

TARGETS FOR THE QUALITY OF INTERNET ACCESS SERVICE FROM FIXED LOCATION FOR THE YEAR 2023

Quality indicators pursuant to AGCOM resolutions n. 131/06/CSP, n. 244/08/CSP, n. 79/09/CSP, and following amendments

N.	INDICATOR	TARGETS
1	<p>Time of activation of the service:</p> <p>first activation orders addressed to an operator providing Internet broadband access service different from the operator which provides direct access service for a telephone line already active.</p> <hr/> <p>change orders of the operator that provides Internet access service for a line in which the Internet broadband access service is already active.</p>	<p>-95% percentile: 295 calendar days: - 99% percentile: 310 calendar days</p> <p>- Percentage of valid orders completed within the maximum term provided by the contract: 80%</p> <p>Average (calendar days): 136</p> <hr/> <p>-95% percentile: 295 calendar days: - 99% percentile: 310 calendar days</p> <p>- Percentage of valid orders completed within the maximum term provided by the contract: 80%</p> <p>Average (calendar days): 136</p>
2	<p>Malfunction rate: ratio between number of reports made by customers relating to actual malfunctions during observation period and the average number of broadband access lines, detected on a per-customer monthly basis, in the same period.</p>	<p>Service provided by using wholesale services: 18%</p>
3	<p>Time to fix malfunctions: time between the reporting of an actual malfunction by the customer and the restoration of complete functionality</p>	<p>Services using wholesale services: 80% percentile: 12 hours (total hours) 95% percentile: 27 hours (total hours)</p> <p>Percentage malfunctions fixed within the maximum term provided by the contract: 85%</p> <p>Average time to fix: 28 hours (total hours)</p>
4	<p>Time of reply to the calls to the operator's customer services:</p> <p>a) minimum navigation time to access to the choice "human operator"</p>	<p>a) Weighted Average 70-120 sec. b) 70 sec. c) 45-60%</p>

	<p>b) average time of reply to the incoming calls</p> <p>c) percentage of incoming calls where the time of reply is less than 20 seconds</p> <p>d) Percentage of complaints solved without need for the customer to make further calls to the customer care number for the same complaint</p> <p>e) Total time of reply by human operator</p> <p>e.1) average time of reply to incoming calls</p> <p>e.2) percentage of incoming calls where the time of reply is less than 20 seconds</p>	<p>d) 95%</p> <p>e.1) 140 – 190 sec.</p> <p>e.2) 25% - 30%</p>		
5	<p>Data transmission speed: data transmission speed, measured by way of transmission of predefined test files, sent between a remote site where a client is located and a server for downloading with regard to broadband internet access service of reference.</p>	Download minimum bandwidth (Percentile 5° of download transmission speed)		
5.1		Nominal profile in download of 640 Kilobit/s (with access in ADSL technology)	450 Kilobit/s	
5.2		Nominal profile in download of 1,2 Megabit/s (with access in ADSL technology)	800 Kilobit/s	
5.3		Nominal profile in download of 2 Megabit/s (with access in ADSL technology)	1 Megabit/s	
5.4		Nominal profile in download of 4 Megabit/s (with access in ADSL technology)	1,3 Megabit/s	
5.5		Nominal profile in download of 7 Megabit/s (with access in ADSL technology)	2,1 Megabit/s	
5.6		Nominal profile in download of 10 Megabit/s (with access in ADSL technology)	3,2 Megabit/s	
5.7		Nominal profile in download of 20 Megabit/s	(with access in ADSL technology)	7,2 Megabit/s
			(with access in VDSL2 technology)	14 Megabit/s
5.8		Nominal profile in download of 30 Megabit/s (with access in VDSL2 technology)	21 Megabit/s	
5.9	Nominal profile in download of 50 Megabit/s	(with access in VDSL2 technology)	31 Megabit/s	

			(with access in FTTH technology)	40 Megabit/s
5.10		Nominal profile in download of 100 Megabit/s	(with access in VDSL2 technology)	40 Megabit/s
			(with access in FTTH technology)	60 Megabit/s
5.11		Nominal profile in download of 300 Megabit/s (with access in FTTH technology)	180 Megabit/s	
			Upload minimum bandwidth (Percentile 5° of upload transmission speed)	
5.12		Nominal profile in upload of 256 Kilobit/s (with access in ADSL technology)	100 Kilobit/s	
5.13		Nominal profile in upload of 384 Kilobit/s (with access in ADSL technology)	200 Kilobit/s	
5.14		Nominal profile in upload of 512 Kilobit/s (with access in ADSL technology)	250 Kilobit/s	
5.15		Nominal profile in upload of 704 Kilobit/s (with access in ADSL technology)	300 Kilobit/s	
5.16		Nominal profile in upload of 1 Megabit/s (with access in ADSL technology)	400 Kilobit/s	
5.17		Nominal profile in upload of 3 Megabit/s (with access in ADSL technology)	1,2 Megabit/s	
5.18		Nominal profile in upload of 10 Megabit/s	(with access in VDSL2 technology)	2 Megabit/s
			(with access in FTTH technology)	6 Megabit/s

5.19		Nominal profile in upload of 20 Megabit/s	(with access in VDSL technology)	4 Megabit/s
			(with access in FTTH technology)	12 Megabit/s
6	Rate of loss of packets	Probability of loss of packets	Objective	
6.1		Nominal profile in download of 640 Kilobit/s (with access in ADSL technology)	0,7%	
6.2		Nominal profile in download of 1,2 Megabit/s (with access in ADSL technology)	0,7%	
6.3		Nominal profile in download of 2 Megabit/s (with access in ADSL technology)	0,5%	
6.4		Nominal profile in download of 4 Megabit/s (with access in ADSL technology)	0,5%	
6.5		Nominal profile in download of 7 Megabit/s (with access in ADSL technology)	0,3%	
6.6		Nominal profile in download of 10 Megabit/s (with access in ADSL technology)	0,3%	
6.7		Nominal profiles in download of 20 Megabit/s, 30 Megabit/s, 50 Megabit/s, 100 Megabit/s, 300 Megabit/s (with access in ADSL or VDSL2 or FTTH modality)	0,3%	
7		Delay of data transmission	Maximum delay	180 milliseconds
7.1	Nominal profile in download of 640 Kilobit/s (with access in ADSL technology)		180 milliseconds	

7.2		Nominal profile in download of 1,2 Megabit/s (with access in ADSL technology)	180 milliseconds
7.3		Nominal profile in download of 2 Megabit/s (with access in ADSL technology)	170 milliseconds
7.4		Nominal profile in download of 4 Megabit/s (with access in ADSL technology)	160 milliseconds
7.5		Nominal profile in download of 7 Megabit/s (with access in ADSL technology)	150 milliseconds
7.6		Nominal profile in download of 10 Megabit/s (with access in ADSL technology)	140 milliseconds
7.7		Nominal profile in download of 20 Megabit/s	With access in ADSL technology: 120 milliseconds With access in VDSL2 technology: 100 milliseconds
7.8		Nominal profile in download of 30 Megabit/s (with access in VDSL2 technology)	80 milliseconds
7.9		Nominal profile in download of 50 Megabit/s	With access in VDSL2 technology: 75 milliseconds With access in FTTH technology: 70 milliseconds
7.10		Nominal profile in download of 100 Megabit/s	With access in VDSL2 technology: 70 milliseconds With access in FTTH technology: 60 milliseconds
7.11		Nominal profile in download of 300 Megabit/s (with access in FTTH technology)	50 milliseconds
8	Disputed charges: percentage of invoices for which the customer filed a complaint versus the number of invoices issued during the same period	1%.	