

***Report on quality indicators for voice telephony services from fixed location provided by
Tata Communications (Italy) Srl***

YEAR 2021

This document sets out the quality indicators of the voice telephony 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 254/04/CSP.

For each indicator are reported:

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

Malfunction rate per line of access

Indicator	Measure	Target 2021	Result 1 st semester 2021	Result 2 nd semester 2021	Result year 2021
Malfunction rate per line of access (indirect service in CPS modality)	Ratio between the number of actual malfunctions reports and the average number of active lines of access	12%	0%	0%	0%

Definition

Ratio between the number of reports made by users, related to actual malfunctions, during the relevant period and the average number of active lines of access, detected on a monthly basis, in the same period.

Notes

The detection is made on census basis: all reports, relating to actual malfunctions received during the detection period are considered.

Detection periods

1st semester = from 1 January to 30 June.

2nd semester = from 1 July to 31 December.

Annual = from 1 January to 31 December.

Contested invoices

Indicator	Measure	Target 2021	Result 1° semester 2021	Result 2° semester 2021	Result year 2021
Contested invoices	Ratio between the number of complaints received in the period considered and the number of invoices issued in the same period	2,5%	0%	0%	0%

Definition

The percentage of invoices contested in the period of detection with respect to the total number of invoices issued in the same period.

Notes

- the numerator includes all the complaints relevant to voice telephony (in writing or other modality acknowledged by the operator and that can be tracked) received during the period of detection, regardless of the fact that the complaints are grounded or not;
- the denominator includes all the invoices issued during the period of detection.

Reporting period

Annual = from January 1 to December 31.

Billing Accuracy

Indicator	Measure	Target 2021	Result 1 st semester 2021	Result 2 nd semester 2021	Result year 2021
Billing accuracy (direct and indirect services)	Ratio between the number of invoices object of grounded contestations issued in the relevant period and the total number of invoices issued in the same period	1%	0%	0%	0%

Definition

The percentage of invoices object of contestations deemed grounded and that cause a reimbursement of amounts to the customer by way of another invoice with a rectification or a credit note, with respect to the number of invoices issued in the same period.

Notes

All invoices issued during the period are considered.

Reporting periods

1st semester = from 1 January to 30 June.

2nd semester = from 1 July to 31 December.

Annual = from 1 January to 31 December.

Time of supply of Carrier Pre-Selection

Indicator	Measure	Targets 2021	Results 1 st semester 2021	Results 2 nd semester 2021	Results year 2021
Time of supply of Carrier Pre-Selection (indirect services in CPS modality)	Percentile 95% of the time of supply	60 days	267 days	135 days	201 days
	Percentile 99% of the time of supply	80 days	279 days	249 days	264 days

Definition

The time between the day of the valid order and the day when the CPS service is actually available for use.

Notes

The detection is made on census basis: all the orders received during the relevant period are considered.

Reporting periods

- 1st semester = from 1 January to 30 June.
- 2nd semester = from 1 July to 31 December.
- Annual = from 1 January to 31 December.