

Electronic model referred to in art. 5, paragraph 4 of Resolution no. 23/23/CONS

OPERATOR: **Tata Communications (Italy) Srl**

Reference year:	2024	Data collection period:	1st SEM.	X
			2nd SEM.	
			FULL YEAR	

For.	Indicator name		Services to which it applies	Measure	Unit of measurement	Detected value
TO	Complaints on charges (Annex 2 resolution no. 23/23/CONS)	<u>Definition 1</u>):	post-paid services	ratio between the number of complaints (in written form or in another traceable form recognized by the operator and indicated in the service charter) received in the survey period considered and the number of invoices issued in the same period	%	
		<u>Definition 2</u>):	prepaid services	ratio between the number of complaints (in written form or in another traceable form recognized by the operator and indicated in the service charter) regarding charges received in the survey period considered and the average number of SIMs active in the same period	%	0.00%
TO	Accuracy of billing (Annex 3 resolution no. 23/23/CONS)		post-paid services	ratio between the number of invoices (regardless of the period of issue) subject to disputes recognised as well-founded which generate a re-credit of the amounts to the customer by means of another invoice with correction or a credit note issued in the period considered and the total number of invoices issued in the same period	%	
S/A	Service activation time (Annex 4 resolution no. 23/23/CONS)		prepaid services	95% percentile of delivery time	minutes	14
				percentage of valid orders completed within the contractually agreed maximum timeframe	%	99.00%
		post-paid services	95% percentile of delivery time	minutes		
			percentage of valid orders completed within the contractually agreed maximum timeframe	%		
S/A	Accessibility to the voice service (Annex 5 resolution no. 23/23/CONS)	<u>Definition 1</u>):	voice services	percentage of requests to establish a voice connection, originating or terminating in the operator's GSM network, that were successful	%	
		<u>Definition 2</u>):	voice services	percentage of requests for establishing a channel for voice traffic originating or terminating in the operator's UMTS network that were successful compared to the total number of requests	%	
		<u>Definition 3</u>):	voice services	percentage of successful requests to establish a voice channel originating or terminating in the operator's LTE network compared to the total number of requests	%	
		<u>Definition 4</u>):	voice services	percentage of successful requests to establish a voice channel originating or terminating in the operator's 5G NR network compared to the total number of requests	%	
		<u>Definition 5</u>):	voice services	percentage, detected on all GSM, UMTS, LTE and 5G NR cells of requests for establishing a connection for voice traffic that were successful compared to the total number of requests	%	

S/A	Probability of maintaining voice connection (Annex 6 resolution no. 23/23/CONS)	<u>Definition 1):</u>	voice services	percentage of voice connections successfully established on the GSM network detected on your network and terminated after the call has been established upon explicit request by one of the two users (i.e. terminals) involved in the conversation compared to the total number of calls successfully established on the network	%	
		<u>Definition 2):</u>	voice services	percentage of voice connections successfully established on the UMTS network and terminated upon explicit request by one of the two users (i.e. terminals) involved in the conversation compared to the total number of calls successfully established on the network	%	
		<u>Definition 3):</u>	voice services	percentage of voice connections successfully established on the LTE network and terminated upon explicit request by one of the two users (i.e. terminals) involved in the conversation compared to the total number of calls successfully established on the network	%	
		<u>Definition 4):</u>	voice services	percentage of voice connections successfully established on the 5G-NR network and terminated upon explicit request by one of the two users (i.e. terminals) involved in the conversation compared to the total number of calls successfully established on the network	%	
		<u>Definition 5):</u>	voice services	percentage of voice connections successfully completed on the network, following the explicit request of one of the two terminals, compared to the total number of calls successfully established (combined GSM-UMTS-LTE-5G-NR indicator)	%	

LEGEND

Per. = Periodicity of the survey

S/A = Half-yearly and annual

A = Annual