

Targets for the indicators of the services' quality for Internet in the car services associated to machine-to-machine services for the year 2023 as per AGCOM resolutions n. 154/12/CONS and n. 79/09/CSP and following amendments

Year of reference:	2023
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Name of the indicator	Applicable services	Measures	Measure unit	Targets
Time to recharge the credit (Annex 1 to resolution n.154/12/CONS as amended)	Pre-paid services	percentile 95% of the time of recharge	minutes	1 minute and 30 seconds
Complaints regarding charges (Annex 3 resolution n.154/12/CONS as amended) (ratio between the number of complaints relevant to charges received and the average number of active SIMs/USIMs in the period considered)	Pre-paid services	Ratio between the number of complaints (in writing or other modality that can be tracked and is acknowledged by the operator and indicated in the chart of services) relevant to charges in the period considered and the average number of active SIMs/USIMs in the same period	%	1,2%
Time of reply to the calls to the operator's customer services:	Pre-Paid Services	minimum navigation time to access to the choice "human operator"	seconds	70
Time of reply to the calls to the operator's customer services:	Pre-Paid Services	average time of reply to the incoming calls	seconds	120
Time of reply to the calls to the operator's customer services:	Pre-Paid Services	percentage of incoming calls where the time of reply is less than 20 seconds	%	30
Time of reply to the calls to the operator's customer services:	Pre-Paid Services	Percentage of complaints solved without need for the customer to make further calls to the customer care number for the same complaint	%	95
Probability of transfer of SMS to the SMS center (Annex 8 resolution n.154/12/CONS as amended)	SMS services	Percentage of SMS took over by the SMS-C with respect to all the messages arrived to the SMS-C.	%	99%

Delivery time of the SMS at the first attempt (Annex 9 resolution n.154/12/CONS as amended)	SMS services	Arithmetical average of daily times of delivery of the SMS at the first attempt in the period considered	sec	7"