

Electronic form as per art. 3, paragraph 1, lett. b) of Resol

OPERATOR: TATA COMMUNICATIONS (

Year of reference: 2021

Per.	Name of the indicator		applicable service
S/A	Time to recharge the credit (Annex 1 Resolution n.154/12/CONS)		prepaid services
S/A	Time of reply of directories consultation services (Annex 2 to resolution n.154/12/CONS)		directories consultation services
A	Complaints regarding charges (Annex 3 Resolution n.154/12/CONS)	<u>Definition 1</u> ): percentage of invoices contested by the client with respect to the number of invoices issued in the same period	postpaid services
		<u>Definition 2</u> ): ratio between the number of claims relevant to charges received and the average number of active SIM/USIM in the period of detection	prepaid services
A	Billing accuracy resolution n.154/12/CONS	(Annex 4	postpaid services
S/A	Time of activation of the service (Annex 5 resolution n.154/12/CONS)		prepaid services
			postpaid services
		<u>Definition 1</u> ):	voice services

S/A	Accessibility to voice service (Annex 6 resolution n.154/12/CONS)	Definition 2):	voice services
		Definition 3):	voice services
S/A	Probability to maintain the voice connection (Annex 7 resolution n.154/12/CONS)	Definition 1):	voice services
		Definition 2):	voice services
		Definition 3):	voice services
S/A	Probability of transfer of SMS to SMS center Resolution n.154/12/CONS)	(Annex 8	SMS services
S/A	Delivery time of SMS at the first attempt Resolution n.154/12/CONS)	(Annex 9	SMS services
S/A	Accessibility of package commutation data service on GSM networks (Annex 10 resolution n.154/12/CONS as amended)		Commutation package data services on GSM networks

**LEGEND**

Per. = Periodicity of detection

S/A = Biannual and yearly

A = Yearly

ution n. 154/12/CONS

Italy) Srl	1° SEM.	
Period of data detection:	2° SEM.	
	entire YEAR	X

Measure	Measure unit	Value detected
percentile 95% of the time of recharge	minutes	
average time of reply to incoming calls	sec	
percentage of incoming calls where the time of reply is less than 20 seconds	%	
ratio between the number of claims (in writing or other modality that can be tracked and is acknowledged by the operator and indicated in the chart of services) received in the period of detection considered and the number of invoices issued in the same period	%	
ratio between the number of claims (in writing or other modality that can be tracked and is acknowledged by the operator and indicated in the chart of services) relevant to charges in the period of detection considered and the average number of active SIM/USIM in the same period	%	0.63%
ratio between the number of invoices (regardless of the period of issuing) object of claims deemed grounded that cause a reimbursement of the amounts to the client by way of another invoice with rectification or a credit note issued in the period considered and the number of invoices issued in the same period	%	
percentile 95% of the time of supply	minutes	
percentage of valid orders completed within the maximum term provided by the contract	%	
percentile 95% of the time of supply	minutes	
percentage of valid orders completed within the maximum term provided by the contract	%	
percentage of requests to establish a voice connection, originated or terminated on GSM network with successful outcome with respect to the total number of requests.	%	

percentage of requests to establish a channel for voice traffic originated or terminated on UMTS network with successful outcome with respect to the total number of requests.	%	
percentage, detected on all the GSM and UMTS cells, of requests to establish a connection for voice traffic with successful outcome with respect to the total number of requests (GSM-UMTS combined indicator).	%	
percentage of voice connections successfully established on GSM network detected on own network and terminated after the establishment of the call upon explicit request of one of the two users part of the conversation with respect to the total number of the calls successfully established on the network.	%	
percentage of the voice connection successfully established on UMTS network and terminated upon explicit request by one of the two users part of the conversation with respect to the total number of calls successfully established on the network.	%	
percentage, detected on all the GSM and UMTS cells, of the voice connections established with positive outcome and terminated upon explicit request by one of the two users part of the conversation, with respect to the total number of calls successfully established.	%	
percentage of SMS took over by SMS-C with respect to all the messages arrived to SMS-C.	%	99, 8%
Arithmetical average of daily times of delivery of the SMS at the first attempt in the period considered	sec	3,27 sec.
Percentage of requests to establish a package data connection, originated or terminated on the operator's network that are successfully carried out.	%	98, 56%

