

QUALITY TARGETS FOR INTERNET ACCESS FROM FIXED LOCATION SERVICE FOR THE YEAR 2024

Quality indicators pursuant to AGCOM resolutions n. 156/23/CONS and n. 79/09/CSP and following amendments and supplements

N.	INDICATOR	TARGET VALUE
1	Time to activate the service: time between the day when the valid order is received, as provided by the contract, and the day when all requested services are actually available for use by the applicant.	a) Orders for the fulfillment of which no technical interventions on field are necessary: - Average time of supply for orders completed during the reporting period: 136 calendar days - 95% percentile: 295 calendar days - 99% percentile: 310 calendar days - Percentage of valid orders completed within the date agreed with the client, where applicable: 80% - Percentage of valid orders completed within the maximum term provided by the contract: 80% b) Orders for the fulfillment of which technical interventions on field are necessary, or which can be carried out only by way of activities carried out from the central or remotely: - Average time of supply for orders completed during the reporting period: 136 - 95% percentile: 295 calendar days - 99% percentile: 310 calendar days - Percentage of valid orders completed within the date agreed with the client, where applicable: 80% - Percentage of valid orders completed within the maximum term provided by the contract: 80%

2	<p>Malfunction rate: ratio of the number of reports made by users regarding actual malfunctions during the reporting period to the average number of active access lines, measured on a monthly basis, during the same period.</p>	18%
3	<p>Malfunction repair time: time elapsed between the customer's reporting of an actual malfunction and its elimination.</p>	<p>Services provided by using wholesale network services of other operator:</p> <ul style="list-style-type: none"> - Average time to fix malfunctions: 28 hours (total hours) - 80% percentile: 12 hours (total hours) - 95% percentile: 27 hours (total hours) - Percentage of malfunctions' reparations completed within the maximum term provided by the contract: 85%
4	<p>Response times to calls to operator customer service:</p> <p>a) minimum navigation time to access the 'human operator' choice</p> <p>b) average response time of human operator once the client has selected the option that allows to speak with a human operator</p> <p>c) percentage of incoming calls where the answer time is less than 20 seconds</p> <p>d) percentage of complaints solved without the user having to make further calls to the helpline on the same complaint</p> <p>e) total response time of the human operator:</p> <p>e.1) average response time to incoming calls</p> <p>e.2) percentage of incoming calls where the answer time is less than 20 seconds</p>	<p>a) 70 - 120 sec.</p> <p>b) 70 sec.</p> <p>c) 45 - 60%</p> <p>d) 95%</p> <p>e.1) 140 – 190 sec.</p> <p>e.2) 25% - 30%</p>
5	<p>Packets loss rate: ratio of ping tests that did not produce a delay value to the total number of pings made.</p>	0,7%

6	<p>Data transmission delay: time necessary to transmit a packet ICMP Echo Request/Reply (ping).</p>	<p>a) Maximum delay: 95° percentile of transmission delay: 180 milliseconds</p> <p>b) Transmission delay average value: 60 milliseconds</p>
7	<p>Complaints on charges: percentage of invoices for which the user has complained (in writing or in another traceable form recognized by the operator and indicated in the chart of services) in relation to the number of invoices issued in the same period.</p>	1%
8	<p>Accuracy of invoicing: the percentage of invoices subject to well-founded objections that generate a re-credit of the amounts to the customer by means of another invoice with an adjustment or a credit note compared to the number of invoices issued in the same period.</p>	5%