

**REPORT ON THE QUALITY INDICATORS OF INTERNET IN THE CAR SERVICES
ASSOCIATED TO MACHINE TO MACHINE SERVICES PROVIDED BY TATA
Communications (Italy) Srl**

YEAR 2025

This document provides the quality indicators of Internet in the car services associated to machine-to-machine services provided by TATA Communications (Italy) Srl, pursuant to and for the purposes of Article 10 of AGCOM Resolution No. 179/03/CSP and AGCOM Resolution No. 23/23/CONS and subsequent amendments.

The following data provided for each indicator:

- a. the definition of the indicator;
- b. the measurements taken;
- c. reports relevant to the semesters (for indicators for which semester reports are also provided) and year 2025;
- d. explanatory notes on how the measurements are carried out;
- e. the survey periods.

1. COMPLAINTS ON CHARGES

Indicator	Measure	Target	Result 1st semester 2025 (from 01/01/ 2025 to 30/06/ 2025)	Result 2nd semester 2025 (from 01/07/ 2025 to 31/12/ 2025)	Result year 2025 (from 01/01/ 2025 to 31/12/ 2025)
Complaints on charges (pre-paid services)	Ratio of the number of complaints (in writing or in another traceable form recognised by the operator and indicated in the chart of services) concerning charges received in the reporting period considered to the average number of active SIM cards in the same period	1,2%	0%	0%	0%

Definition: the ratio between the number of complaints (in written or other traceable form recognised by the operator and indicated in the service charter) concerning charges received and the average number of active SIM cards during the survey period.

Notes: data collection on census basis. All complaints (in writing or in another traceable form recognised by the operator and indicated in the chart of services) received during the observation period are taken into account, regardless of the grounds of the complaint. An active SIM is defined as a SIM that allows access to the services offered by Tata Communications (Italy) Srl.

Survey periods:

1 January - 31 December - annual

2. SERVICE ACTIVATION TIME

Indicator	Measure	Target	Result 1st semester 2025 (from 01/01/2025 to 30/06/2025)	Result 2nd semester 2025 (from 01/07/2025 to 31/12/2025)	Result year 2025 (from 01/01/2025 to 31/12/2025)
Service activation time	Percentile 95% of delivery time	14 min.	14 min.	14 min.	14 min.
	Percentage of valid orders completed within the maximum contractually agreed deadline	99%	99%	99%	99%

Definition: The time, measured in hours, that elapses between the time when the valid order is recorded by the operator and the time when the service is actually available for use by the service requester.

Notes: data collection on census basis. Collection of all valid orders received by the operator, placed directly by the user or via dealers, during the survey period considered, excluding orders related to MNP. Waiting time for a necessary action by the user is excluded.

Survey periods:

1 January - 30 June - 1st semester;

1 July - 31 December - 2nd semester;

1 January - 31 December - annual.