OPERATOR:	TATA Communications (Italy) Srl

PERIOD OF DATA DETECTION:	January 1, 2023 - December 31, 2023

INDICATOR'S NAME / SERVICE TO WHICH IT APPLIES			MEASURES				MANDATORY INDICATIONS			
1 - Delivery time of initial connection	Mandatory	**a)** (direct service with own equipment)	T1 = Time where in 95% of the cases the time of	T2 = Time where in 99% of the cases the time of	T3 = Time of connection provided by the contract	Percentage of cases where the connection is	Hours to take orders from Monday to **A**	Hours to take orders on Saturday **A**	Hours to take orders on Sunday **A**	Accuracy in the
		b) (direct service with other operators' equipment)	T1 = Time where in 95% of the cases the time of supply is t≤T1 ***** *[measure in calendar days]*	T2 = Time where in 99% of the cases the time of supply is t≤T2 ***** *[measure in calendar days]*	T3 = Time of connection provided by the contract [specific standard] ***** *[measure in calendar days]*	Percentage of cases where the connection is made within the maximum term provided by the contract ***** [%]	Hours to take orders from Monday to Friday *inizio fine* **M** **A**	Hours to take orders on Saturday *inizio fine* **M** **A**	Hours to take orders on Sunday *inizio fine* **M** **A**	Accuracy in the appointments (optional)
		NOTES								
2 - Malfunction rate per line of access	Mandatory	**a)** (direct service with own equipment)	Malfunction rate ***** [%]							
		b) (direct service with other operators' equipment)	Malfunction rate ***** [%]							
		c) (indirect service in CPS modality)	Malfunction rate ***** [%] 0				The numerator refers only to the numer of malfunctions notices in CPS ***** [Yes/No]			
		NOTES								

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INDICATOR'S NAME / SERVICE TO WHICH IT APPLIES			MEASURES				MANDATORY INDICATIONS			
3 - Time to fix malfunctions	Mandatory	**a)** (direct service with own equipment)	T1 = Time where in 80% of the cases the time to fix is t≤T1 ***** *[measure in hours]*	T2 = Time where in 95% of the cases the time to fix is t≤T2 ***** *[measure in hours]*	T3 = Time to fix provided by the contract (specific standard) ***** *[measure in hours]*	Percentage of the cases where the time to fix is t≤T3 ***** *[%]*	Hours to take orders from Monday to Friday *from to* M A	Hours to take orders on Saturday *from to* M A	Hours to take orders on Sunday *from to* M A	Accuracy in the appointments (optional)
		b) (direct service with other operators' equipment)	T1 = Time where in 80% of the cases the time to fix is t≤T1 ***** *[measure in hours]*	T2 = Time where in 95% of the cases the time to fix is t≤T2 ***** *[measure in hours]*	T3 = Time to fix provided by contract (specific standard) ***** *[measure in hours]*	Percentage of cases where the time to fix is t≤T3 ***** *[%]*	Hours to take orders from Monday to Friday *inizio fine* M A	Hours to take orders on Saturday *inizio fine* M A	Hours to take orders on Sunday *inizio fine* M A	Accuracy in the appointments (optional)
		c) (indirect service in CPS modality))	T1 = Time where in 80% of the cases the time to fix is t≤T1 ***** *[measure in hours]*	T2 = Time where in 95% of the cases the time to fix is t≤T2 ***** *[measure in hours]*	T3 = Time to fix provided by contract (specific standard) ***** *[measure in hours]*	Percentage of cases where the time to fix is t≤T3 ***** *[%]*	Hours to take orders from Monday to Friday *inizio fine* M A	Hours to take orders on Saturday *inizio fine* M A	Hours to take orders on Sunday *inizio fine* M A	Accuracy in the appointments (optional)
		NOTES								
4 - Percentage of unsuccessful calls	OPTIONAL	**a)** (direct service with own structures)	P1 = Percentage of unsuccessful calls to national numbers ***** *[%]*				Measure method a / b / c / d	Number of samples *(only for methods b, c, d)*	In caso of use of measure method d, please indicate the combination used	
		b) (direct service with other operators structures)	P1 = Percentage of unsuccessful calls to national numbers ***** *[%]*				Measure method a / b / c / d	Number of samples *(only for methods b, c, d)*	In case of use of measure method , please indicate the combination used	
		c) (indirect service)	P1 = Percentage of unsuccessful calls to national numbers ***** *[%]*				Measure method a / b / c / d	Number of samples *(only for methods b, c, d)*	In case of use of measure method d, please indicate the combination used	
		NOTES								

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INDICATOR'S NAME / SERVICE TO WHICH IT APPLIES			MEASURES				MANDATORY INDICATIONS			
5 - Time to establsh the call	**OPTIONAL**	**a)** (direct service with own structures)	T1 = Average time for the establishment of national calls ***** *[measure in seconds]*	T2 = Time where for in 95% of the cases the time of establishment is t≤T2 ***** *[measure in seconds]*			Measure method a / b / c / d	Number of samples *(only for methods b, c, d)*	In case of use of measure method d, please indicate the combination used	
		b) (direct service with other operators structures)	T1 = Average time toof esttablishment of national calls ***** *[measure in seconds]*	T2 = Time where in 95% of the cases the time of establishment is t≤T2 ***** *[measure in seconds]*			Measure method a / b / c / d	Number of samples *(only for methods b, c, d)*	In case of use of measure method d, please indicate the combination used	
		c) (indirect service)	T1 = Average time toof esttablishment of national calls ***** [measure in seconds]	T2 = Time where in 95% of the cases the time of establidhment is t≤T2 ***** *[measure in seconds]*			Measure method a / b / c / d	Number of samples *(only for methods b, c, d)*	In case of use of measurea d, please indicate the combination used	
		NOTES								
6 - Times of reply of services with operator	**Mandatory**	(direct and indrect servicesi)	Average time of reply ***** *[measure in seconds]*	Percentage of calls where the time of reply is less than 20 seconds ***** *[%]*			Measure method a / b	Number of samplesi *(only for method b)*		
		NOTES								
7 - Times of reply of customer care services with operator	**Mandatory**	(direct and indirect services)	Average time of reply ***** *[measure in seconds]*	percentage of calls where the time of reply is less than 20 seconds ***** *[%]*			Measure method a / b	Number of samples *(only for method b)*		
		NOTE								

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| INDICATOR'S NAME / SERVICE TO WHICH IT APPLIES		MEASURES				MANDATORY INDICATIONS		
8 - Times of reply of directories consultation services / Mandatory	(directories consultation services)	Average time of reply ***** [measure in seconds]	Percentage of calls where the time of reply is less than 20 seconds ***** [%]			Measure method a / b	Number of samples (only for method b)	Prices applied or website address where the prices are posted
NOTES								
9 - Percentage of paid public phones (coins and cards) in service / Mandatory	(public telephony)	Percentage of public telephones duly working ***** [%]				Measure method a / b	Number of samples (only for method b)	
NOTES								
10 - Contested invoices - (OPTIONAL for the year 2005) / Mandatory	(direct services and indirect services) operators providing invoicing for calls to premium services offered by third parties other than the operator which issues the invoice, with numbers aallocated to other operators	percentage of invoices contested by the client ***** [%] — 2, 74%				Should single invoices be issued for fixed telephony services and mobile post-paid services, please indicate the percentage of this kind of invoices compared to the total invoices issued ***** [%]		
	(direct services and indirect services) operators that do not issue invoices for calls to premium services offered by third parties other than the operator which issu the invoice, with numbers allocated to other operators	Percentage of invoices contested by the client ***** [%]				Should single invoices be issued for fixed telephony services and mobile post-paid services, please indicate the percentage of this kind of invoices compared to the total invoices issued ***** [%]		
NOTES								

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INDICATOR'S NAME / SERVICE TO WHICH IT APPLIES			MEASURES				MANDATORY INDICATIONS		
11 - Billing accuracy	Mandatory	(direct and indirect services)	Percentage of contested invoices that resulted to be not correct ***** [%] 2, 74%						
		NOTES							
12 - Time of supply of Carrier Pre-Selection	Mandatory	(indirect service in CPS)	T1 = Time where in 95% of the cases the time of supply is t≤T1 ***** [measure in calendar days] 150,5*	T2 = Time where in 99% of the cases the time of supply is t≤T2 ***** [measure in calendar days] 407,5*					
		NOTES	* The results have been influenced by causes non depending on Tata Communications (Italy) Srl.						

Legenda

- The cells to be filled in are those in yellow (with the measures and relevant mandatory information) and those in blue (with notes, if any)

- The hours requested should be indicated in a format where hour and minute are separated by a point **[hh.mm]** as per this example:

  In case of full time, the final hour of the morning coincides with the first hour of the afternoon.

		from	to
		↓	↓
		start	*end*
morning →	M	09:30	13:00
afternoon →	PA	14:00	17:30
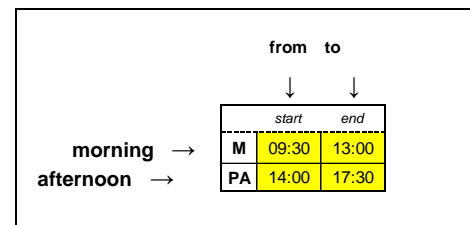
NOTE. This form is temporary. Possible proposal of improvement can be sent to the email address.