

***Report on quality indicators for voice telephony services from fixed location provided by
Tata Communications (Italy) Srl***

YEAR 2023

This document sets out the quality indicators of the voice telephony services from fixed location provided by Tata Communications (Italy) Srl according to the provisions of art. 10 of AGCOM's Resolution 179/03/CSP and AGCOM's Resolution 254/04/CSP and following amendments.

For each indicator are reported:

- the definition of the indicator;
- the measurements made;
- the notes explaining how the measures have been made;
- the targets for the year 2023 set in relation to each indicator;
- the results relevant to the year 2023, as applicable;
- the periods object of the report.

Malfunction rate per line of access

| Indicator | Measure | Target 2023 | Result 1 st semester 2023 | Result 2 nd semester 2023 | Result year 2023 |
|---|--|----------------|--|--|---------------------|
| Malfunction rate per line of access (indirect service in CPS modality) | Ratio between the number of actual malfunctions reports and the average number of active lines of access | 12% | 0% | 0% | 0% |

Definition

Ratio between the number of reports made by users, related to actual malfunctions, during the relevant period and the average number of active lines of access, detected on a monthly basis, in the same period.

Notes

The detection is made on census basis: all reports, relating to actual malfunctions received during the detection period are considered.

Detection periods

1st semester = from 1 January to 30 June.

2nd semester = from 1 July to 31 December.

Annual = from 1 January to 31 December.

Contested invoices

| Indicator | Measure | Target 2023 | Result 1° semester 2023 | Result 2° semester 2023 | Result year 2023 |
|---------------------------|---|-------------|-------------------------|-------------------------|------------------|
| Contested invoices | Ratio between the number of complaints received in the period considered and the number of invoices issued in the same period | 2,5% | 3% | 2,48% | 2,74% |

Definition

The percentage of invoices contested in the period of detection with respect to the total number of invoices issued in the same period.

Notes

- the numerator includes all the complaints relevant to voice telephony (in writing or other modality acknowledged by the operator and that can be tracked) received during the period of detection, regardless of the fact that the complaints are grounded or not;
- the denominator includes all the invoices issued during the period of detection.

Reporting period

Annual = from January 1 to December 31.

Billing Accuracy

| Indicator | Measure | Target 2023 | Result 1 st semester 2023 | Result 2 nd semester 2023 | Result year 2023 |
|--|--|-------------|--------------------------------------|--------------------------------------|------------------|
| Billing accuracy (direct and indirect services) | Ratio between the number of invoices object of grounded contestations issued in the relevant period and the total number of invoices issued in the same period | 1% | 3% | 2,48% | 2,74% |

Definition

The percentage of invoices object of contestations deemed grounded and that cause a reimbursement of amounts to the customer by way of another invoice with a rectification or a credit note, with respect to the number of invoices issued in the same period.

Notes

All invoices issued during the period are considered.

Reporting periods

1st semester = from 1 January to 30 June.

2nd semester = from 1 July to 31 December.

Annual = from 1 January to 31 December.

Time of supply of Carrier Pre-Selection

| Indicator | Measure | Targets 2023 | Results 1 st semester 2023 | Results 2 nd semester 2023 | Results year 2023 |
|--|--------------------------------------|--------------|---------------------------------------|---------------------------------------|-------------------|
| Time of supply of Carrier Pre-Selection (indirect services in CPS modality) | Percentile 95% of the time of supply | 60 days | 173 days* | 128 days* | 150,5 days* |
| | Percentile 99% of the time of supply | 80 days | 188 days* | 627 days* | 407,5 days* |

Definition

The time between the day of the valid order and the day when the CPS service is actually available for use.

Notes

The detection is made on census basis: all the orders received during the relevant period are considered.

Reporting periods

1st semester = from 1 January to 30 June.

2nd semester = from 1 July to 31 December.

Annual = from 1 January to 31 December.

* The results have been influenced by causes not depending on Tata Communications (Italy) Srl.