

Electronic model pursuant to art. 5, paragraph 4 of Resolution no. 156/23/CONS

OPERATOR:

Tata Communications (Italy) Srl - Internet access from fixed location services

Reference year: **2025**

Period of data collection:

1° SEM.	
2° SEM.	
WHOLE YEAR	X

For.	Obb.	Indicator name		Services to which it applies	Measure/ Mandatory information	Unit of measurement	Measured value
To	Or	Complaints on charges(Annex 2 Resolution no. 156/23/CONS)		All communication services from a fixed location	Ratio between the number of complaints received in the period under consideration and the number of invoices issued in the same period	%	2,50%
					<i>Percentage of single invoices for post-paid fixed and mobile telephony services compared to total invoices issued</i>	%	0,00%
To	Or	Accuracy of invoicing (Annex 3 Resolution no. 156/23/CONS)		All communication services from a fixed location	Percentage of invoices that have been the subject of grounded claims and which generate a credit back of the amounts to the customer by means of another invoice with a rectification or a credit note compared to the number of invoices issued in the same period	%	2,00%
			Report a) :Orders for processing of which no technical action is required in the field	All communication services from a fixed location	Average time of supply for the completed orders in the period of recording	days	19,45
					Percentile 95% of the time of supply for the completed orders in the period of recording	days	65
					Percentile 99% of the time of supply for the completed orders in the period of detection	days	65
					Percentage of valid orders completed by the date agreed with the customer, if applicable	%	100,00%

S/A	Or	Service activation time(Annex 4 Resolution No 156/23/CONS)			Percentage of valid orders completed within the contractual maximum deadline	%	100,00%
					<i>Number of contracts completed</i>		35
			Report b) :orders for the fulfillment of which technical interventions in the field are necessary	All communication services from a fixed location	Average time of supply for the completed orders in the period of recording	days	N/A
					Percentile 95% of the time of supply for the completed orders in the period of recording	days	N/A
					Percentile 99% of the time of supply for the completed orders in the period of detection	days	N/A
					Percentage of valid orders completed by the date agreed with the customer, if applicable	%	N/A
					Percentage of valid orders completed within the contractual maximum deadline	%	N/A
					<i>Number of contracts completed</i>		N/A
				All communication services from a fixed location	<i>Number of completed contracts acquired via teleselling via call centres registered with the ROC</i>		0
			<i>Number of completed contracts not acquired through call centers</i>			35	
S/A	Or	Malfunction rate(Annex 5 Resolution no. 156/23/CONS)	All communication services from a fixed location	Ratio of the number of malfunction reports, corresponding to disruption or degradation, related to voice service and/or Internet access, to the average number of access lines	%		

S/A	Or	Malfunction repair time(Annex 6 Resolution No. 156/23/CONS)	Report a) :services provided with own infrastructure	All communication services from a fixed location	Average time for malfunction repair	hours	9,07
					Percentile 80% of malfunction repair time	hours	9,07
					95% percentile of malfunction repair time	hours	9,07
					Percentage of repairs of completed malfunctions within the contractually stipulated maximum time	%	100,00%
			Report b) Services provided through the use of other operator's wholesale network services	All communication services from a fixed location	Average time for malfunction repair	hours	
					Percentile 80% of malfunction repair time	hours	
					95% percentile of malfunction repair time	hours	
					Percentage of repairs of completed malfunctions within the contractually stipulated maximum time	%	

S/A	Or ⁽¹⁾	Probability of call failure (Annex 7 Resolution no. 156/23/CONS)	Publicly accessible interpersonal communication services	Percentage of blank calls with reference to national calls	%	
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S/A	Or ⁽¹⁾	Time to set up the call (Annex 8 Resolution no. 156/23/CONS)	Publicly accessible interpersonal communication services	Average value of the time to set up national calls	seconds	
				95% of the time to set up national calls	seconds	

LEGENDA**Per.**= Periodicity of detection

S/A = Half-yearly and annual

A = Annual

Obb.= Obligation of the indicator

O = Mandatory

F = Optional

NOTE

(1) Mandatory suspension until the conclusion of the assessments pursuant to art. 12, paragraph 8 of the regulation

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