

**Electronic model pursuant to art. 5, paragraph 4 of Resolution no. 156/23/CONS**

OPERATOR:

**Tata Communications (Italy) Srl - Voice from fixed location services**

Reference year: **2024**

Period of data collection:	1° SEM.	<b>X</b>
	2° SEM.	
	WHOLE YEAR	

For.	Obj.	Indicator name	Services to which it applies	Measure/ Mandatory information	Unit of measurement	Measured value
To	Or	Complaints on charges(Annex 2 Resolution no. 156/23/CONS)	All communication services from a fixed location	Ratio between the number of complaints received in the period under consideration and the number of invoices issued in the same period	%	<b>2.65%</b>
				<i>Percentage of single invoices for post-paid fixed and mobile telephony services compared to total invoices issued</i>	%	<b>2.65%</b>
To	Or	Accuracy of invoicing (Annex 3 Resolution no. 156/23/CONS)	All communication services from a fixed location	Percentage of invoices that have been the subject of grounded claims and which generate a credit back of the amounts to the customer by means of another invoice with a rectification or a credit note compared to the number of invoices issued in the same period	%	<b>2.65%</b>
		Report a) :Orders for processing of which no technical action is required in the field	All communication services from a fixed location	Average time of supply for the completed orders in the period of recording	days	<b>530*</b>
				Percentile 95% of the time of supply for the completed orders in the period of recording	days	<b>1611*</b>
				Percentile 99% of the time of supply for the completed orders in the period of detection	days	<b>1611*</b>
				Percentage of valid orders completed by the date agreed with the customer, if applicable	%	<b>100.00%</b>
				Percentage of valid orders completed within the contractual maximum deadline	%	<b>100.00%</b>
				<i>Number of contracts completed</i>		<b>33</b>

S/A	Or	Service activation time(Annex 4 Resolution No 156/23/CONS)	Report b) :orders for the fulfillment of which technical interventions in the field are necessary	All communication services from a fixed location	Average time of supply for the completed orders in the period of recording	days	N/A
					Percentile 95% of the time of supply for the completed orders in the period of recording	days	N/A
					Percentile 99% of the time of supply for the completed orders in the period of detection	days	N/A
					Percentage of valid orders completed by the date agreed with the customer, if applicable	%	N/A
					Percentage of valid orders completed within the contractual maximum deadline	%	N/A
					<i>Number of contracts completed</i>		N/A
			All communication services from a fixed location	<i>Number of completed contracts acquired via teleselling via call centres registered with the ROC</i>		0	
				<i>Number of completed contracts not acquired through call centers</i>		33	
S/A	Or	Malfunction rate(Annex 5 Resolution no. 156/23/CONS)		All communication services from a fixed location	Ratio of the number of malfunction reports, corresponding to disruption or degradation, related to voice service and/or Internet access, to the average number of access lines	%	
S/A	Or	Malfunction repair time(Annex 6 Resolution No. 156/23/CONS)	Report a) :services provided with own infrastructure	All communication services from a fixed location	Average time for malfunction repair	hours	4.5
					Percentile 80% of malfunction repair time	hours	4.3
					95% percentile of malfunction repair time	hours	10.5

				Percentage of repairs of completed malfunctions within the contractually stipulated maximum time	%	
			Report b) Services provided through the use of other operator's wholesale network services	Average time for malfunction repair	hours	3.22
				Percentile 80% of malfunction repair time	hours	4.6
				95% percentile of malfunction repair time	hours	8.9
				Percentage of repairs of completed malfunctions within the contractually stipulated maximum time	%	
S/A	Or <sup>(1)</sup>	Probability of call failure (Annex 7 Resolution no. 156/23/CONS)	Publicly accessible interpersonal communication services	Percentage of blank calls with reference to national calls	%	18.00%
S/A	Or <sup>(1)</sup>	Time to set up the call (Annex 8 Resolution no. 156/23/CONS)	Publicly accessible interpersonal communication services	Average value of the time to set up national calls	seconds	3.5
				95% of the time to set up national calls	seconds	2.6

**LEGENDA**

**Per.**= Periodicity of detection  
S/A = Half-yearly and annual  
A = Annual

**Obb.**= Obligation of the indicator  
O = Mandatory  
F = Optional

**NOTE**

(1) Mandatory suspension until the conclusion of the assessments pursuant to art. 12, paragraph 8 of the regulation

\* The results have been influenced by causes not depending on Tata Communications (Italy) Srl