

OPERATOR:	TATA COMMUNICATIONS (IBS) S.p.A.		1 st SEM	2 nd SEM	DATA YEAR
	Year of reference	2023	Period of data detection:		

Per	Name of the indicator	Applicable service	Measure	Measure unit	Value indicator
S/A	Time to recharge the credit (Annex 1 Resolution n.154/12/CONS)	prepaid services	percentage 95% of the time of recharge	minutes	20 seconds
S/A	Time of reply of directories consultation services (Annex 2 to resolution n.154/12/CONS)	directories consultation services	average time of reply to incoming calls	SEC	
A	Complaints regarding charges (Annex 3 Resolution n.154/12/CONS)	postpaid services	ratio between the number of claims (in writing or other modality that can be tracked and is acknowledged by the operator and indicated in the chart of detection considered and the number of invoices issued in the same period)	%	
		prepaid services	ratio between the number of claims (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 in the period of detection considered and the average number of active SIM/GSM in the period of detection)	%	0.00%
A	Billing accuracy resolution n.154/12/CONS (Annex 4)	postpaid services	ratio between the number of invoices (regardless of the period of issuing) object of claims deemed grounded that cause a reimbursement of the amounts to the client by way of another invoice with notification or a credit note issued in the period considered and the number of invoices issued in the same period	%	
S/A	Time of activation of the service (Annex 5 resolution n.154/12/CONS)	prepaid services	percentage 95% of the time of supply	minutes	
		postpaid services	percentage of valid orders completed within the maximum term provided by the contract	%	
S/A	Accessibility to voice services (Annex 6 resolution n.154/12/CONS)	voice services	percentage of requests to establish a voice connection, originated or terminated on GSM network with successful outcome with respect to the total number of requests	%	
		voice services	percentage of requests to establish a channel for voice traffic: originated or terminated on UMTS network with successful outcome with respect to the total number of requests	%	
		voice services	percentage, detected on all the GSM and UMTS cells, of requests to establish a connection for voice traffic with successful outcome with respect to the total number of requests (GSM-UMTS combined indicator)	%	
S/A	Probability to maintain the voice connection (Annex 7 resolution n.154/12/CONS)	voice services	percentage of voice connections successfully established on GSM network detected on own network and terminated after the establishment of the call upon explicit request of one of the two users part of the conversation with respect to the total number of the calls successfully established on the network	%	
		voice services	percentage of the voice connection successfully established on UMTS network and terminated upon explicit request by one of the two users part of the conversation with respect to the total number of calls successfully established on the network	%	
		voice services	percentage, detected on all the GSM and UMTS cells, of the voice connections established with positive outcome and terminated upon explicit request by one of the two users part of the conversation, with respect to the total number of calls successfully established	%	
S/A	Probability of transfer of SMS to SMS center Resolution n.154/12/CONS (Annex 8)	SMS services	percentage of SMS took over by SMS-C with respect to all the messages arrived to SMS-C	%	99, 69%
S/A	Delivery time of SMS at the first attempt Resolution n.154/12/CONS (Annex 9)	SMS services	Arithmetical average of daily times of delivery of the SMS at the first attempt in the period considered	SEC	3,59 sec.
S/A	Accessibility of package commutation data service on GSM networks (Annex 10 resolution n.154/12/CONS as amended)	Commutation package data services on GSM networks	Percentage of requests to establish a package data connection, originated or terminated on the operator's network that are successfully carried out.	%	

LEGEND

Per = Periodicity of detection
 S/A = Biennial and yearly
 A = Yearly