

***Report on quality indicators of internet  
access services from fixed location  
provided by Tata Communications (Italy)  
Srl***

***YEAR 2021***

This document reports the quality indicators of internet access services from fixed location provided by Tata Communications (Italy) Srl, according to the provisions of art. 10 of AGCOM's Resolution 179/03/CSP and AGCOM's Resolution 131/06/CSP as amended.

For each indicator are reported:

- the definition of the indicator;
- the measurements made;
- the notes explaining how the measurements have been made;
- the targets for the year 2021 set in relation to each measure;
- the results relevant to the year 2021, as applicable;
- the periods object of the reports.

## Time to activate broadband internet access service

Indicator	Measures	Targets 2021	Results 1 <sup>st</sup> semester 2021	Results 2 <sup>nd</sup> semester 2021	Results year 2021
<b>Activation time for broadband internet access services</b>	<b>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</b>				
	- Percentile 95% of the time of supply	295 days	148 days	170 days	159 days
	- Percentile 99% of the time of supply	310 days	323 days	204 days	263,5 days
	- Percentage of valid orders completed within the maximum term provided by the contract	80%	55%	80%	67,5%
	- Average	136 days	53 days	128 days	90,5 days

<b>Other information:</b>	<b>1<sup>st</sup> semester 2021</b>	<b>2<sup>nd</sup> semester 2021</b>	<b>Year 2021</b>
Number of contracts for this type of order: 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	9	5	14

### Definition

The time, measured in calendar days, elapsed between the day when the valid order is received by the operator and the day when the service is actually available for use by the applicant for the service.

### Notes

Internet broadband access services are considered regardless of the technology used.  
The report is census-based: all valid orders received during the relevant period are considered.

### Reporting periods

1<sup>st</sup> semester = from 1 January to 30 June;  
2<sup>nd</sup> semester = from 1 July to 31 December;  
Annual= from 1 January to 31 December.

### Malfunction rate of broadband internet access services

Indicator	Measure	Target 2021	Results 1 <sup>st</sup> semester 2021	Results 2 <sup>nd</sup> semester 2021	Results year 2021
<b>Malfunction rate of broadband internet access services (service provided by using wholesale services)</b>	Ratio between the number of actual malfunctions reports and the average number of broadband access lines	18%	6,41%	6,41%	6,41%

#### Definition

Ratio between the number of reports made by users relating to actual malfunctions during the period and the average number of broadband access lines detected on a monthly basis during the same period.

#### Notes

Broadband access services are object of the report regardless of the technology used.

The report is census-based: all reports, relating to actual malfunctions, received during the survey period are considered.

#### Report periods

1<sup>st</sup> semester = from 1 January to 30 June.

2<sup>nd</sup> semester = from 1 July to 31 December.

Annual = from 1 January to 31 December.

### Time to fix malfunctions related to broadband internet access services

Indicator	Measures	Targets 2021	Results 1° semester 2021	Results 2° semester 2021	Results year 2021
Time to fix malfunctions related to broadband internet access services (services provided by using wholesale services)	– Percentile 80% of the time to fix malfunctions	12 hours	2,23 hours	0,42	1,325 hours
	– Percentile 95% of the time to fix malfunctions	27 hours	2,23 hours	4,91	3,57 hours
	– Percentage of repairs of malfunctions completed within the maximum term provided by the contract	85%	100%	100%	100%
	– Average time to repair malfunctions	28 hours	0,9 hours	1,48 hours	1,19 hours

#### Definition

The time, measured in hours (including non working hours), elapsing between the customer's notification of an actual malfunction and the repair of the malfunction.

#### Notes

Broadband access services are object of report regardless of the technology used.

Report is census-based: all repairs completed during the relevant period are considered, regardless of when the malfunctions have been reported.

#### Report periods

1st semester = from 1 January to 30 June.

2nd semester = from 1 July to 31 December.

Annual = from 1 January to 31 December.

## Disputed charges

Indicator	Measure	Target 2021	Result 1° semester 2021	Result 2° semester 2021	Result year 2021
<b>Disputed charges</b>	Ratio between the number of complaints received during the period considered and the number of invoices issued in the same period	1%	0%	0%	0%

### Definition

The percentage of invoices contested (during the period considered) for charges for broadband internet access services compared to the number of invoices issued in the same period.

### Notes

The reports are census-based: all complaints (in written or other form accepted by the operator and that can be tracked) received during the relevant period, regardless of their validity, and relating to charges for broadband internet access services are considered.

All invoices issued during the relevant period are considered.

### Report periods

1st semester = from 1 January to 30 June.

2nd semester = from 1 July to 31 December.

Annual = from 1 January to 31 December.