

ANNEX B
TARGETS FOR THE QUALITY OF FIXED VOICE TELEPHONY SERVICE FOR THE YEAR 2023

Quality indicators pursuant to AGCOM resolutions n. 254/04/CSP and n. 79/09/CSP and following amendments

N.	INDICATOR	TARGETS
1	Malfunction rate per line of access: ratio between the number of reports made by customers of actual malfunctions during the period of observation and the average number of active lines of access, recorded on a monthly basis, in the same period.	INDIRECT SERVICES IN CPS MODALITY: 12%
2	Time to fix malfunctions: time elapsed between the report by the customer of an actual malfunction and the relevant fixing of the malfunction.	INDIRECT SERVICES IN CPS MODALITY 80% percentile: 38 working hours 95% percentile: 100 working hours
	Percentage of repairs of malfunctions completed within the maximum time provided by the contract	INDIRECT SERVICES IN CPS MODALITY 90%
3	Time of reply to the calls to the operator's customer services: a) minimum navigation time to access to the choice "human operator" b) average time of reply to the incoming calls c) percentage of incoming calls where the time of reply is less than 20 seconds d) Percentage of complaints solved without need for the customer to make further calls to the customer care number for the same complaint e) Total time of reply by human operator: e.1) average time of reply to incoming calls e.2) percentage of incoming calls where the time of reply is less than 20 seconds	a) 70 seconds b) 70 seconds c) 45% d) 95% e.1) 140 – 190 sec. e.2) 25% - 30%

4	Delivery time of Carrier Preselection: the time between the day of the valid order and the day when voice service is available for use	95th percentile: 60 calendar days 99th percentile: 80 calendar days:
5	Contested invoices: percentage of invoices for which the customer filed a complaint (in writing or other modality accepted by the operator and that can be tracked) versus the number of invoices issued in the same period	2.5%
6	Billing accuracy: percentage of invoices object of complaints deemed grounded that imply the reimbursement of amounts to the customer by way of another invoice containing an adjustment or a credit note, versus the number of invoices issued in the same period	1%