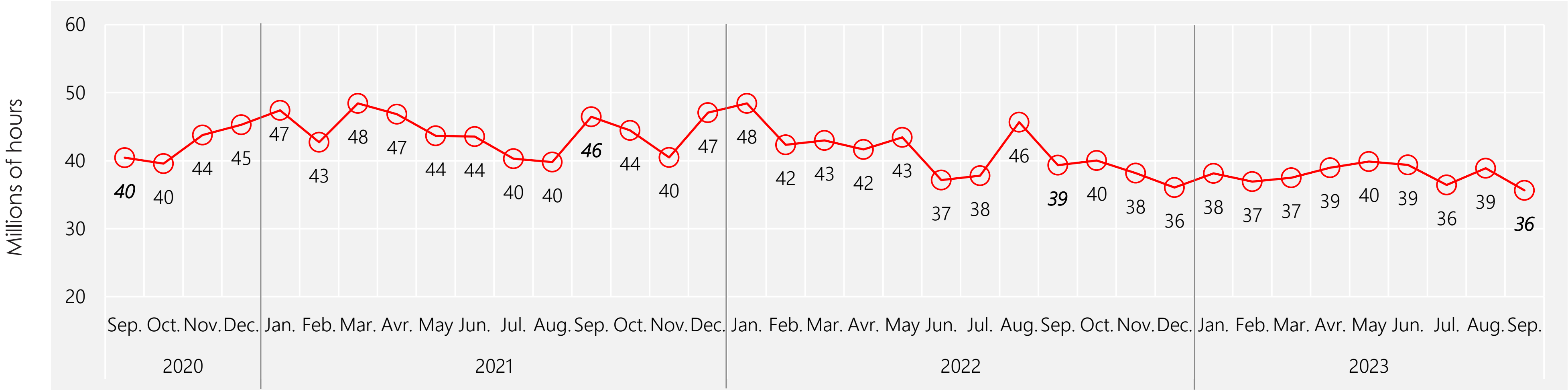
Mediaset Infinity data are not considered due to an editorial choice which does not allow to separate the part of the paid services from the free one.

The data are related to the traffic from Desktop Computers and Mobile Devices; excluding that originating from Connected TV

Dazn data are collected by Auditel as of August 2022, according to AGCOM resolution no. 18/22/CONS

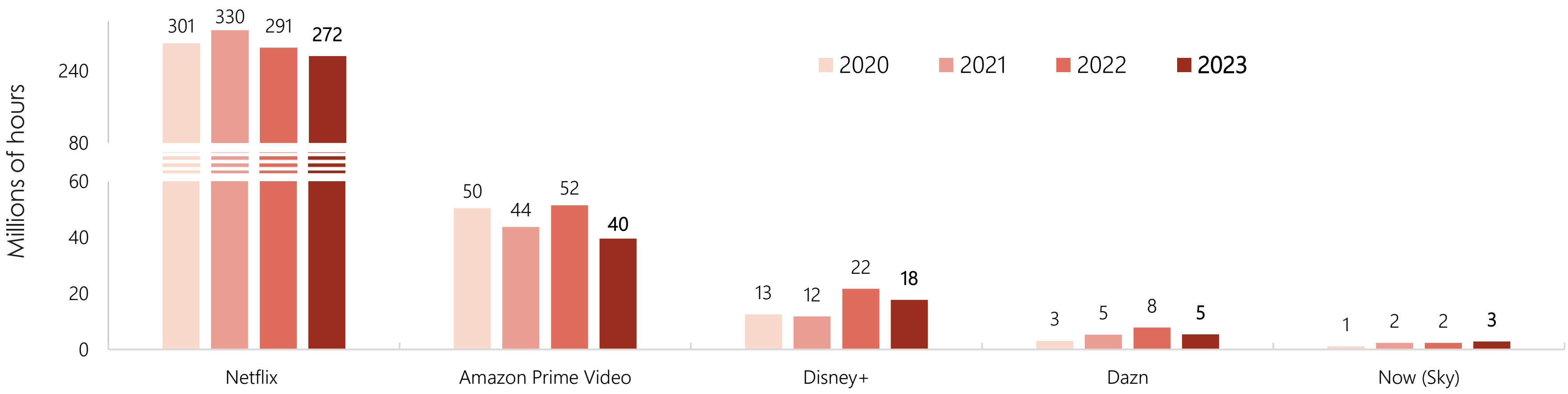
2.16 PLATFORMS: TIME SPENT ON PAY VIDEO ON DEMAND PLATFORMS

TOTAL HOURS SPENT (Sep. 2020 – Sep. 2023)



The average time spent per month by each visitor on pay video on demand platforms is **2 hour and 20 minute** in September 2023

MAIN PLATFORMS – TOTAL HOURS SPENT SINCE THE BEGINNING OF THE YEAR*



Source: Agcom elaboration on data from ComScore

The chart shows the unique users of the category consisting of the main operators offering paid video on demand services in Italy: Alphabet/Google (Google Play Movies &TV); Amazon (Primevideo.com Sep. 20 - Jul. 23; Amazon Streaming since Aug. 23); Apple (Apple TV); Chili (CHILI.COM); Comcast/Sky (NOWTV.IT); Dazn (DAZN.COM); Netflix (Netflix Inc.); Rakuten Group (RAKUTEN.TV); The Walt Disney (Disney Digital); TIM (TIMVISION.IT).

Mediaset Infinity data are not considered due to an editorial choice which does not allow to separate the part of the paid services from the free one.

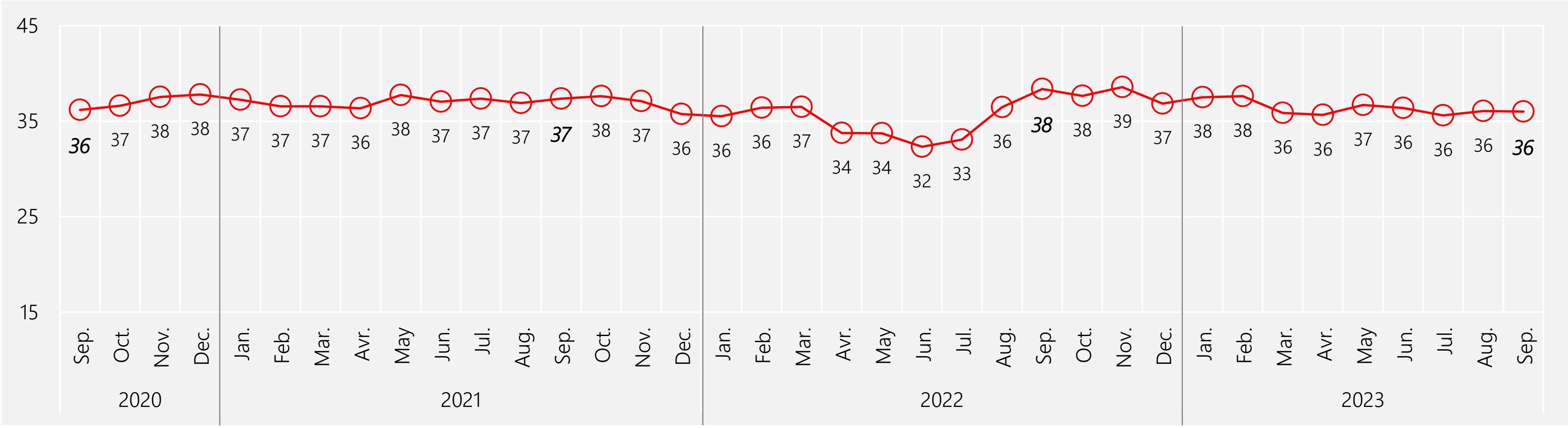
The data are related to the traffic from Desktop Computers and Mobile Devices; excluding that originating from Connected TV

* Note: the total hours of the first 5 operators for unique users (slide 2.15) are represented

Source: Agcom elaboration on data from Comscore

2.17 PLATFORMS: FREE VIDEO ON DEMAND PLATFORMS UNIQUE USERS

UNIQUE USERS IN MILLIONS (Sep. 2020 – Sep. 2023)



36 million unique users logged on to free video-on-demand sites/APPs in September 2023 (**+4** million compared to September 2022)

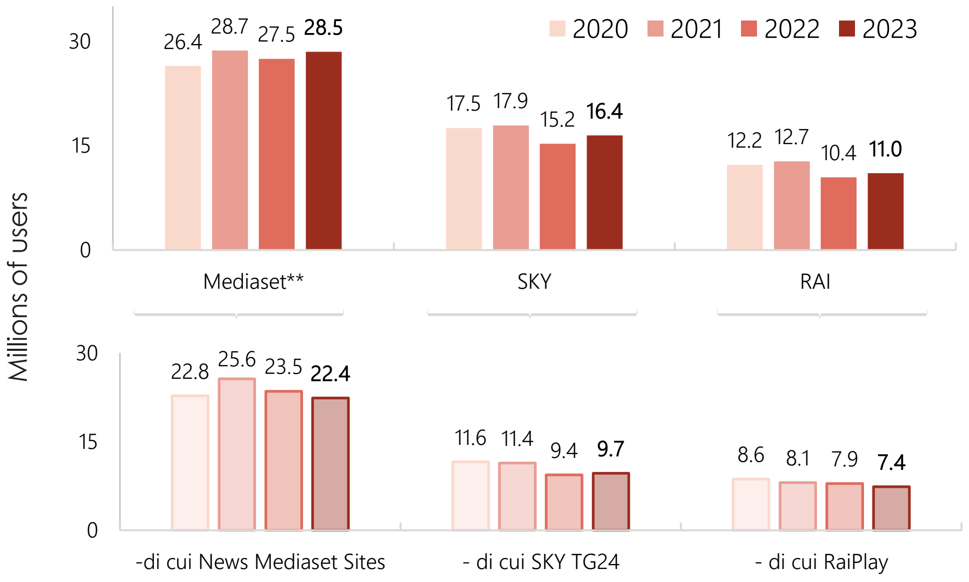
Unique users: number of different users/people who visited any content of a website. category. channel or application during the reporting period.

The chart shows the unique users of the category consisting of the main operators offering free video on demand services in Italy: MFE/Mediaset (Mediaset Infinity Sites and TGCOM 24 Sites Jan. 20 - Avr. 22; Mediaset.it Sites since May 22); Rai (RaiPlay; Rai News, Rai Sport); Warner Bros. Discovery (Discovery Inc. Sep. 20 – May 23; Warner (TBS Entertainment Digital, until May 23, Warner Bros. Discovery since Jun. 23); Comcast/Sky (Sky Free ToAir; Sky sport; Sky TG24, Sky Entertainment); Cairo Communication/La 7 (La7); Paramount Global/Viacom (Nickelodeon Kids and Family; MTV Italy); Rakuten Group (VIKI.COM); De Agostini (DEABYDAY.TV; DEAKIDS.IT); Mperience (VVVVID.IT); A&E Television Networks Italy (A+E Networks Digital); Italia Sport Communication (SPORTITALIA.COM); Rete Blu (TV2000.IT); Delta Pictures (POPCORNTV.IT); Fascino PGT (WITTYTV.IT).

Please note that due to editorial choices for some sites and applications (Mediaset Infinity Sites; Warner Bros. Discovery) it is not possible to unbundle the paid VOD portion.

The data are related to the traffic from Desktop Computers and Mobile Devices; excluding that originating from Connected TV.

UNIQUE USERS OF THE MAIN PLATFORMS* (average since the beginning of the year)



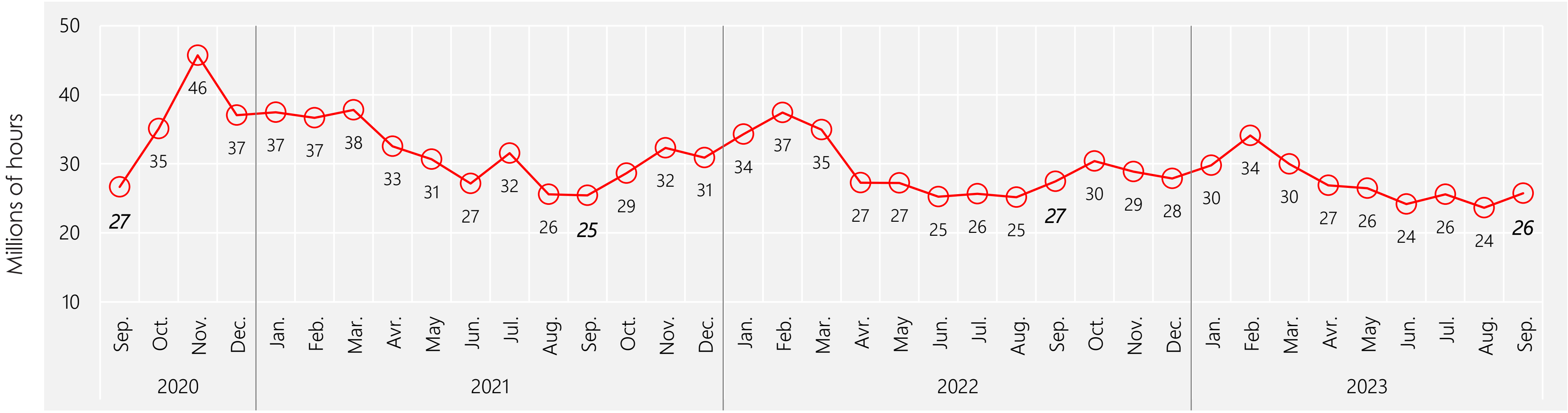
* For each publishers it is displayed separately the component, of those considered (News, Sport and Entertainment), that is most relevant in terms of unique audience.

** *Mediaset.it Sites* unique users data collection do not allow to separate the traffic of paid VOD services included in *Mediaset Infinity*. By considering the latter (that since the beginning of the year has an average 12 million and 656 thousand of unique users) MEF/Mediaset monthly average results, in the period Jan.-Jun. 2023, in 28 mm and 607k of unique users.

Source: Agcom elaboration on data from ComScore

2.18 PLATFORMS: TIME SPENT ON FREE VIDEO ON DEMAND PLATFORMS

TOTAL HOURS SPENT (in millions of hours) (Sep. 2020 – Sep. 2023)

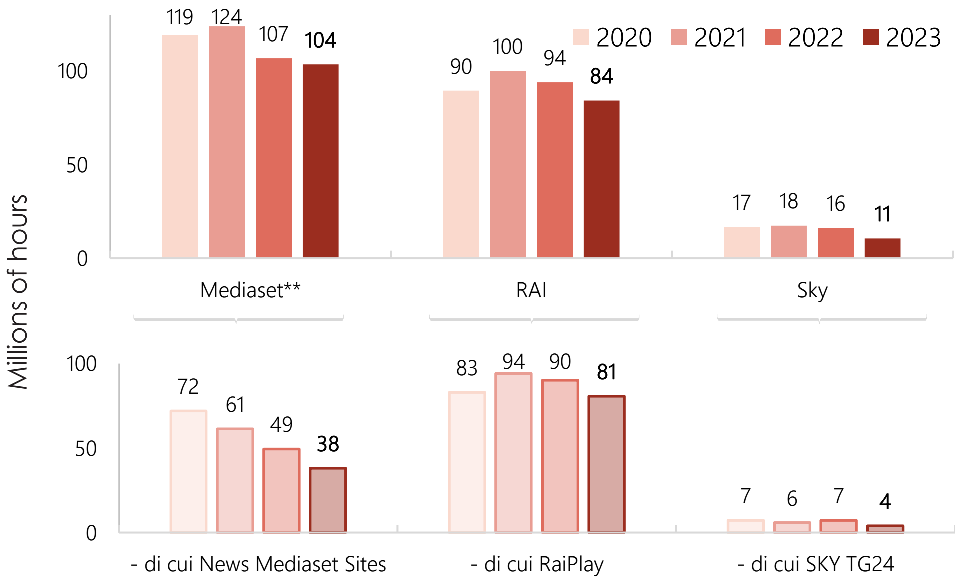


The average time spent per month by each visitor on free video on demand platforms is **43 minute** in September 2023

The chart shows the unique users of the category consisting of the main operators offering free video on demand services in Italy: MFE/Mediaset (Mediaset Infinity Sites and TGCOM 24 Sites Jan. 20 - Avr. 22; Mediaset.it Sites since May 22); Rai (RaiPlay; Rai News, Rai Sport); Warner Bros. Discovery (Discovery Inc. Sep. 20 – May 23; Warner (TBS Entertainment Digital, until May 23, Warner Bros. Discovery since Jun. 23); Comcast/Sky (Sky Free ToAir; Sky sport; Sky TG24, Sky Entertainment); Cairo Communication/La 7 (La7); Paramount Global/Viacom (Nickelodeon Kids and Family; MTV Italy); Rakuten Group (VIKI.COM); De Agostini (DEABYDAY.TV; DEAKIDS.IT); Mperience (VVVVID.IT); A&E Television Networks Italy (A+E Networks Digital); Italia Sport Communication (SPORTITALIA.COM); Rete Blu (TV2000.IT); Delta Pictures (POPCORNTV.IT); Fascino PGT (WITTYTV.IT).

The data are related to the traffic from Desktop Computers and Mobile Devices; excluding that originating from Connected TV.

MAIN PLATFORMS – TOTAL HOURS SPENT SINCE THE BEGINNING OF THE YEAR*



* For each publishers (slide 2.17) it is displayed separately the component, of those considered (News, Sport and Entertainment), that is most relevant in terms of unique audience.

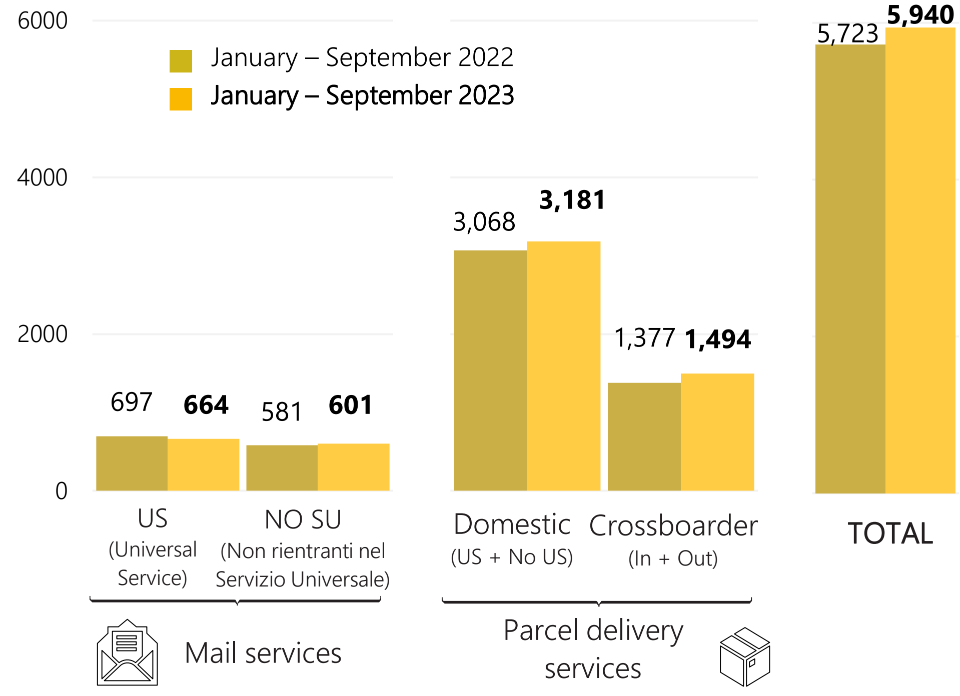
** *Mediaset.it Sites* total hours do not allow to separate those of paid VOD services included in *Mediaset Infinity*. By considering the latter (with an amount just under 51 million of hours since the beginning of the year), *Mediaset.it Sites* reach 104 million total hours in the period Jan.-Sep. 2023.

Source: Agcom elaboration on data from ComScore

Source: Agcom elaboration on data from Comscore

REVENUES SINCE THE BEGINNING OF THE YEAR

MILLIONS OF €



-1.0 (Mail services)

+5.2 (Parcel delivery services)

+3.8 Total

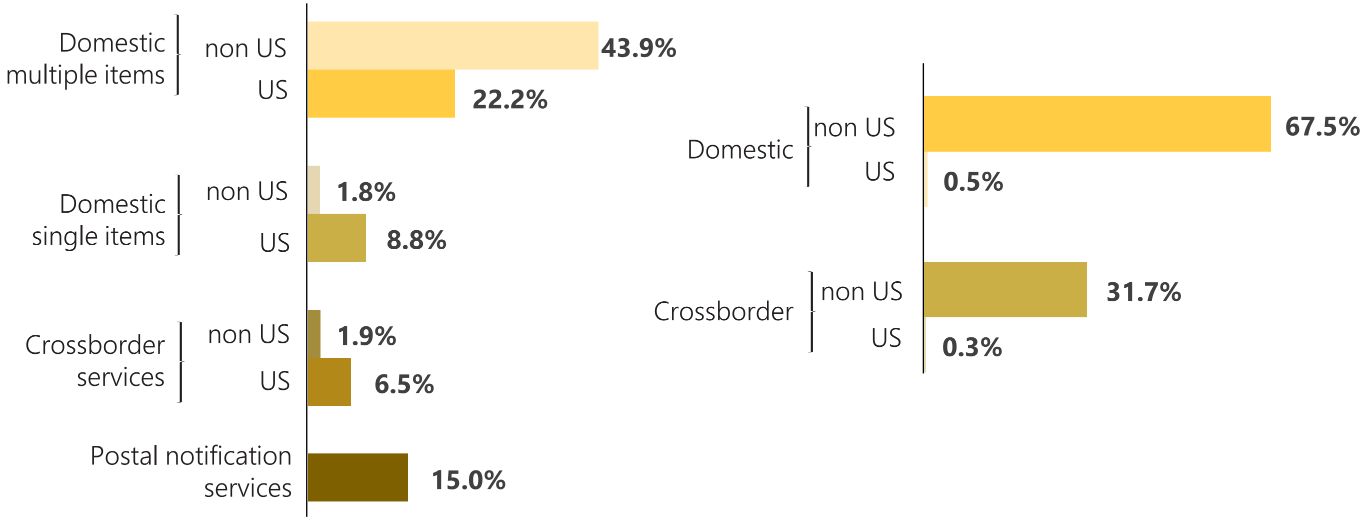
Annual change in %
(Jan. - Sep. 2022) – (Jan. - Sep. 2023)

REVENUES BY SOURCE TYPE SINCE THE BEGINNING OF THE YEAR (%)

(January - September 2023)

Mail services

Parcel delivery services



Annual change in %
(Jan. - Jun. 2022) – (Jan. - Jun. 2023)

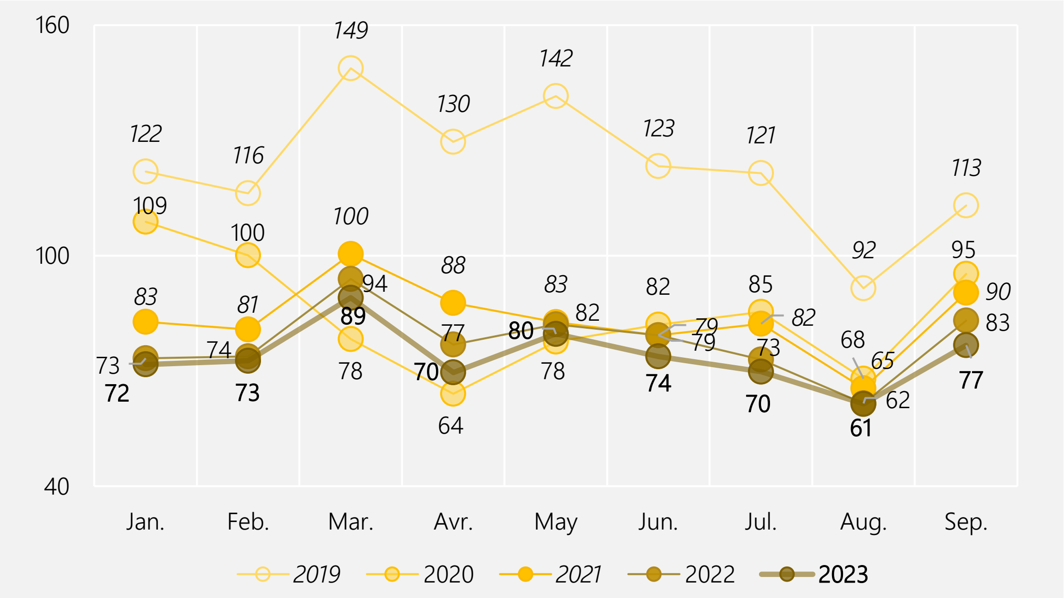
+0.8	-8.2	-0.2	-3.9	+3.7	+8.5
Domestic multiple items	Domestic single items	Crossborder services	Postal notification services	Domestic	Crossborder

Note: Due to changes in firms' accounting data are not directly comparable with previous versions

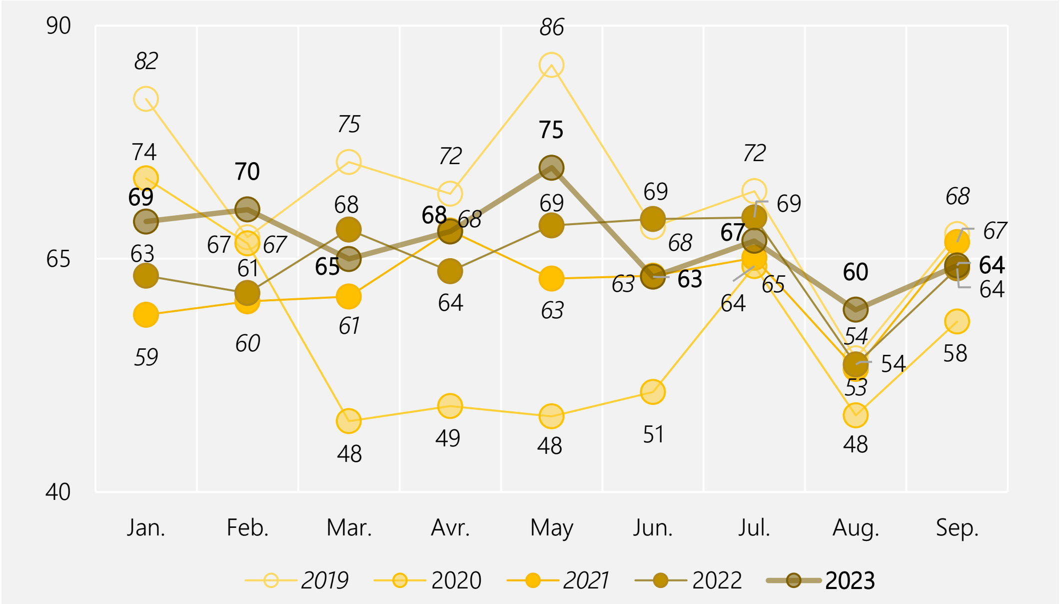
Data refers to the following postal operators: Amazon Italia Transport S.r.l.. BRT S.p.A.. DHL Express Italy S.r.l.. FedEx Express Italy S.r.l.. Fulmine Group S.r.l.. GLS Italy S.p.A.. Nexive Group S.r.l.. Poste Italiane S.p.A.. Sailpost S.p.A.. SDA Express Courier S.p.A.. TNT Global Express S.r.l. e UPS Italia S.r.l.

3.2: POSTAL SERVICES: MONTHLY MAIL SERVICES REVENUES (US/NO US)

UNIVERSAL SERVICE (US)



OTHER SERVICES (NON US)



Universal Service (US)

1 **Cumulative values since the beginning of the year** (January - June)

	(2019)		(2020)		(2021)		(2022)		(2023)
millions of €	1,107	-31.4%	759	-1.0%	752	-7.3%	697	-4.7%	664

2019 → 2023: -40.6%

2 **Quarterly comparison (change in %)**

	YoY				Whole period
	2019/2020	2020/2021	2021/2022	2022/2023	2019/2023
Q 1 (Jan. - Mar.)	-25.8	-8.1	-8.7	-3.1	-39.7
Q 2 (Avr. - Jun.)	-43.3	+11.6	-4.5	-6.4	-43.5
Q 3 (Jul. - Set.)	-23.7	-4.2	-8.6	-4.5	-36.2

Other Services (Non US)

1 **Cumulative values since the beginning of the year** (January - June)

	(2019)		(2020)		(2021)		(2022)		(2023)
millions of €	645	-21.5%	506	+11.5%	559	+3.9%	581	+3.4%	601

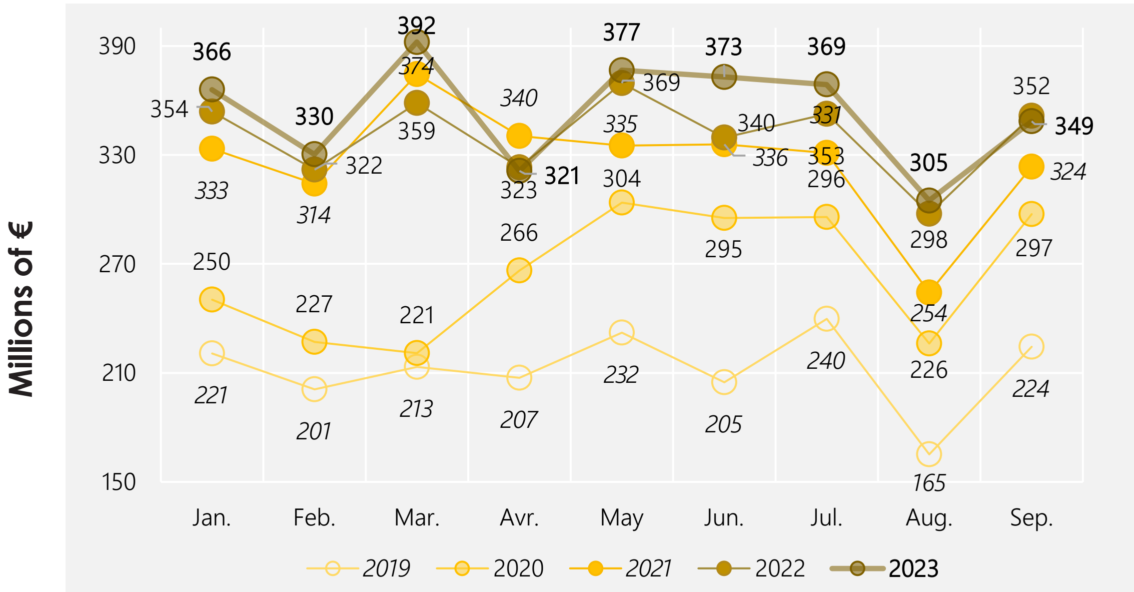
2019 → 2023: -6.9%

2 **Quarterly comparison (change in %)**

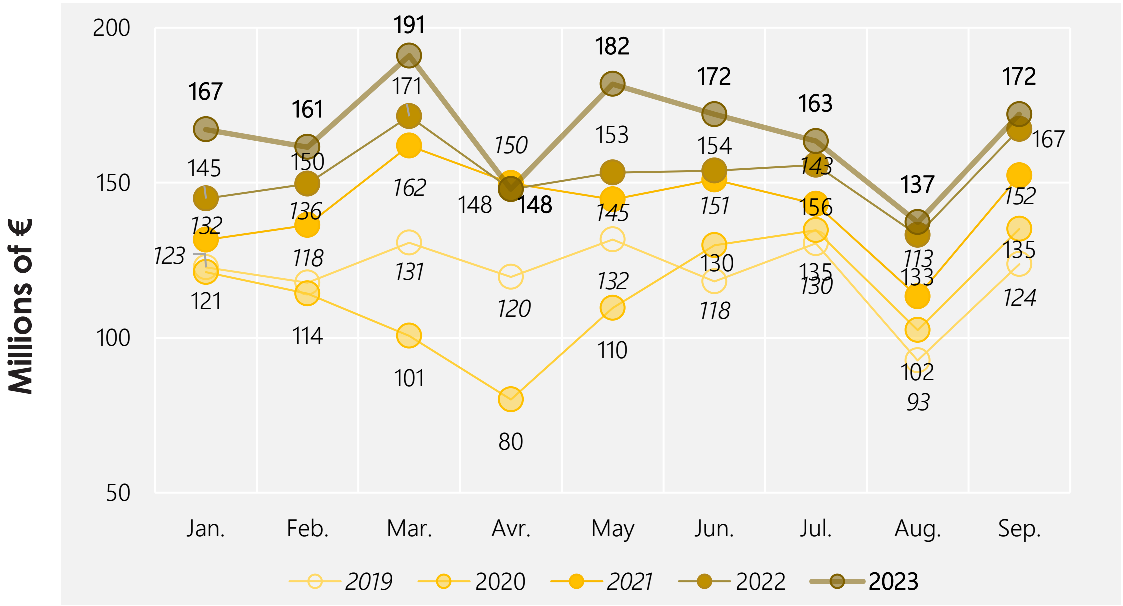
	YoY				Whole period
	2019/2020	2020/2021	2021/2022	2022/2023	2019/2023
Q 1 (Jan. - Mar.)	-16.4	-4.0	+6.8	+6.0	-9.1
Q 2 (Avr. - Jun.)	-34.6	+31.1	+3.8	+2.1	-9.0
Q 3 (Jul. - Set.)	-12.1	+8.4	+1.1	+2.0	-1.8

AGCOM

DOMESTIC



CROSSBORDER



DOMESTIC

1 **Cumulative values since the beginning of the year** (Jan. – Sep.)

millions of € 1,908 → +24.9% → (2020) 2,383 → +23.5% → (2021) 2,942 → +4.3% → (2022) 3,068 → +3.7% → (2023) 3,181

2019 → 2023: +66.7%

2 **Quarterly comparison (change in %)**

	YoY				Whole period
	2019/2020	2020/2021	2021/2022	2022/2023	2019/2023
Q 1 (Jan. - Mar.)	+10.0	+46.4	+1.2	+5.2	+71.5
Q 2 (Avr. - Jun.)	+34.3	+16.9	+2.1	+3.7	+66.2
Q 3 (Jul. - Set.)	+30.2	+10.9	+10.2	+2.1	+62.4

CROSSBORDER

1 **Cumulative values since the beginning of the year** (Jan. – Sep.)

millions of € (2019) 1,087 → -5.5% → (2020) 1,027 → +25.0% → (2021) 1,284 → +7.2% → (2022) 1,377 → +8.5% → (2023) 1,494

2019 → 2023: +37.4%

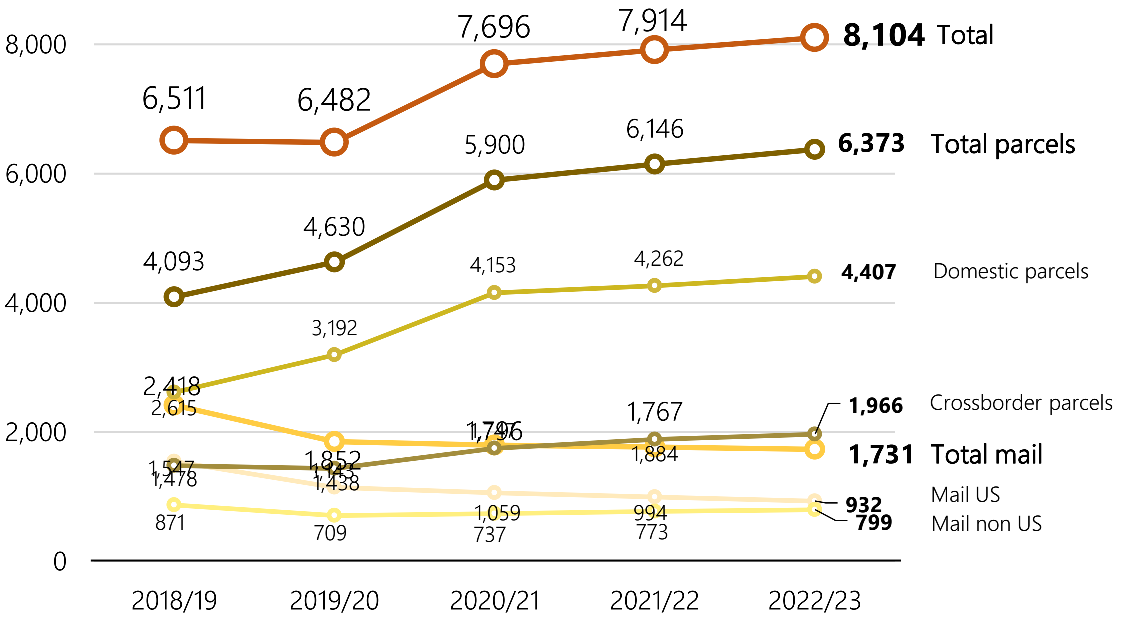
2 **Quarterly comparison (change in %)**

	YoY				Whole period
	2019/2020	2020/2021	2021/2022	2022/2023	2019/2023
Q 1 (Jan. - Mar.)	-9.5	+28.0	+8.4	+11.5	+40.1
Q 2 (Avr. - Jun.)	-13.5	+39.4	+2.2	+10.3	+35.9
Q 3 (Jul. - Set.)	+7.3	+9.8	+11.6	+3.6	+36.3

3.4: POSTAL SERVICES: REVENUES HISTORICAL TRENDS

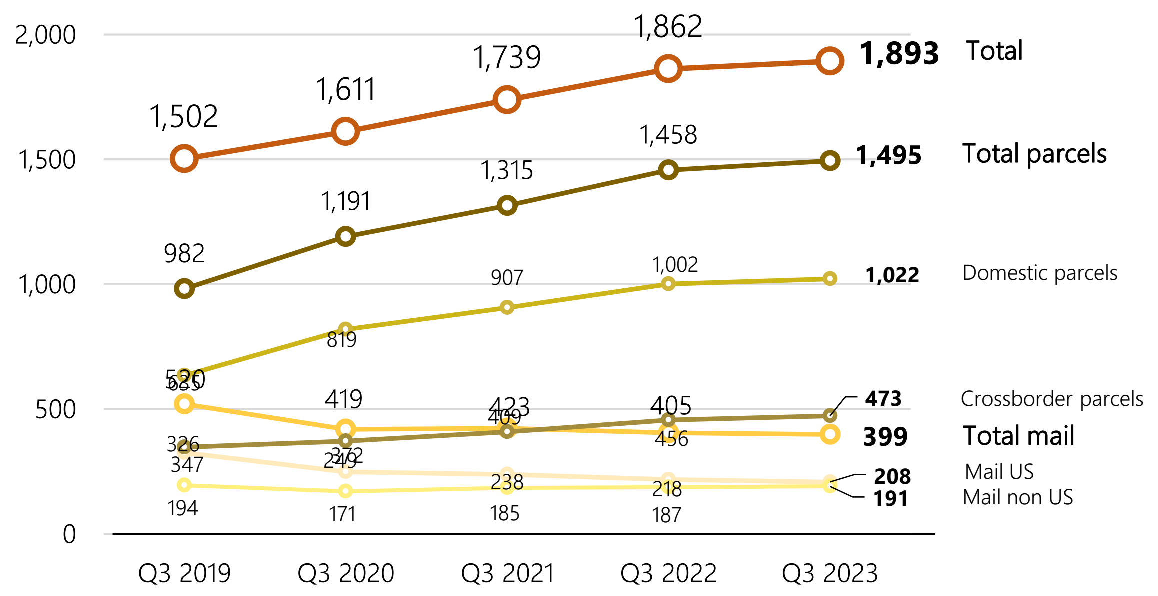
ON A YEARLY BASIS (12 months cumulative sum)

MILLIONS OF €



ON A QUARTERLY BASIS

MILLIONS OF €



Change in %

	(2018/19 – 2022/23)		(2021/22 – 2022/23)	
Total:	**+24.5**	↑	**+2.4**	↑
Mail services:	**-28.4**	↓	**-2.0**	↓
- Universal Service:	-39.8	↓	-6.3	↓
- No Universal Service:	-8.2	↓	+3.4	↑
Parcel delivery services:	**+55.7**	↑	**+3.7**	↑
- Domestic:	+68.5	↑	+3.4	↑
- Crossborder:	+33.0	↑	+4.3	↑

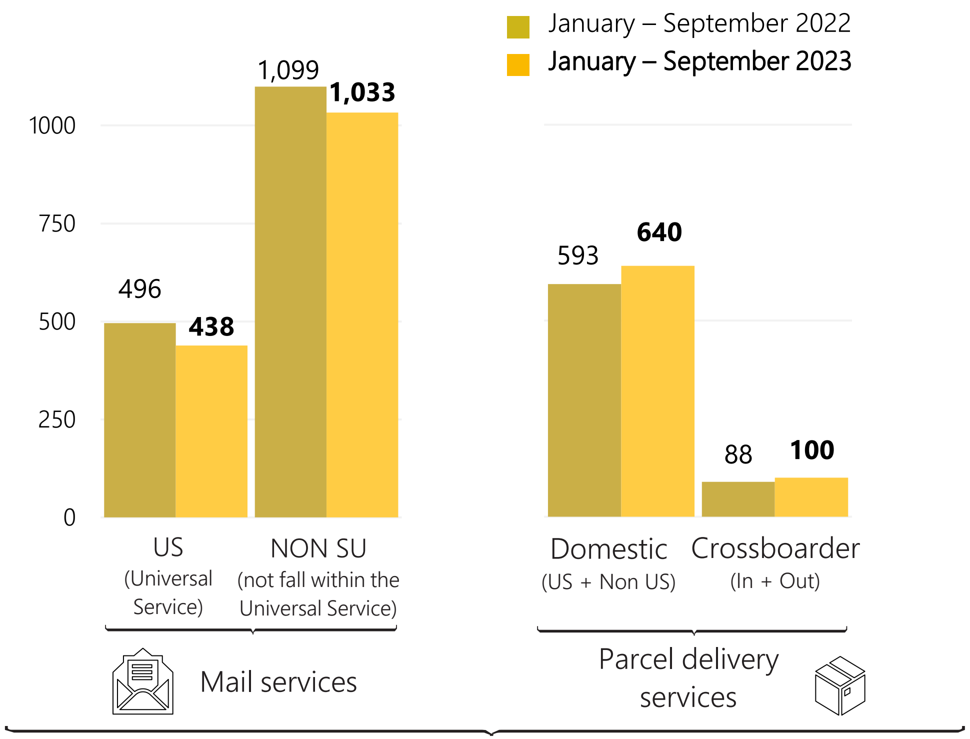
Change in %

	(Q3 2019 – Q3 2023)		(Q3 2022 – Q3 2023)	
Total:	**+26.1**	↑	**+1.7**	↑
Mail services:	**-23.4**	↓	**-1.5**	↓
- Universal Service:	-36.2	↓	-4.5	↓
- No Universal Service:	-1.8	↓	+2.0	↑
Parcel delivery services:	**+52.3**	↑	**+2.5**	↑
- Domestic:	+61.0	↑	+2.1	↑
- Crossborder:	+36.3	↑	+3.6	↑

3.5: POSTAL SERVICES: VOLUMES

VOLUMES SINCE THE BEGINNING OF THE YEAR

MILLIONS OF UNITS



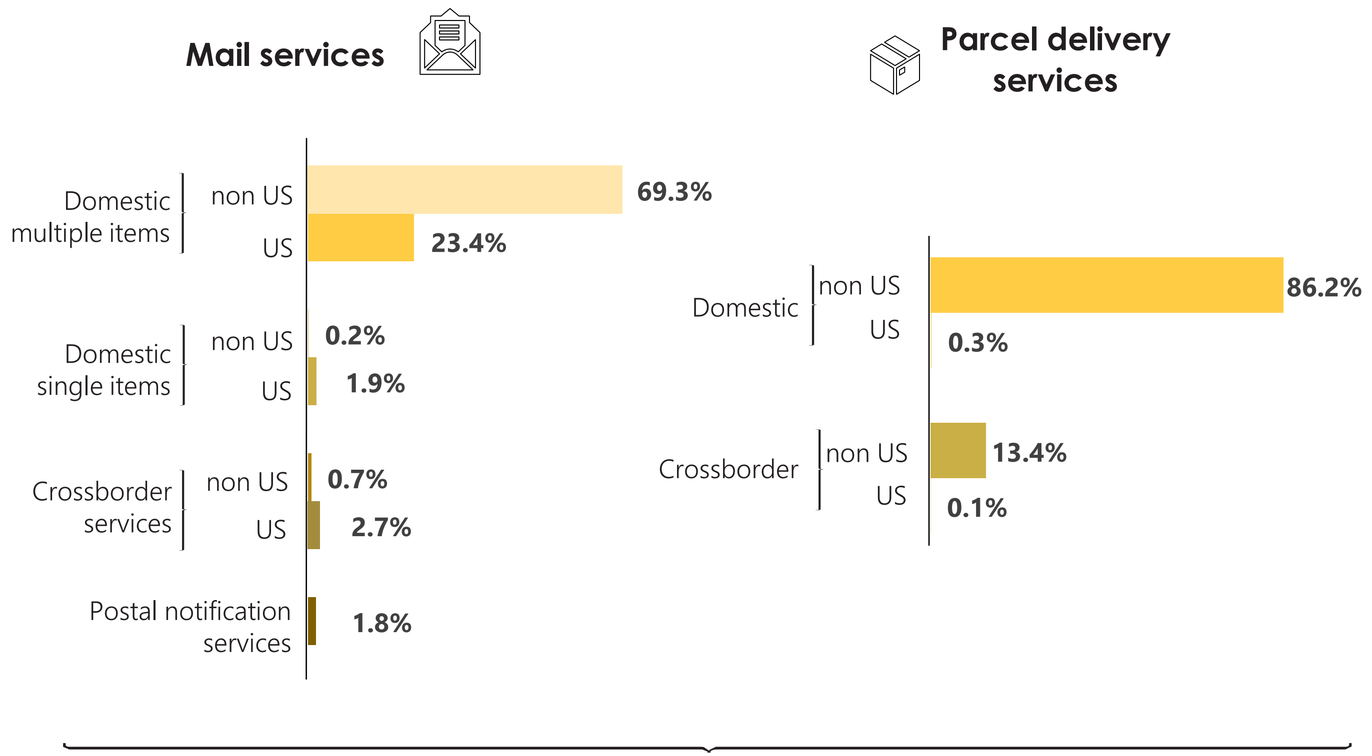
-7.7

+8.5

Annual change in %
(Jan. - Sep. 2022) – (Jan. – Sep. 2023)

VOLUMES BY SOURCE TYPE (%)

(January – September 2023)



Annual change in %
(Jan. - Sep. 2022) – (Jan. - Sep. 2023)

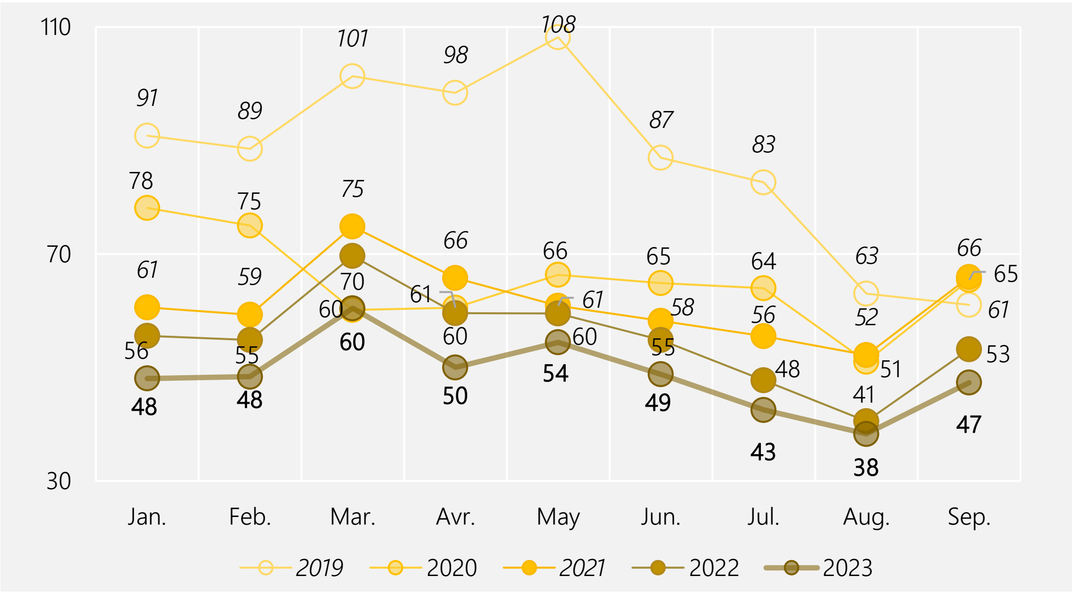
-7.6	-11.9	-7.5	-7.6	+7.9	+12.8
Domestic multiple items	Domestic single items	Crossborder services	Postal notification services	Domestic	Crossborder

3.6: SERVIZI POSTALI: POSTAL SERVICES: MONTHLY MAIL SERVICES VOLUMES (US/NO US)

AGCOM

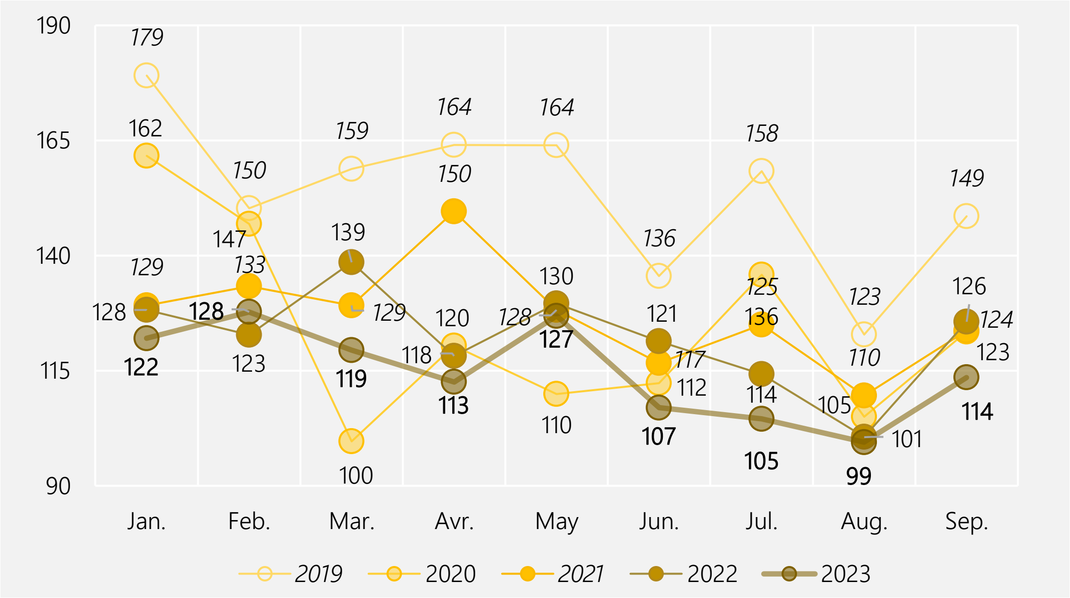
UNIVERSAL SERVICE

Millions of items



OTHER SERVICES (NON US)

Millions of items



Universal service

1 **Cumulative values since the beginning of the year** (Jan. – Sep.)

millions of items	(2019)		(2020)		(2021)		(2022)		(2023)
	781	**-25.0%**	585	**-5.5%**	553	**-10.4%**	496	**-11.5%**	438

2019 → 2023: **-43.9%**

2 **Quarterly comparison (change in %)**

	YoY				Whole period
	2019/2020	2020/2021	2021/2022	2022/2023	2019/2023
Q 1 (Jan. - Mar.)	-24.0	-8.7	-7.5	-12.9	-44.1
Q 2 (Avr. - Jun.)	-34.7	-3.6	-5.9	-11.9	-47.8
Q 3 (Jul. - Set.)	-12.7	-3.7	-18.5	-9.4	-38.0

Other services (non US)

1 **Cumulative values since the beginning of the year** (Jan. – Sep.)

millions of items	(2019)		(2020)		(2021)		(2022)		(2023)
	1,384	**-19.3%**	1,115	**+2.6%**	1,144	**-3.9%**	1,099	**-6.0%**	1,033

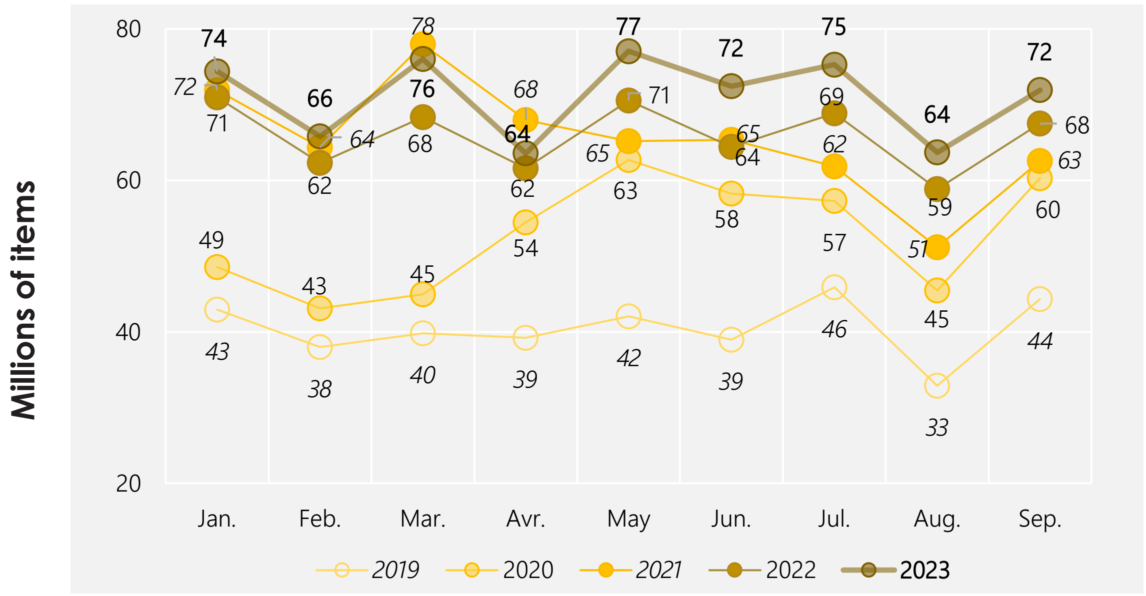
2019 → 2023: **-25.2%**

2 **Quarterly comparison (change in %)**

	YoY				Whole period
	2019/2020	2020/2021	2021/2022	2022/2023	2019/2023
Q 1 (Jan. - Mar.)	-16.4	-4.0	-0.6	-5.2	-24.4
Q 2 (Avr. - Jun.)	-26.1	+15.1	-6.4	-6.2	-25.3
Q 3 (Jul. - Set.)	-15.2	-1.7	-4.9	-6.8	-26.1

3.7: POSTAL SERVICES: MONTHLY PARCEL SERVICES VOLUMES (DOMESTIC/CROSSBORDER)

DOMESTIC



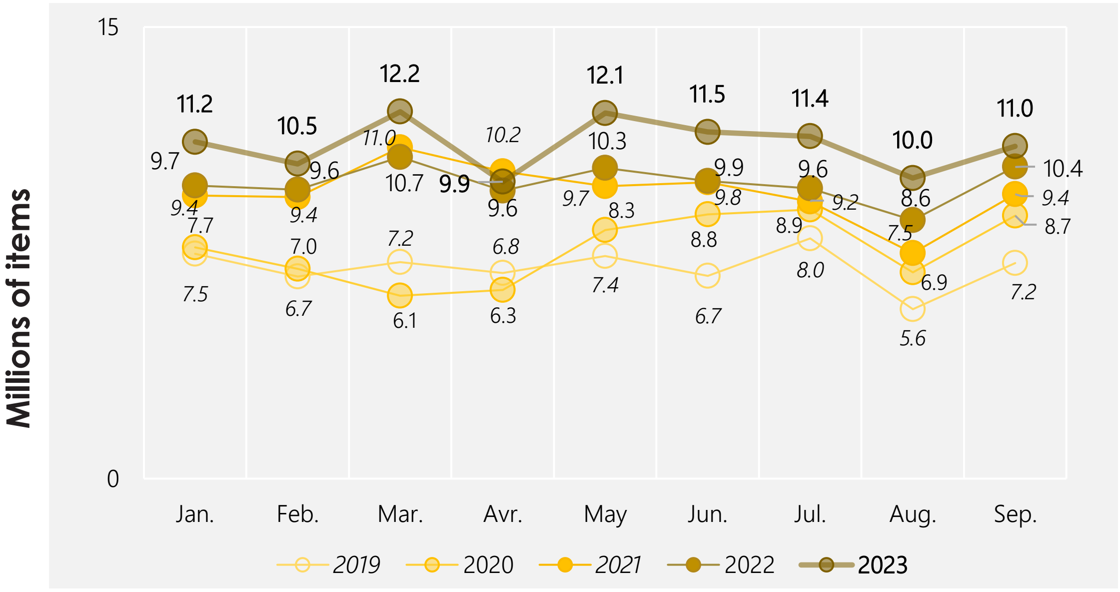
1 **Cumulative values since the beginning of the year** (Jan. – Sep.)

millions of items: (2019) 364 → +30.5% → (2020) 475 → +23.8% → (2021) 588 → +0.9% → (2022) 593 → +7.9% → (2023) 640; 2019 → 2023: +75.8%

2 **Quarterly comparison (change in %)**

	YoY				Whole period
	2019/2020	2020/2021	2021/2022	2022/2023	2019/2023
Q 1 (Jan. - Mar.)	+13.2	+56.8	-5.9	+7.2	+79.1
Q 2 (Avr. - Jun.)	+45.9	+13.2	-1.0	+8.4	+77.2
Q 3 (Jul. - Set.)	+32.4	+7.7	+11.2	+8.1	+71.3

CROSSBORDER



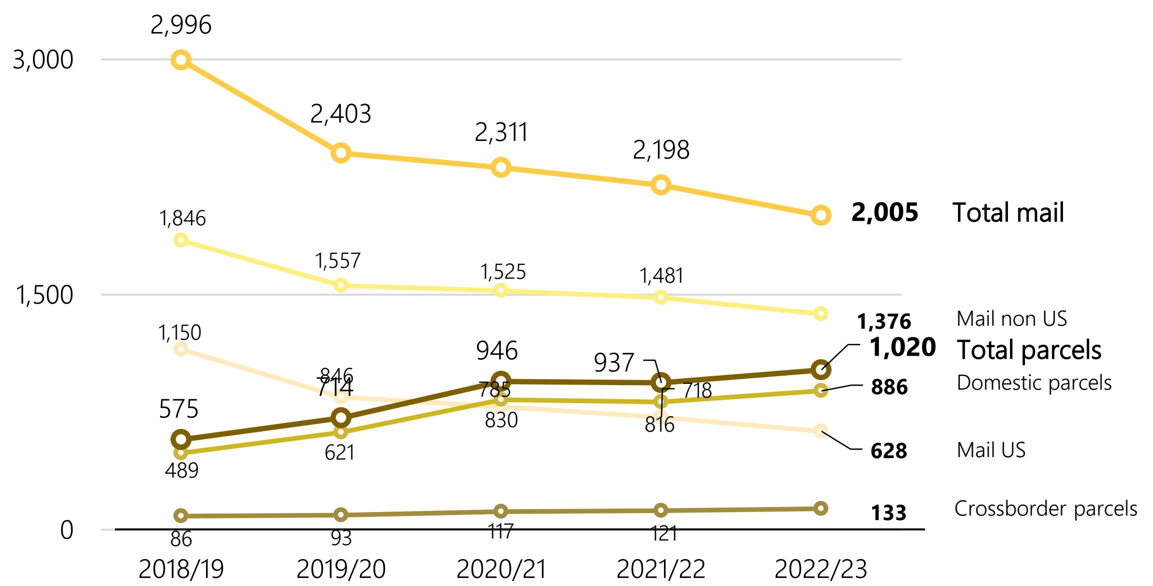
1 **Cumulative values since the beginning of the year** (Jan. – Sep.)

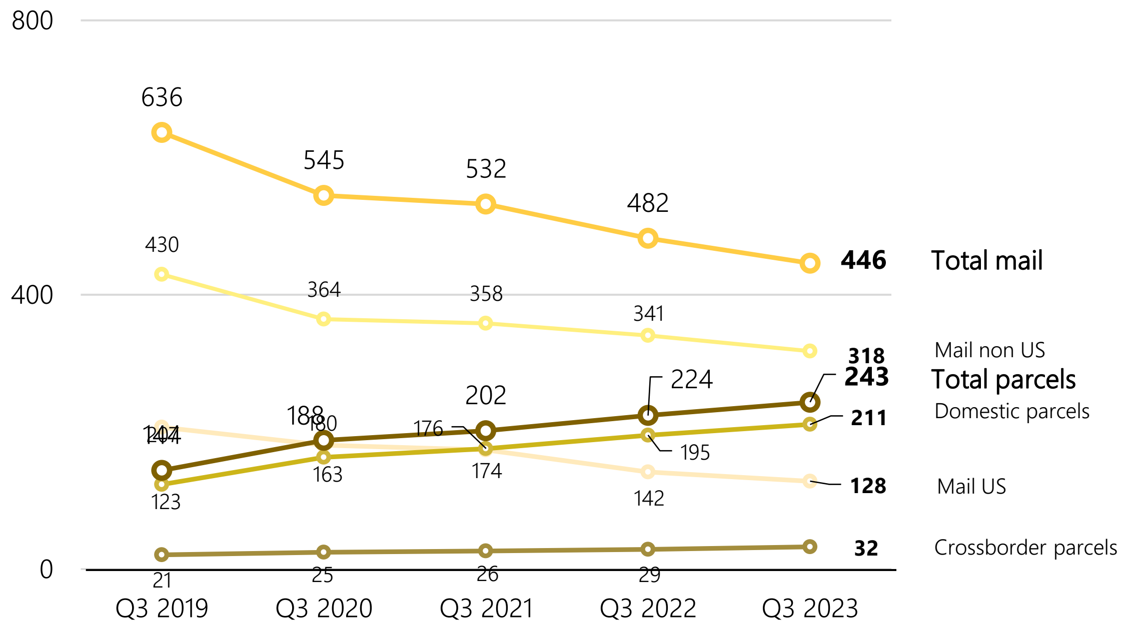
millions of items: (2019) 63.1 → +8.7% → (2020) 68.6 → +24.9% → (2021) 85.6 → +3.2% → (2022) 88.4 → +12.8% → (2023) 99.7; 2019 → 2023: +58.1%

2 **Quarterly comparison (change in %)**

	YoY				Whole period
	2019/2020	2020/2021	2021/2022	2022/2023	2019/2023
Q 1 (Jan. - Mar.)	-3.0	+43.5	+0.9	+12.7	+58.3
Q 2 (Avr. - Jun.)	+11.2	+27.7	=	+12.6	+59.9
Q 3 (Jul. - Set.)	+18.1	+6.6	+9.4	+13.3	+56.0

3.8: POSTAL SERVICES: VOLUMES HISTORICAL TRENDS

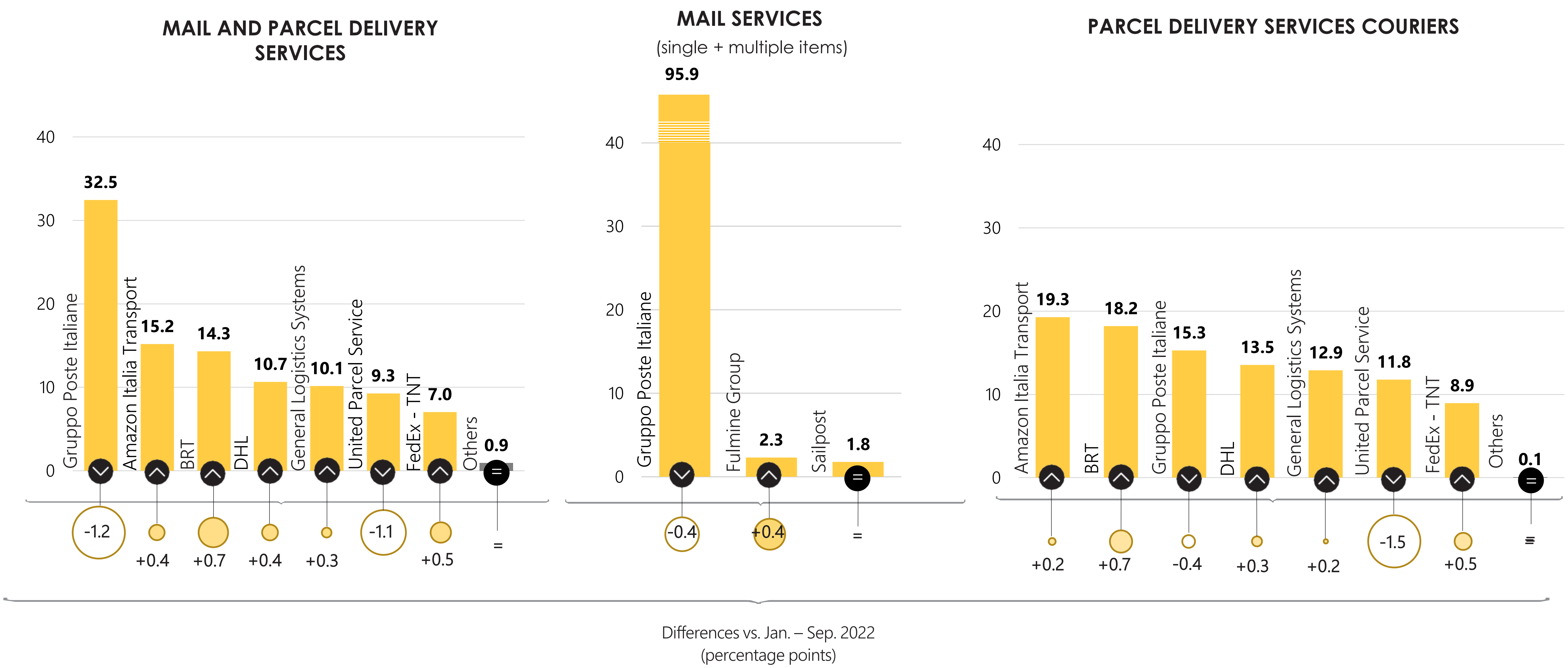




	Change in % (2018/19 – 2022/23)	Change in % (2021/22 – 2022/23)
Mail services:	**-33.1** ↓	**-8.8** ↓
- Universal Service:	-45.3 ↓	-12.4 ↓
- Non Universal Service:	-25.4 ↓	-7.0 ↓
Parcel delivery services:	**+77.3** ↑	**+8.8** ↑
- Domestic:	+81.3 ↑	+8.6 ↑
- Crossborder:	+54.4 ↑	+9.9 ↑

	Change in % (Q3 2019 – Q3 2023)	Change in % (Q3 2022 – Q3 2023)
Mail services:	**-30.0** ↓	**-7.5** ↓
- Universal Service:	-38.0 ↓	-9.4 ↓
- Non Universal Service:	-26.1 ↓	-6.8 ↓
Parcel delivery services:	**+69.1** ↑	**+8.7** ↑
- Domestic:	+71.3 ↑	+8.1 ↑
- Crossborder:	+56.0 ↑	+13.3 ↑

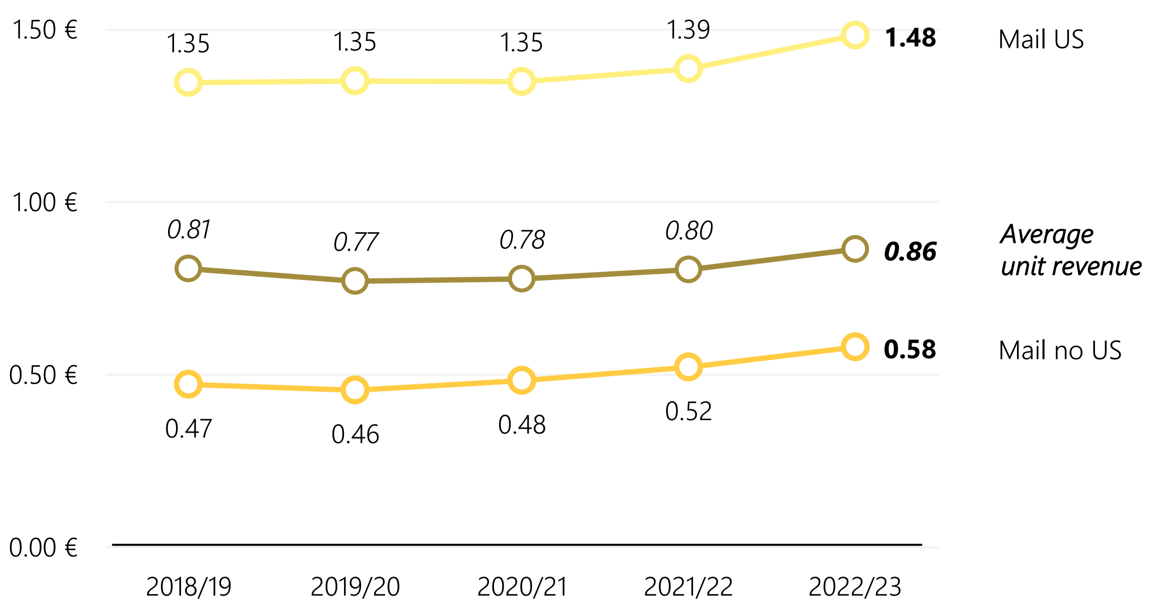
JANUARY - SEPTEMBER 2023 – IN % OF TOTALE REVENUES (Universal service + Non Universal service)



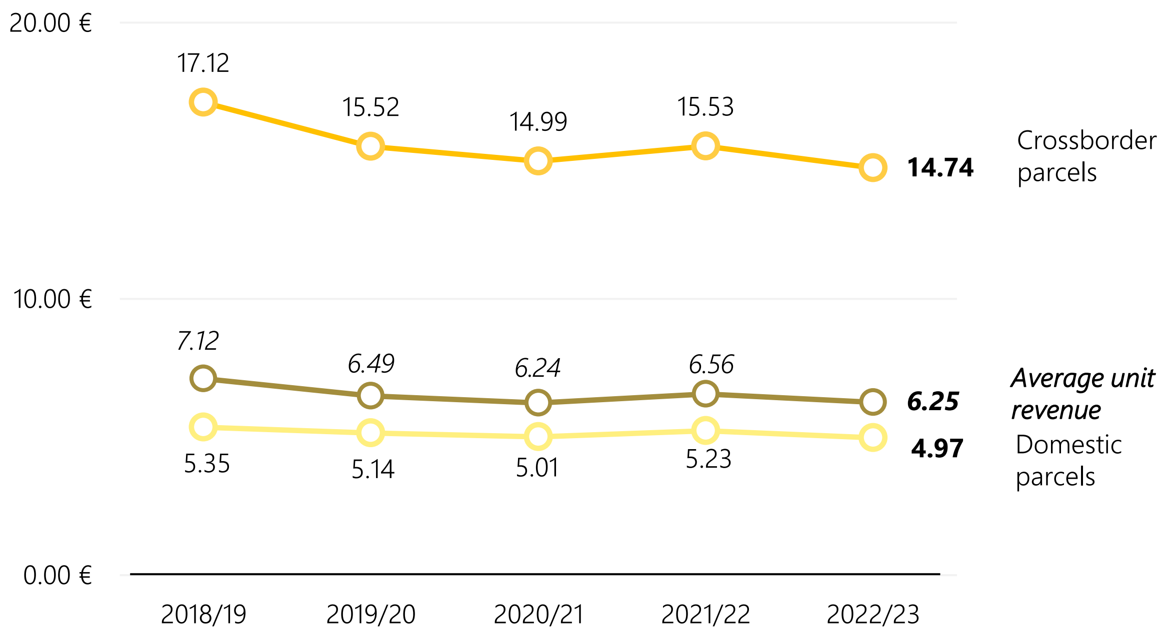
Nota: Poste Italiane Group data include those of Poste Italiane S.p.a and the companies belonging to the group. Nexive Group S.r.l. and SDA Express Courier S.p.A.

3.10: POSTAL SERVICES: PER-UNIT REVENUES HISTORICAL TRENDS IN € (average last 12 month)

MAIL SERVICES



PARCELS DELIVERY SERVICES



Mail services – Change in %

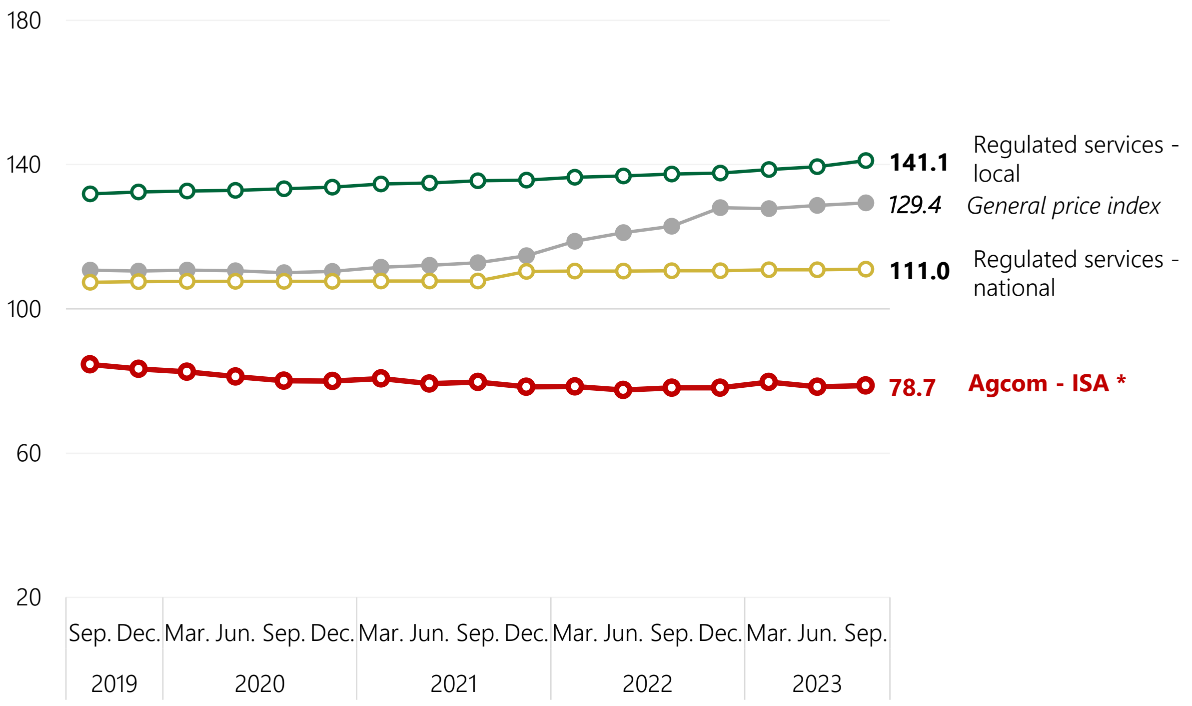
	(2018/19 – 2022/23)		(2021/22 – 2022/23)	
Average unit revenue:	**+7.0**	↑	**+7.4**	↑
- Mail US:	+10.2	↑	+7.1	↑
- Mail non US:	+23.1	↑	+11.2	↑

Parcels delivery services – Change in %

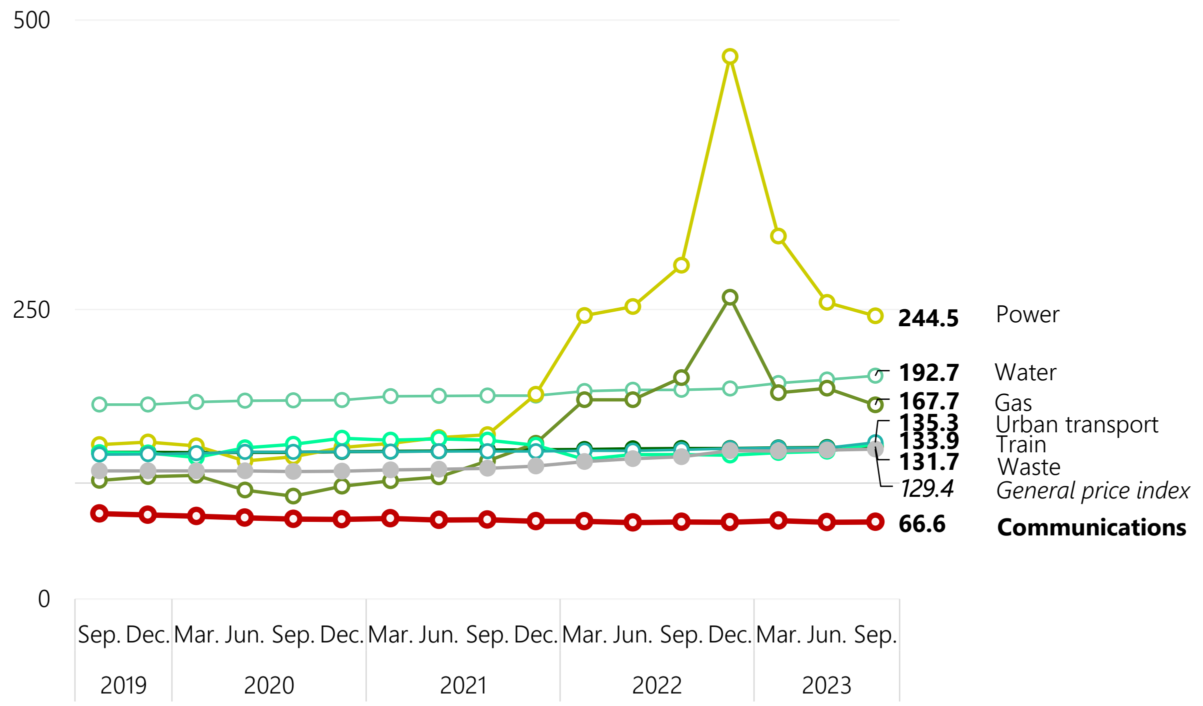
	(2018/19 – 2022/23)		(2021/22 – 2022/23)	
Average unit revenue:	**-12.2**	↓	**-4.7**	↓
Crossborder parcels:	-13.9	↓	-5.1	↓
- US:	*+11.3*	↑	*+0.2*	↑
- Non US:	*-13.9*	↓	*-5.1*	↓
Domestic parcels:	-7.1	↓	-4.8	↓
- US:	*+5.6*	↑	*+8.1*	↑
- Non US:	*-7.0*	↓	*-4.9*	↓

4.1 PRICE: HARMONISED CONSUMER PRICE INDEX AND OTHER UTILITIES PRICE INDICES (2010=100)

GENERAL PRICE INDEX



UTILITIES PRICE INDEX



Source: Agcom elaboration on data from Istat

	Change in % 4-Year	Change in % YoY
ISA (Agcom summary price index):	-7.0 ↓	+0.8 ↑
General price index:	+16.9 ↑	+5.3 ↑
Regulated services - local:	+7.0 ↑	+2.7 ↑
Regulated services - national:	+3.4 ↑	+0.4 ↑

	Change in % 4-Year	Change in % YoY
Water *(04.4.1)*:	+14.7 ↑	+6.6 ↑
Waste *(04.4.2)*:	+3.9 ↑	+1.3 ↑
Power *(04.5.1)*:	+83.4 ↑	-15.2 ↓
Gas *(04.5.2)*:	+63.8 ↑	-12.2 ↓

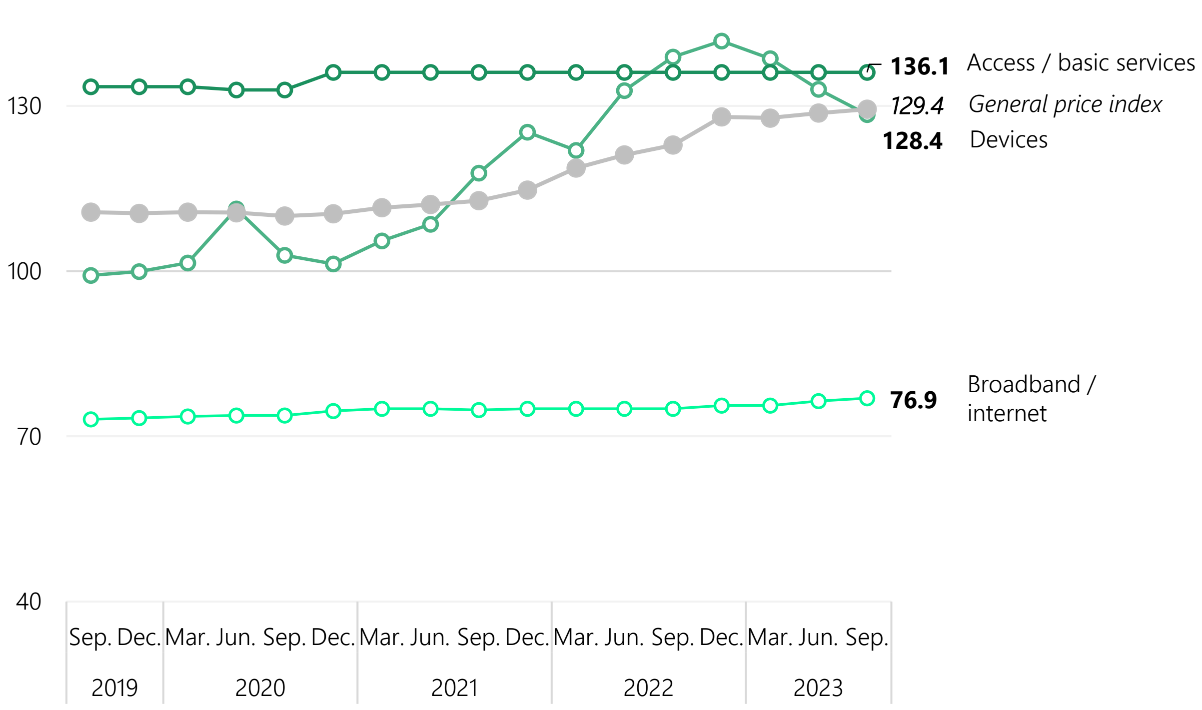
	Change in % 4-Year	Change in % YoY
Train *(07.3.1)*:	+5.9 ↑	+7.4 ↑
Urban transport *(07.3.2.1.1)*:	+8.4 ↑	+5.0 ↑
Communications *(08)*:	-9.8 ↓	+0.2 ↑

(*) Note: The ISA («Indice Sintetico Agcom») price index includes postal services. services and devices for fixed and mobile telephony. public TV license fee. pay TV. newspapers and magazines (for a total of 10 items).

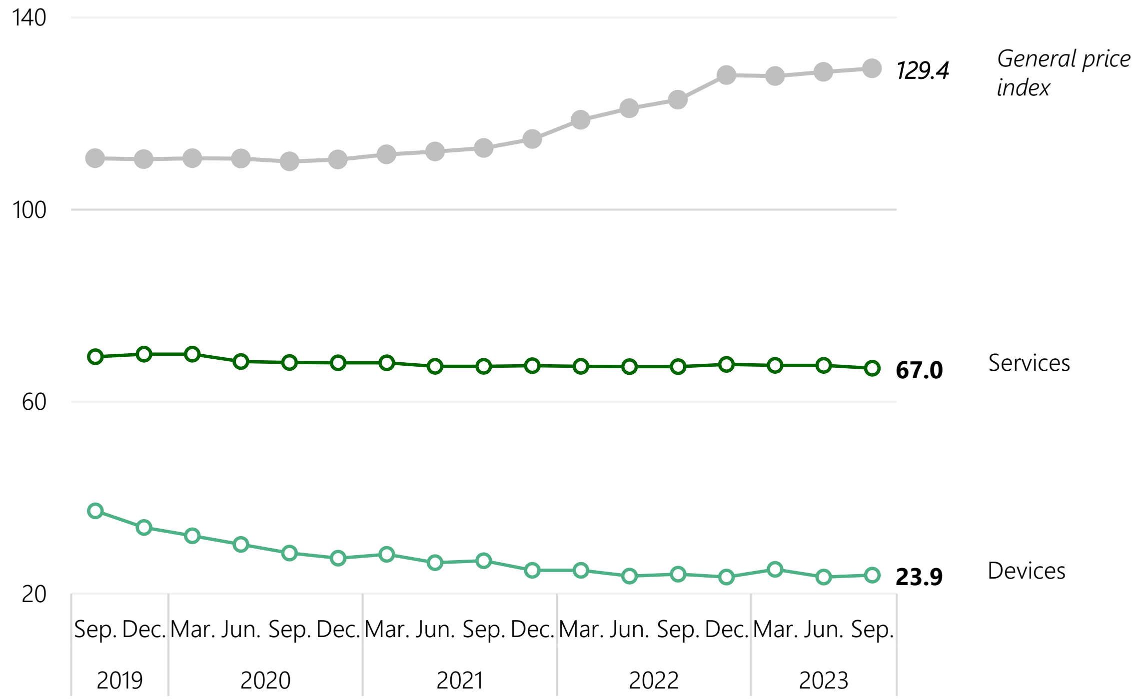
(COICOP - Classification of Individual Consumption by Purpose)

4.2 PRICE: MOBILE AND FIXED TELEPHONY PRICE INDICES (2010=100)

FIXED TELEPHONY PRICE INDICES



MOBILE TELEPHONY PRICE INDICES



Source: Agcom elaboration on data from Istat

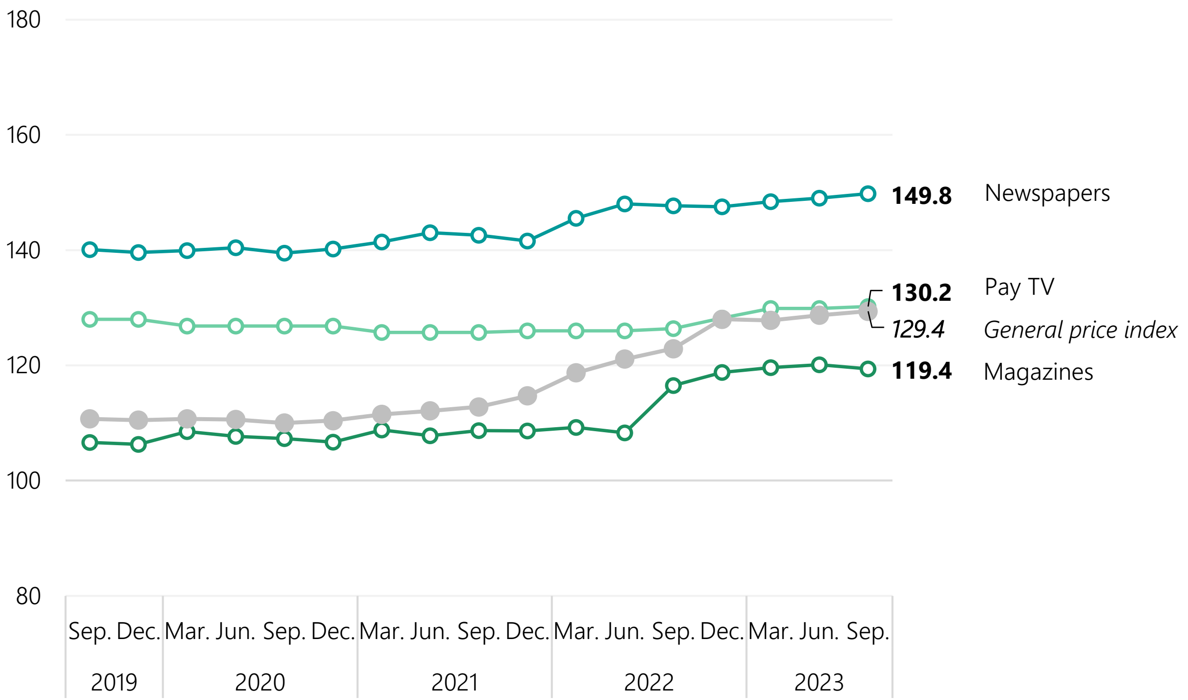
	Change in % 4-Year	Change in % YoY
Access / basic services *(08.3.0.1)*:	**+1.9**	=
Devices *(08.2.0.1)*:	**+29.4**	**-7.6**
Broadband / internet *(08.3.0.3.0.01)*:	**+5.2**	**+2.5**

	Change in % 4-Year	Change in % YoY
Servces *(08.3.0.2)*:	**-3.5**	**-0.4**
Devices *(08.2.0.2)*:	**-35.9**	**-0.8**

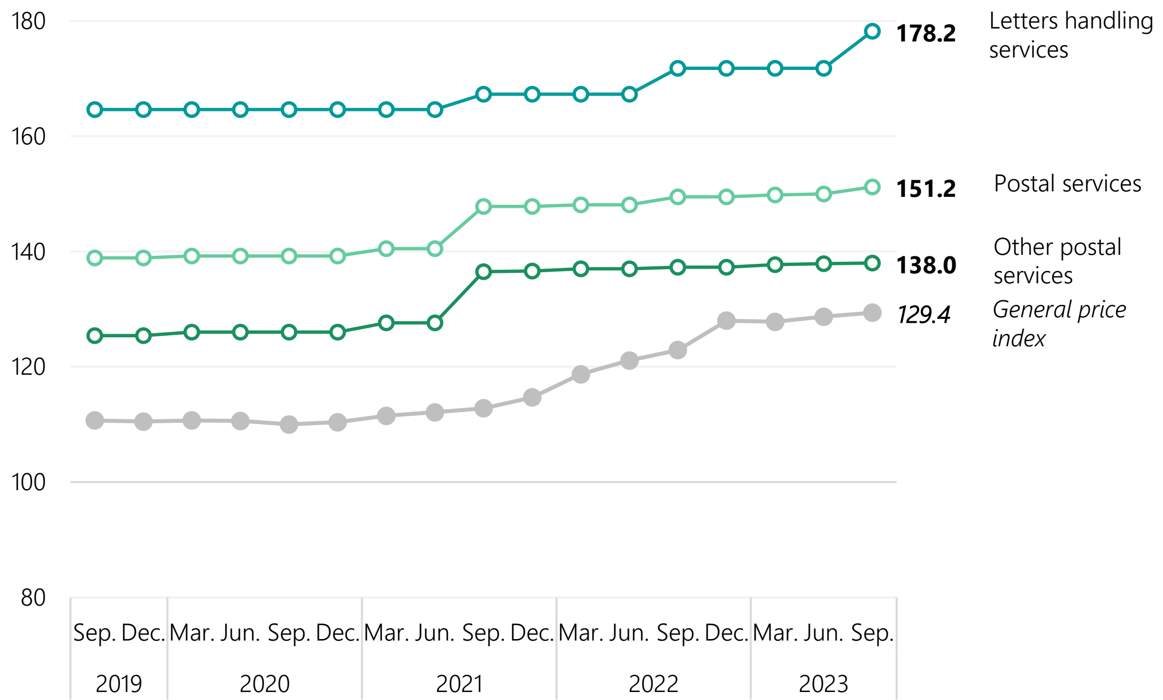
(COICOP - Classification of Individual Consumption by Purpose)

4.3 PRICE: DAILY NEWSPAPERS. MAGAZINES. TV AND POSTAL SERVICES PRICE INDICES (2010=100)

NEWSPAPERS. MAGAZINES. TV PRICE INDICES



POSTAL SERVICES PRICE INDEX



Source: Agcom elaboration on data from Istat

	Change in % 4-Year	Change in % YoY
Newspapers *(09.5.2.1.0)*:	**+6.9** ↑	**+1.4** ↑
Pay TV *(09.4.2.3.0.02)*:	**+1.7** ↑	**+3.0** ↑
Magazines *(09.5.2.2.0)*:	**+ 12.0** ↑	**+2.5** ↑

	Change in % 4-Year	Change in % YoY
Postal services *(08.1)*:	**+8.9** ↑	**+1.1** ↑
Letters handling services *(08.1.0.1.0.00)*:	**+8.3** ↑	**+3.7** ↑
Other postal services *(08.1.0.9.0.00)*:	**+10.0** ↑	**+0.5** ↑

(COICOP codes - Classification of Individual Consumption by Purpose)

4.4 PRICE: INTERNATIONAL BENCHMARK

Source: Agcom elaboration on data from Eurostat

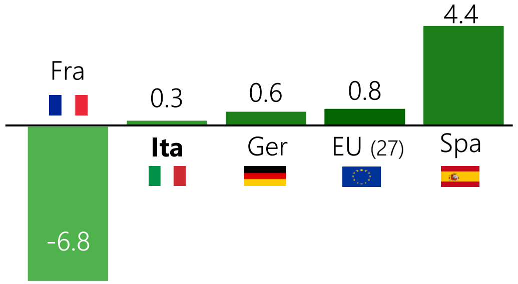
TLC – SERVICES AND EQUIPMENTS
(COICOP 08.2 - 08.3)

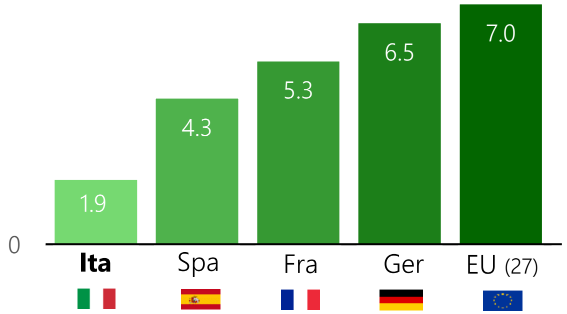
NEWSPAPERS AND MAGAZINES
(COICOP 09.5.2)

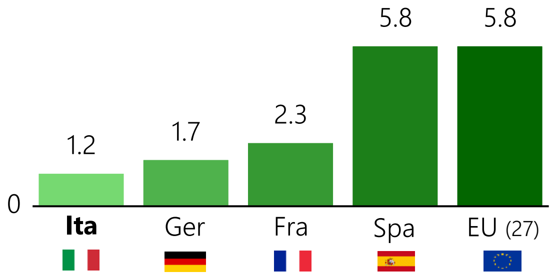
POSTAL SERVICES
(COICOP 08.1)

1-Year change %

Jun. 2022 - Jun. 2023

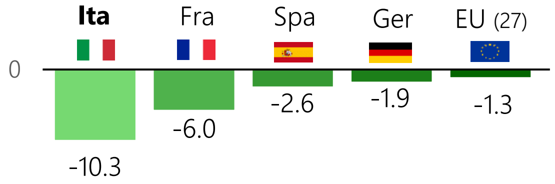


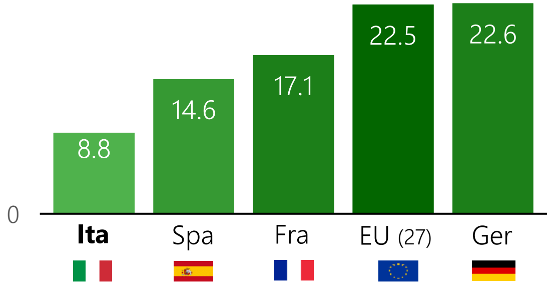


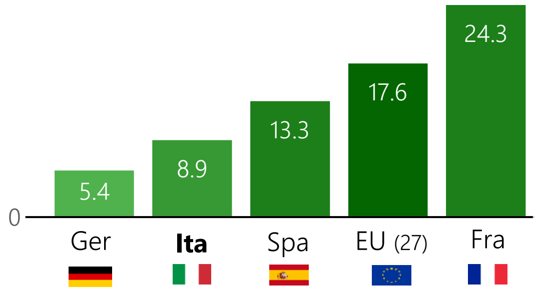


5-Year change %

Jun. 2019 - Jun. 2023

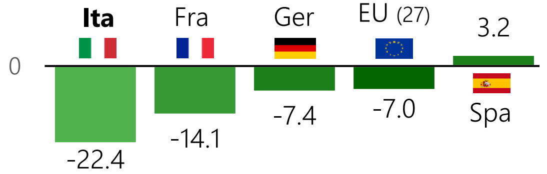


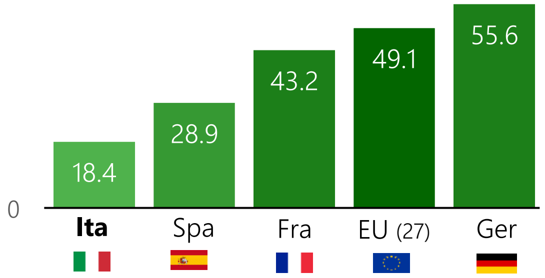


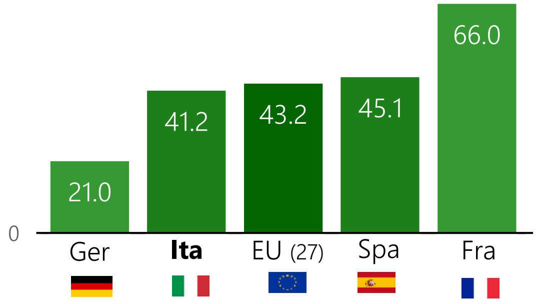


10-Year change %

Jun. 2013 - Jun. 2023







AUTORITÀ PER LE GARANZIE NELLE COMUNICAZIONI
AGCOM

COMMUNICATION MARKETS MONITORING SYSTEM

no. 4/2023

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