

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

OPERATOR:

Tata Communications (Italy) Srl - Internet from fixed location services

Reference year: **2024**

Period of data collection:	1° SEM.	X
	2° SEM.	
	WHOLE YEAR	

For.	Obb.	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	%	0.54%
				<i>Percentage of single invoices for post-paid fixed and mobile telephony services compared to total invoices issued</i>	%	N/A
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	%	0.54%
		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	137*
				Percentile 95% of the time of supply for the completed orders in the period of recording	days	360*
				Percentile 99% of the time of supply for the completed orders in the period of detection	days	360*
				Percentage of valid orders completed by the date agreed with the customer, if applicable	%	100.00%
				Percentage of valid orders completed within the contractual maximum deadline	%	100.00%
				<i>Number of contracts completed</i>		24

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>		24
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	N/A
					Percentile 80% of malfunction repair time	hours	N/A
					95% percentile of malfunction repair time	hours	N/A

				Percentage of repairs of completed malfunctions within the contractually stipulated maximum time	%	N/A
			Report b) Services provided through the use of other operator's wholesale network services	Average time for malfunction repair	hours	29 min.
				Percentile 80% of malfunction repair time	hours	42 min.
				95% percentile of malfunction repair time	hours	42 min.
				Percentage of repairs of completed malfunctions within the contractually stipulated maximum time	%	100.00%
S/A	Or ⁽¹⁾	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	%	N/A
S/A	Or ⁽¹⁾	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	N/A
				95% of the time to set up national calls	seconds	N/A

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 non depending on Tata Communications (Italy) Srl.