

QUALITY TARGETS FOR INTERNET IN THE CAR ASSOCIATED TO MACHINE – TO – MACHINE SERVICES FOR THE YEAR 2025 PURSUANT TO AGCOM RESOLUTIONS N.23/23/CONS AND N.79/09/CSP AND FOLLOWING AMENDMENTS AND INTEGRATIONS

| | |
|--------------------|------|
| Year of reference: | 2025 |
|--------------------|------|

| Indicator | Services to which the indicator applies | Measure | Measure unit | Targets |
|--|---|---|--------------|--|
| Complaints regarding charges (Annex 2 to Resolution n.23/23/CONS) (ratio between the number of complaints relevant to charges received and the average number of active SIMs in the same period) | Prepaid services | Ratio between the number of complaints (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 SIMs in the detection period | % | 1,2% |
| Time to activate the service (Annex 4 to Resolution n. 23/23/CONS) | Prepaid services | Time, measured in hours, running from the hour when the valid order is registered by the operator and the hour when the service is effectively available for use by who is requesting the service | hours | 95° percentile of the time of supply: 14 minutes Percentage of valid orders completed within the maximum term provided by the contract: 99% |

| | | | | |
|--|------------------|--|---------|-----|
| Time of reply to calls to the operator's customers services | Prepaid services | Minimum navigation time to access the choice "human operator" | Seconds | 70 |
| Time of reply to the calls to the operator's customer services | Prepaid services | Average time of reply to the incoming calls | Seconds | 120 |
| Time of reply to the calls to the operator's customer services | Prepaid services | Percentage of incoming calls where the time of reply is less than 20 seconds | % | 30 |
| Time of reply to the calls to the operator's customer services | Prepaid services | Percentage of complaints solved without need for the customer to make further calls to the customer care number for the same complaint | % | 95 |