

***Report on quality indicators for internet
access from fixed location services of Tata
Communications (Italy) Srl***

YEAR 2025

This document provides the quality indicators of internet access from fixed location services provided by Tata Communications (Italy) Srl, pursuant to the provisions of Article 10 of AGCOM Resolution 179/03/CSP and AGCOM Resolution 156/23/CONS and subsequent amendments.

For each quality indicator the following data are provided:

- the description of the indicator;
- the measurement methods;
- the explanatory notes on how the measurements have been carried out;
- the quality targets set for the year 2025 in relation to each quality indicator;
- the results for the year 2025, as applicable;
- the surveyed periods.

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

Complaints on charges

Indicator	Measure	Target 2025	Result 1st semester 2025	Result 2nd semester 2025	Result year 2025
Complaints on charges	Ratio of the number of complaints received in the detected period to the number of invoices issued in the same period	1%	2%	3%	2,5%
	Percentage of single invoices for post-paid fixed and mobile telephony services compared to total invoices issued			0%	0%

Description of the quality indicator

The percentage of invoices for which the user has complained (in writing or in another traceable form recognised by the operator and indicated in the chart of services) in relation to the number of invoices issued in the same period.

Measurement methods and notes

The survey is census-based: all complaints received during the detected period are taken into account regardless of the grounds of the complaint.

Survey period

1 January - 31 December.

Invoicing Accuracy

Indicator	Measure	Target 2025	Result 1st semester 2025	Result 2nd semester 2025	Result year 2025
Invoicing Accuracy	Ratio of the number of invoices (irrespective of the period of issue) subject to grounded objections that result in amounts being re-credited to the customer by means of another invoice with an adjustment or a credit note issued in the reporting period to the total number of invoices issued in the same period. The percentage is calculated considering all invoices in respect of which the re-credit to the customer has been made in the concerned period, irrespective of the period to which the incorrect invoice relates, as a proportion of the number of invoices issued in the period concerned.	5%	1%	3%	2%

Description of the quality indicator

The percentage of invoices subject to grounded objections that generate a re-credit of amounts to the customer by means of another invoice with an adjustment or a credit note compared to the number of invoices issued in the same period.

Measurement methods and notes

The survey is census-based: all invoices (regardless of the period in which they were issued) that are the subject of a complaint deemed grounded and that generate a re-credit of amounts to the customer by means of another invoice with an adjustment or a credit note, regardless of the period to which the erroneous invoice relates, issued during the detected period.

Survey period

1 January - 31 December.

Service activation time

Indicator	Measure	Target 2025	Result 1st semester 2025	Result 2nd semester 2025	Result year 2025
Service activation time (orders for which no technical intervention on field is required)	Average delivery time for orders completed in the survey period	136	16	22,9	19,45
	Percentile 95% ¹ delivery time for orders completed in the survey period	295	43	87	65
	99% percentile of delivery time for orders completed in the survey period	310	43	87	65
	Percentage of valid orders completed by the date agreed with the customer, where applicable	80%	100%	100%	100%
	Percentage of valid orders completed within the maximum contractually agreed deadline	80%	100%	100%	100%
Number of completed contracts			14	21	35

Number of completed contracts acquired by teleselling through ROC-registered call centres	0	0	0
Number of completed contracts not acquired via call centre.	14	21	35

Description of the quality indicator

The time measured in calendar days that elapses between the day when a valid order is received, as stipulated in the contract, and the day when all the services requested are actually available for use by the applicant.

Measurement methods and notes

The survey is census-based: all valid orders whose processing has been completed during the survey period concerned. A service is considered to be available for use when it is operational and therefore when any equipment installed by the operator at the user's domicile is also working.

Cases where the delay with respect to the contractually agreed maximum term does not depend on the will of the operator providing the direct service are excluded, such as:

- a) absence of the client or inaccessibility of the premises at the time of the agreed appointment;
- b) postponement requested by the customer or the other access operator providing the facility;
- c) the need for authorisations from public administrations or third parties.

Survey period

1 January - 30 June - 1st semester;

¹ The "percentile 95% delivery time" is the maximum time within which 95% of the deliveries are made. This is to say that 95% of the deliveries are made with a time not exceeding the '95% percentile', while the remaining 5% of the deliveries are made with a time exceeding the 95% percentile.

1 July - 31 December - 2nd semester;
1 January - 31 December - annual.

Malfunction repair time

Indicator	Measure	Target 2025	Result 1st semester 2025	Result 2nd semester 2025	Result year 2025
Malfunction repair time (services provided with own infrastructure)	Average repair time for malfunctions	28 h	0,14	18	9,07
	Percentile 80% of malfunction repair time	12 h	0,14	18	9,07
	Percentile 95% of malfunction repair time	27 h	0,14	18	9,07
	Percentage of malfunction repairs completed within the contractually agreed maximum term.	85%	100%	100%	100%

Description of the quality indicator

Time elapsed between the customer reporting an actual malfunction and its elimination.

Measurement methods and notes

The survey is census-based - collection of all repairs completed in each survey period regardless of when the malfunctions were reported. Actual malfunctions are those which have been identified by the operator as pertaining to the network of operator's competence and which are dependent on network faults or faults of network termination equipment even if installed at user's premises. A fault report concerning several access lines under the same numbering shall be considered as a single fault report. If several reports are received for the same malfunction, a single report is counted. The only cases excluded are those where the repair requires intervention at the user's premises and the delay with respect to the contractually agreed maximum time is beyond the control of the operator providing the direct service, such as: a) absence of the customer or inaccessibility of the premises at the agreed appointment; b) postponement requested by the customer. Only data relating to services that provide for a standard repair time, i.e. provided through standard contracts, are included, while data on services provided on the basis of a specific agreement for a repair time faster or lower than the times provided in standard contracts are excluded.

Survey period

1 January - 30 June - 1st semester.

1 July - 31 December - 2nd semester.

1 January - 31 December - annual.