

Electronic form as per art.3, paragraph1, lett. a) of Annex A to the resolution n. 131/06/CSP of July 12, 2006

OPERATOR: **Tata Communications (Italy) Srl**

Year:	<b>2021</b>	Period of data collection:	1° SEM.	
			2° SEM.	
			entire YEAR	<b>X</b>

Per.	Name of indicator	Services to which it applies	Measure	Measure unit	Value detected	
S/A	1 - Time to activate the service	1) first activation orders relevant to a broadband internet access service addressed to the same operator which provides the direct service for a telephone line already active	broadband internet access services	Percentile 95° of the time of supply	calendar days	
				Percentile 99° of the time of supply	calendar days	
				Percentage of the valid orders completed within the maximum term provided by the contract	%	
				Average	calendar days	
				Number of contracts for this type of order	-	
		2) first activation orders addressed to a broadband internet access service provider other than the operator providing the direct access service for a line already active	broadband internet access services	Percentile 95° of the time of supply	calendar days	<b>159</b>
				Percentile 99° of the time of supply	calendar days	<b>263.5</b>
				Percentage of valid orders completed within the maximum term provided by the contract	%	<b>67.5</b>
				Average	calendar days	<b>90.5</b>
				Number of contracts for this type of order	-	<b>14</b>
		3) orders to change the operator providing internet access service for a line where the broadband internet access service is already active	broadband internet access services	Percentile 95° of the time of supply	calendar days	
				Percentile 99° of the time of supply	calendar days	
				Percentage of the valid orders completed within the maximum term provided by the contract	%	
				Average	calendar days	
				Number of contracts for this type of order	-	
		4) orders with a concurrent order to activate a new telephone line or with a		Percentile 95° of the time of supply	calendar days	
				Percentile 99° of the time of supply	calendar days	

		non concurrent order to change the direct access operator for a telephone line already active, considering the time from the activation of the telephone line and the activation of the internet access service	broadband internet access services	Percentage of valid orders completed within the maximum term provided by the contract	%	
				Average	calendar days	
				Number of contracts for this type of order	-	
		5) Wireless broadband access services	broadband internet access services	Percentile 95° of the time of supply	calendar days	
				Percentile 99° of the time of supply	calendar days	
				Percentage of valid orders completed within the maximum term provided by the contract	%	
				Average	calendar days	
				Number of contracts for this type of order	-	
S/A	2 - Malfunction rate	a) (service provided with own equipment or Unbundling)	broadband internet access services	Malfunction rate	%	
		b) (service provided using wholesale services)	broadband internet access services	Malfunction rate	%	6.41
		a) services provided in Unbundling or by way of own equipment	broadband internet access services	Percentile 80° of the time to fix malfunctions	Hours including not working hours	
				Percentile 95° of the time to fix malfunctions	Hours including not working hours	
				Percentage of repairs of malfunctions completed within the maximum term provided by the contract	%	

S/A	3 - Time to fix malfunctions			Average time to repair	Hours including not working hours	
		b) (services provided using wholesale services)	broadband internet access services	Percentile 80° of the time to fix malfunctions	Hours including not working hours	1.325
				Percentile 95° of the time to fix malfunctions	Hours including not working hours	3.57
				Percentage of repairs of malfunctions completed within the maximum period provided by the contract	%	100
				Average time to repair	Hours including not working hours	1.19
S/A	4 - Time to reply to the calls to operator's customer care services	1) minimum navigation time to access to the choice "human operator"	broadband internet access services	Weighted average	seconds	
		2) time of reply by human operator after the selection by the customer of the option that allows to speak with human operator	broadband and narrow band internet access services	Average time of reply to incoming calls	seconds	
				Percentage of incoming calls where the time of reply is less than 20 seconds	%	
		3) total time of reply by human operator	broadband and narrow band internet access services	Average time of reply to incoming calls	seconds	
				Percentage of incoming calls where the time of reply is less than 20 seconds	%	
		A	5 - Disputed charges	Percentage of invoices that the client contested	narrow band internet access services	Ratio between the number of complaints received during the period considered and the number of invoices issued in the same period
broadband internet access services	Ratio between the number of complaints received during the period considered and the number of invoices issued in the same period				%	0
S/A	6 – Unavailability of dial-up access service (1)	Possibility that no modem be available to accept dial-up calls	narrow band internet access services	Name of the type of contract		
				Ratio between the time when no modem is available to accept dial-up calls and the period considered	%	
		Types of contract		Description of the types of contract		
				Percentile 95° of transmission speed	kbit/s	

S/A	7 – Data transmission speed (2)	a) downloading	narrow band and broadband internet access services	Percentile 5° of transmission speed	kbit/s	
				Average transmission speed	kbit/s	
				Standard deviation of transmission speed	kbit/s	
		b) uploading		Percentile 95° of transmission speed	kbit/s	
				Percentile 5° of transmission speed	kbit/s	
				Average transmission speed	kbit/s	
				Standard deviation of transmission speed	kbit/s	
S/A	8 – Data transmission failure rate		narrow band and broadband internet access services	Ratio between data transmissions failed and the total number of attempts of transmissions during the test period	%	
S/A	9 - Delay of data transmission towards a single direction	Half of the time to control a valid IP address through an ICMP Echo Request/Reply (PING) packet	narrow band and broadband internet access services	Average delay	msec	
				Delay standard deviation	msec	

#### **LEGENDA**

Per. = Detection's frequency

S/A = Semestral / Yearl

A = Yearly

(1) Add same group for each name of type of contract

(2) Same group can be added based on the types of contract

For further details please see the resolution n. 131/06/CSP and technical regulation ETSI EG 202 057-4 v1.1.1 (2005-10)