

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

YEAR 2025

This document provides the quality indicators for voice telephony 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 as amended.

For each quality indicator, the following data are provided:

- the description of the indicator;
- measurement methods;
- 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	2,5%	0%	0%	0%

Description of the quality indicator

The percentage of invoices for which the user has complained (in writing or in another traceable form recognized 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 considered 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 complaints 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, considering the number of invoices issued in the period concerned.	1%	0%	0%	0%

Description of the quality indicator

The percentage of invoices subject of grounded complaints 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 acknowledged as 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	70	114	76	95
	Percentile 95% ¹ delivery time for orders completed in the survey period	70	289	79	184
	99% percentile of delivery time for orders completed in the survey period	90	289	79	184
	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 term contractually agreed		100%	100%	100%
Number of completed contracts			59	48	107

Number of completed contracts acquired by teleselling through ROC-registered call centers	0	0	0
Number of completed contracts not acquired via call center.	59	48	107

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 appointment agreed;
- b) postponement requested by the customer or the other access operator providing the facility;
- c) need for authorizations from public administrations or third parties.

Survey period

¹ The "95% percentile 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 January - 30 June - 1st semester;
1 July - 31 December - 2nd semester;
1 January - 31 December - annual.

Malfunction rate

Indicator	Measure	Target 2025	Result 1st semester 2025	Result 2nd semester 2025	Result year 2025
Malfunction rate	Ratio of the number of reports of malfunctions, corresponding to inefficiency or degradation ² , relating to voice service, to the average number of access lines.	12%		0%	0%

Description of the quality indicator

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

Measurement methods and notes

The survey is census-based - collection of all reports received in each survey period, excluding those relating to malfunctions that were not detected, such as any reports of faults in user terminal equipment. Actual malfunctions are those which have been detected by the access operator as pertaining to the network of operator's competence and which are dependent on network faults or faults in the operator's network equipment, even if installed at user's premises. A malfunction report concerning several access lines under the same numbering must be considered as a single malfunction report. If several reports are received for the same malfunction, a single is counted.

Survey period

1 January - 30 June - 1st semester.

1 July - 31 December - 2nd semester.

1 January - 31 December - annual.

² By 'degradation' is meant the decay over time of the performance and/or working conditions of a service compared to a previous situation in which it had been characterized by the measurement of a set of parameters and declared to be operating satisfactorily.

Malfunction repair time

Indicator	Measure	Target 2025	Result 1st semester 2025	Result 2nd semester 2025	Result year 2025
Malfunction repair time (services provided through the use of wholesale network services of another operator)	Average repair time for malfunctions	75 h	90 h	6,48 h	48,24 h
	Percentile 80% of malfunction repair time	38 h	90 h	9,55 h	49,77 h
	Percentile 95% of malfunction repair time	100 h	90 h	13,75 h	51,87 h
	Percentage of repairs of malfunctions completed within the maximum term provided by the contract	90%	90%	75%	82,5%

Description of the quality indicator

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

Measurement methods and notes

Census survey - 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 failures of the network or of network termination equipment of the operator 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 shall be 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 term 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 relevant to services provided on the basis of a specific agreement for a repair time faster or slower 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.

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

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	75 h	0	4,47 h	4,47 h
	Percentile 80% of malfunction repair time	38 h	0	8,17 h	8,17 h
	Percentile 95% of malfunction repair time	100 h	0	12,13 h	12,13 h
	Percentage of malfunction repairs completed within the contractually agreed maximum time.	90%		1,50%	1,50%

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 failures of the network or of network termination equipment of the operator 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 shall be 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 term 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 time standard repair, i.e. provided through standard contracts, are included while data relevant to services provided on the basis of a specific agreement for a time of repair higher or lower than the times of repair 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.

Probability of call failure

Indicator	Measure	Target 2025	Result 1st semester 2025	Result 2nd semester 2025	Result year 2025
Probability of call failure	Percentage of blank calls with reference to national calls	20%	1%	1%	1%

Description of the quality indicator

Ratio, with reference to national calls, between the number of unsuccessful calls and the total number of call attempts in the reporting period expressed as a percentage.

Measurement methods and notes

Census data collection on all outgoing traffic. An unsuccessful call is an attempt to call a valid number, correctly dialled after the dial tone, where the caller receives, within 30 seconds of receiving the dialling information from the network, neither a busy tone, nor a dial tone, nor an answer signal.

Survey period

1 January - 30 June - 1st semester.

1 July - 31 December - 2nd semester.

1 January - 31 December - annual.

Call set-up time

Indicator	Measure	Target 2025	Result 1st semester 2025	Result 2nd semester 2025	Result year 2025
Call set-up time	Average value of national calls set-up time	8 sec.	2 sec.	2,5 sec.	2,25 sec.
	95% percentile of national calls set-up time		2 sec.	2 sec.	2 sec.

Description of the quality indicator

The time interval, expressed in seconds, between the network receiving the complete addressing information and the caller receiving a busy, free or answer tone.

Measurement methods and notes

Data collection: census on all outgoing traffic. Failed calls are to be excluded from the measurement.

Survey period

1 January - 30 June - 1st semester.

1 July - 31 December - 2nd semester.

1 January - 31 December - annual.