

OPERATOR:	TATA Communications (Italy) Srl
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PERIOD OF DATA DETECTION:	January 1, 2021 - December 31, 2021
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INDICATOR'S NAME / SERVICE TO WHICH IT APPLIES		MEASURES					
1 - Delivery time of initial connection	Mandatory	a) (direct service with own equipment)	T1 = Time where in 95% of the cases the time of	T2 = Time where in 99% of the cases the time of	T3 = Time of connection provided by the contract	Percentage of cases where the connection is	F A
		b) (direct service with other operators' equipment)	T1 = Time where in 95% of the cases the time of supply is $t \leq T1$ ***** <i>[measure in calendar days]</i>	T2 = Time where in 99% of the cases the time of supply is $t \leq T2$ ***** <i>[measure in calendar days]</i>	T3 = Time of connection provided by the contract [specific standard] ***** <i>[measure in calendar days]</i>	Percentage of cases where the connection is made within the maximum term provided by the contract ***** <i>[%]</i>	F Mc M A
	NOTES						
2 - Malfunction rate per line of access	Mandatory	a) (direct service with own equipment)	Malfunction rate ***** <i>[%]</i>				
		b) (direct service with other operators' equipment)	Malfunction rate ***** <i>[%]</i>				
		c) (indirect service in CPS modality)	Malfunction rate ***** <i>[%]</i>				Ti ref r notic

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INDICATOR'S NAME / SERVICE TO WHICH IT APPLIES		MEASURES					
3 - Time to fix malfunctions	Mandatory	a) (direct service with own equipment)	T1 = Time where in 80% of the cases the time to fix is $t \leq T1$ ***** [measure in hours]	T2 = Time where in 95% of the cases the time to fix is $t \leq T2$ ***** [measure in hours]	T3 = Time to fix provided by the contract (specific standard) ***** [measure in hours]	Percentage of the cases where the time to fix is $t \leq T3$ ***** [%]	F Mc
		b) (direct service with other operators' equipment)	T1 = Time where in 80% of the cases the time to fix is $t \leq T1$ ***** [measure in hours]	T2 = Time where in 95% of the cases the time to fix is $t \leq T2$ ***** [measure in hours]	T3 = Time to fix provided by contract (specific standard) ***** [measure in hours]	Percentage of cases where the time to fix is $t \leq T3$ ***** [%]	F Mc
		c) (indirect service in CPS modality))	T1 = Time where in 80% of the cases the time to fix is $t \leq T1$ ***** [measure in hours]	T2 = Time where in 95% of the cases the time to fix is $t \leq T2$ ***** [measure in hours]	T3 = Time to fix provided by contract (specific standard) ***** [measure in hours]	Percentage of cases where the time to fix is $t \leq T3$ ***** [%]	F Mc
	NOTES						
alls	a) (direct service with own structures)	P1 = Percentage of unsuccessful calls to national numbers ***** [%]				Mea	

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4 - Percentage of unsuccessful calls	OPTIONAL	b) (direct service with other operators structures)	P1 = Percentage of unsuccessful calls to national numbers ***** [%]			Mea
		c) (indirect service)	P1 = Percentage of unsuccessful calls to national numbers ***** [%]			Mea
	NOTES					

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INDICATOR'S NAME / SERVICE TO WHICH IT APPLIES		MEASURES					
5 - Time to establish the call	OPTIONAL	a) (direct service with own structures)	T1 = Average time for the establishment of national calls ***** [measure in seconds]	T2 = Time where for in 95% of the cases the time of establishment is $t \leq T2$ ***** [measure in seconds]			Mea
		b) (direct service with other operators structures)	T1 = Average time toof establishment of national calls ***** [measure in seconds]	T2 = Time where in 95% of the cases the time of establishment is $t \leq T2$ ***** [measure in seconds]			Mea
		c) (indirect service)	T1 = Average time toof establishment of national calls ***** [measure in seconds]	T2 = Time where in 95% of the cases the time of establishment is $t \leq T2$ ***** [measure in seconds]			Mea
	NOTES						
6 - Times of reply of services with operator	Mandatory	(direct and indrect servicesi)	Average time of reply ***** [measure in seconds]	Percentage of calls where the time of reply is less than 20 seconds ***** [%]			Mea
		NOTES					

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INDICATOR'S NAME / SERVICE TO WHICH IT APPLIES		MEASURES				
7 - Times of reply of customer care services with operator	Mandatory	(direct and indirect services)	Average time of reply ***** <i>[measure in seconds]</i>	percentage of calls where the time of reply is less than 20 seconds ***** [%]		Mea
		NOTE				

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INDICATOR'S NAME / SERVICE TO WHICH IT APPLIES		MEASURES				
8 - Times of reply of directories consultation services	Mandatory	(directories consultation services)	Average time of reply ***** [measure in seconds]	Percentage of calls where the time of reply is less than 20 seconds ***** [%]		Mea
		NOTES				
9 - Percentage of paid public phones (coins and cards) in service	Mandatory	(public telephony)	Percentage of public telephones duly working ***** [%]			Mea
		NOTES				
10 - Percentage of invoices	AL for the year 2005)	(direct services and indirect services) operators providing invoicing for calls to premium services offered by third parties other than the operator which issues the invoice, with numbers allocated to other operators	percentage of invoices contested by the client ***** [%]			S inv for i serv pos plea per kir co t issu
			0%			

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INDICATOR'S NAME / SERVICE TO WHICH IT APPLIES		MEASURES					
10 - Contested	Mandatory - (OPTION)	(direct services and indirect services) operators that do not issue invoices for calls to premium services offered by third parties other than the operator which issue the invoice, with numbers allocated to other operators	Percentage of invoices contested by the client ***** [%]				& invc for i serv pos plea per kir co t issu
		NOTES					
11 - Billing accuracy	Mandatory	(direct and indirect services)	Percentage of contested invoices that resulted to be not correct ***** [%]				
		NOTES					



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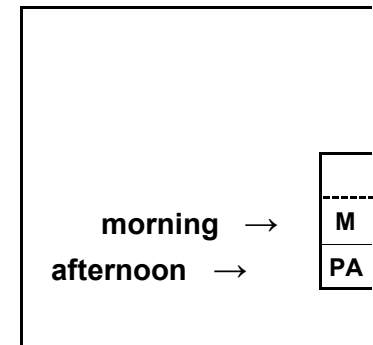
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INDICATOR'S NAME / SERVICE TO WHICH IT APPLIES		MEASURES				
12 - Time of supply of Carrier Pre-Selection	Mandatory	(indirect service in CPS)	T1 = Time where in 95% of the cases the time of supply is $t \leq T1$ ***** <i>[measure in calendar days]</i>	T2 = Time where in 99% of the cases the time of supply is $t \leq T2$ ***** <i>[measure in calendar days]</i>		
			201	264		
		NOTES				

**Legenda**

- The cells to be filled in are those in yellow (with the measures and relevant mandatory information) and those in blue (with notes, if any)

- The hours requested should be indicated in a format where hour and minute are separated by a point **[hh.mm]** as per this example:  
In case of full time, the final hour of the morning coincides with the first hour of the afternoon.



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INDICATOR'S NAME / SERVICE TO WHICH IT APPLIES	MEASURES
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**NOTE.** This form is temporary. Possible proposal of improvement can be sent to the email address.


MANDATORY INDICATIONS											
Hours to take orders from		Hours to take orders on Saturday				Hours to take orders on Sunday				Accuracy in the	
		<b>A</b>				<b>A</b>					
Hours to take orders from Monday to Friday		Hours to take orders on Saturday				Hours to take orders on Sunday				Accuracy in the appointments (optional)	
<i>inizio</i> <i>fine</i>		<i>inizio</i> <i>fine</i>		<i>inizio</i> <i>fine</i>		<i>inizio</i> <i>fine</i>					
		<b>M</b>		<b>M</b>							
		<b>A</b>		<b>A</b>							
The numerator refers only to the number of malfunctions cases in CPS											
*****											

The diagram illustrates a form structure. It features three horizontal yellow bars at the top. Below these is a section with a double-line border containing the text "MANDATORY INDICATIONS". This section is divided into three columns by vertical lines. The first column on the left is filled with yellow, while the other two are white. A dashed horizontal line runs across the bottom of this section. Below the dashed line is a wide horizontal cyan bar.


MANDATORY INDICATIONS											
Hours to take orders from Monday to Friday		Hours to take orders on Saturday		Hours to take orders on Sunday		Accuracy in the appointments (optional)					
<i>from to</i>		<i>from to</i>		<i>from to</i>							
		<b>M</b>		<b>M</b>							
		<b>A</b>		<b>A</b>							
Hours to take orders from Monday to Friday		Hours to take orders on Saturday		Hours to take orders on Sunday		Accuracy in the appointments (optional)					
<i>inizio fine</i>		<i>inizio fine</i>		<i>inizio fine</i>							
		<b>M</b>		<b>M</b>							
		<b>A</b>		<b>A</b>							
Hours to take orders from Monday to Friday		Hours to take orders on Saturday		Hours to take orders on Sunday		Accuracy in the appointments (optional)					
<i>inizio fine</i>		<i>inizio fine</i>		<i>inizio fine</i>							
		<b>M</b>		<b>M</b>							
		<b>A</b>		<b>A</b>							
Measure method a / b / c / d		Number of samples (only for methods b, c, d)		In caso of use of measure method d, please indicate the combination used							


<b>MANDATORY INDICATIONS</b>			
sure method a / b / c / d	Number of samples <i>(only for methods b, c, d)</i>	In case of use of measure method , please indicate the combination used	
sure method a / b / c / d	Number of samples <i>(only for methods b, c, d)</i>	In case of use of measure method d, please indicate the combination used	


<b>MANDATORY INDICATIONS</b>			
sure method a / b / c / d	Number of samples <i>(only for methods b, c, d)</i>	In case of use of measure method d, please indicate the combination used	
sure method a / b / c / d	Number of samples <i>(only for methods b, c, d)</i>	In case of use of measure method d, please indicate the combination used	
sure method a / b / c / d	Number of samples <i>(only for methods b, c, d)</i>	In case of use of measurea d, please indicate the combination used	
sure method a / b	Number of samples <i>(only for method b)</i>		

Three horizontal yellow bars, likely representing redacted information or a header section.

MANDATORY INDICATIONS			
sure method a / b	Number of samples (only for method b)		
[Yellow shaded area with dashed lines]			
[Light blue shaded area]			




<b>MANDATORY INDICATIONS</b>			
sure method a / b	Number of samples <i>(only for method b)</i>	Prices applied or website address where the prices are posted	
sure method a / b	Number of samples <i>(only for method b)</i>		
should single invoices be issued fixed telephony invoices and mobile t-paid services, use indicate the centage of this nd of invoices mpared to the otal invoices ed *****  [%]			

Yellow rectangular boxes for data entry.

**MANDATORY INDICATIONS**

Should single invoices be issued for fixed telephony services and mobile telephony services, indicate the percentage of this kind of invoices compared to the total invoices issued

\*\*\*\*

[%]


MANDATORY INDICATIONS			

from to	
↓	↓
<i>start</i>	<i>end</i>
9:30	13:00
14:00	17:30

[Redacted area consisting of three horizontal yellow bars]

**MANDATORY INDICATIONS**