



PRESS RELEASE

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ENEL INTRODUCES PEDIUS, THE APP FACILITATING ITS COMMUNICATION WITH THE DEAF

- *Enel is the first company in the electricity and gas sector to launch an application that makes its telephone service accessible to the deaf*
- *The platform, which is being rolled out today and needs only an Internet connection, is aimed at both customers and Group employees with the aim of facilitating the integration of the deaf*

Rome, April 5th, 2018 – Enabling the deaf customers to communicate with the energy world and fostering the full integration of deaf employees in the workplace: with this dual objective, both internal and external, Enel is launching PEDIUS today, becoming the first company in the electricity and gas sector to introduce an application designed to make its telephone service accessible to the deaf.

The project was prompted by a need to respond to an important challenge, which is the full integration of the deaf and their effective communication with the environment in which they live and work. The solution, offered as part of Enel's support and caring effort, is PEDIUS, a free app downloadable on iOS and Android platforms, which enables users to make calls thanks to speech synthesis and voice recognition technologies.

The platform makes the Enel Energia and Servizio Elettrico Nazionale telephone services fully accessible to the deaf, whether they are current customers or just looking for information on rates or contracts.

PEDIUS also caters to deaf Group employees, allowing them to call, access Enel's call centre and participate in Skype conferences.

From a technical point of view, the call takes place via VoIP through the PEDIUS infrastructure, which manages all telephone traffic, recognising users thanks to a specific prefix. During the call, users can speak or write messages that will be read by an artificial voice to the intended recipient. PEDIUS transcribes everything in real time. The only requirement to use the service is an Internet connection.

For more information, call the Enel Energia toll-free number (800 900 860) from Monday to Sunday from 7:00 am to 10:00 pm (including days before holidays); the Servizio Elettrico Nazionale toll-free number (800 900 800) is also available from Monday to Sunday from 7:00 am to 10:00 pm (including days before holiday). Customer services are not available on national holidays.