

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

OPERATOR: **TATA COMMUNICATIONS (Italy) Srl**

Year of reference:	2020	Period of data detection:	1° SEM.	
			2° SEM.	X
			entire YEAR	

Per.	Name of the indicator	applicable service	Measure	Measure unit	Value detected
S/A	Time to recharge the credit (Annex 1 Resolution n.154/12/CONS)	prepaid services	percentile 95% of the time of recharge	minutes	
S/A	Time of reply of directories consultation services (Annex 2 to resolution n.154/12/CONS)	directories consultation services	average time of reply to incoming calls	sec	
			percentage of incoming calls where the time of reply is less than 20 seconds	%	
A	Complaints regarding charges (Annex 3 Resolution n.154/12/CONS)	postpaid services	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	%	
		prepaid services	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 received and the average number of active SIM/USIM in the period of detection	%	0.63%
A	Billing accuracy resolution n.154/12/CONS (Annex 4)	postpaid services	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	%	
S/A	Time of activation of the service (Annex 5 resolution n.154/12/CONS)	prepaid services	percentile 95% of the time of supply	minutes	
			percentage of valid orders completed within the maximum term provided by the contract	%	
		postpaid services	percentile 95% of the time of supply	minutes	
			percentage of valid orders completed within the maximum term provided by the contract	%	
S/A	Accessibility to voice service (Annex 6 resolution n.154/12/CONS)	voice services	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.	%	
		voice services	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.	%	
		voice services	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).	%	
S/A	Probability to maintain the voice connection (Annex 7 resolution n.154/12/CONS)	voice services	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.	%	
		voice services	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.	%	

		<u>Definition 3):</u>	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 Resolution n.154/12/CONS)	(Annex 8)	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 Resolution n.154/12/CONS)	(Annex 9)	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