Electronic form as per art. 3, paragraph 1, lett. b) of Resolution n. 154/12/CONS

 OPERATOR:
 TATA COMMUNICATIONS (Italy) SrI

 1° SEM.

 Year of reference:
 2020
 Period of data detection:
 2° SEM.
 X

 entire YEAR

 entire YEAR

S/A Time of reply of directories consultation services (Annex 2 to resolution n.154/12/CONS) Definition 1): percentage of invoices consultation services Complaints regarding charges (Annex 3 Resolution n.154/12/CONS) Definition 2): ratio between the number of claims relevant to charges received and the average number of active SIM/USIM in the Services average: directories consultation percentage of invoices contested by the client with respet to the number of invoices issued in the same period postpaid services services it racked operator invoices contested by the client with respet to the number of tracked operator invoices services it racked operator invoices contested by the client with respet to the number of election invoices services it racked operator invoices contested by the client with respet to the number of cleation between the number of claims relevant to charges received and the average number of active SIM/USIM in the	Measure ile 95% of the time of recharge in time of reply to incoming calls where the reply is less than 20 seconds tween the number of claims (in or other modality that can be of and is acknowledged by the or and indicated in the chart of the considered and the number of considered and the number of a issued in the samer period ween menumer or other modality that can be and is acknowledged by the or and indicated in the chart of the period of the considered and the number of detection considered and the number of active SIM/USIM in the tween the number of invoices these of invoices the service of the period of issuing)	Measure unit minutes sec % %	Value detected 0.63%
S/A Time of reply of directories consultation services (Annex 2 to resolution n.154/12/CONS) Definition 1): percentage of invoices consultation services (Annex 3 Resolution n.154/12/CONS) Complaints regarding charges (Annex 3 Resolution n.154/12/CONS) Definition 2): ratio between the number of claims relevant to charges received and the average number of active SIM/USIM in the Services directories consultation percentage of invoices consultation services ratio between the same postpaid services postpaid services tracked operator services writing of tracked operator services postpaid services tracked operator services postpaid services tracked operator services virting of tracked operator services services ratio between the number of claims relevant to charges received and the average number of active SIM/USIM in the	time of reply to incoming calls up of incoming calls where the reply is less than 20 seconds tween the number of claims (in or other modality that can be d and is acknowledged by the or and indicated in the chart of the considered and the number of exists in the same period of a considered and the number of exists in the same period of the considered and the number of exists in the same period of the considered and the same period of the considered and the camb of the considered in the same period of the considered in the same period or and indicated in the chart of easy relevant to charges in the fidetection considered and the number of active SIM/USIM in the tween the number of invoices	% %	0.63%
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n.154/12/CONS) Definition 2): ratio between the number of claims relevant to charges received and the average number of active SIM/USIM in the services services	or other modality that can be and is ackonowledged by the or and indicated in the chart of ses) relevant to charges in the f detection considered and the number of active SIM/USIM in the tween the number of invoices	%	0.63%
A Billing accuracy (Annex 4 postpaid object of cause a re the client rectification period course are the	f claims deemed grounded that reimbursment of the amounts to t by way of another invoice with on or a credit note issued in the considered and the number of es issued in the same period	%	
prepaid	ntile 95% of the time of supply	minutes	
services percenta	age of valid orders completed maximum term provided by the contract	%	
	tile 95% of the time of supply	minutes	
	age of valid orders completed maximum term provided by the contract	%	
<u>Definition 1</u>): voice services termin successfi	age of requests to establish a e connection, originated or nated on GSM network with ful outcome with respect to the otal number of requests.	%	
Accessibility to voice service S/A (Annex 6 resolution n.154/12/CONS) Definition 2 Voice services termina successful	age of requests to establish a el for voice traffic originated or nated on UMTS network with ful outcome with respect to the otal number of requests.	%	
Definition 3): voice services voice services total num	ge, detected on all the GSM and cells, of requests to establish a nection for voice traffic with ful outcome with respect to the mber of requests (GSM-UMTS combined indicator).	%	
Definition 1): voice services voice services percer succes network of terminater call upon two users respect to	entage of voice connections essfully established on GSM detected on own network and ad after the establishment of the nexplicit request of one of the rs part of the conversation with to the total number of the calls ally established on the network.	%	
Probability to maintain the voice S/A connection (Annex 7 resolution n.154/12/CONS) Probability to maintain the voice network voice services network request by the convex forms.	ntage of the voice connection ssfully established on UMTS k and terminated upon explicit by one of the two users part of ersation with respect to the total of calls successfully established on the network.	%	

	Definition 3):	voice services	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.	%	
S/A	Probability of transfer of SMS to SMS center (Anne Resolution n.154/12/CONS)	SMS services	percentage of SMS took over by SMS-C with respect to all the messages arrived to SMS-C.	%	99, 9%
S/A	Delivery time of SMS at the first attempt (Anne Resolution n.154/12/CONS)	SMS services	Arithmetical average of daily times of delivery of the SMS at the first attempt in the period considered	sec	3,31 sec.
S/A	Accessibility of package commutation data services on GSM networks (Annex 10 resolution n.154/12/CONS as amended)	Commutation package data services on GSM networks	Percentage of requests to establish a package data connection, originated or terminated on the operator's network that are successfully carried out.	%	98, 91%

LEGEND

Per. = Periodicity of detection S/A = Biannual and yearly
A = Yearly