**Electronic form referred to in Article 5, paragraph 4 of Resolution no. 156/23/CONS**

**OPERATOR:**

**Reference year:** 2025

**Data collection period:**

| | |
|---|---|
| 1st HALF | |
| 2nd HALF | x |
| FULL YEAR | |

| Per. | Req. | Indicator name | | Applicable services | Measure / *Mandatory information* | Unit of measure | Measured value |
|---|---|---|---|---|---|---|---|
| A | M | Billing complaints (Annex 2 to Resolution no. 156/23/CONS) | | All fixed-location communication services | Ratio between the number of complaints received in the period considered and the number of invoices issued in the same period | % | |
| | | | | | *Percentage of single invoices for fixed and post-paid mobile telephony services out of the total invoices issued* | % | |
| A | M | Billing accuracy (Annex 3 to Resolution no. 156/23/CONS) | | All fixed-location communication services | Percentage of invoices subject to disputes upheld as justified that result in the amounts being credited back to the customer by means of another, corrective invoice or a credit note, out of the number of invoices issued in the same period | % | |
| H/A | M | Service activation time (Annex 4 to Resolution no. 156/23/CONS) | Report a): orders whose fulfilment does not require technical work in the field | All fixed-location communication services | Average supply time for orders completed in the data collection period | days | **14** |
| | | | | | 95th percentile of supply time for orders completed in the data collection period | days | **23** |
| | | | | | 99th percentile of supply time for orders completed in the data collection period | days | **28** |
| | | | | | Percentage of valid orders completed by the date agreed with the customer, where applicable | % | **100.00%** |
| | | | | | Percentage of valid orders completed within the maximum time limit provided for in the contract | % | **100.00%** |
| | | | | | *Number of contracts completed* | | **224** |
| | | | Report b): orders whose fulfilment requires technical work in the field | All fixed-location communication services | Average supply time for orders completed in the data collection period | days | **25** |
| | | | | | 95th percentile of supply time for orders completed in the data collection period | days | **79** |
| | | | | | 99th percentile of supply time for orders completed in the data collection period | days | **104** |
| | | | | | Percentage of valid orders completed by the date agreed with the customer, where applicable | % | **89.30%** |
| | | | | | Percentage of valid orders completed within the maximum time limit provided for in the contract | % | **89.30%** |
| | | | | | *Number of contracts completed* | | **4,671** |
| | | | | All fixed-location communication services | *Number of contracts completed that were acquired through teleselling via call centres registered with the ROC* | | |
| | | | | | *Number of contracts completed not acquired through call centres* | | |
| H/A | M | Fault rate (Annex 5 to Resolution no. 156/23/CONS) | | All fixed-location communication services | Ratio between the number of fault reports, corresponding to service outage or degradation, relating to the voice service and/or Internet access, and the average number of access lines | % | **9.28%** |
| | | | Report a): services provided | All fixed-location communication | Average time to repair faults | hours | **34** |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| H/A | M | Fault repair time<br>(Annex 6 to Resolution no. 156/23/CONS) | via own infrastructure | services | 80th percentile of the time to repair faults | hours | **91** |
| | | | | | 95th percentile of the time to repair faults | hours | **98** |
| | | | | | Percentage of fault repairs completed within the maximum time provided for in the contract | % | **74.30%** |
| | | | Report b): services provided using another operator's wholesale network services | All fixed-location communication services | Average time to repair faults | hours | **40** |
| | | | | | 80th percentile of the time to repair faults | hours | **94** |
| | | | | | 95th percentile of the time to repair faults | hours | **120** |
| | | | | | Percentage of fault repairs completed within the maximum time provided for in the contract | % | **68.20%** |
| H/A | M(1) | Call failure probability<br>(Annex 7 to Resolution no. 156/23/CONS) | | Publicly available interpersonal communications services | Percentage of unsuccessful calls with reference to national calls | % | |
| H/A | M(1) | Call set-up time<br>(Annex 8 to Resolution no. 156/23/CONS) | | Publicly available interpersonal communications services | Average call set-up time for national calls | seconds | |
| | | | | | 95th percentile of call set-up time for national calls | seconds | |

**LEGEND**

**Per.** = Periodicity of data collection
H/A = Half-yearly and annual
A = Annual

**Req.** = Whether the indicator is mandatory
M = Mandatory
O = Optional

**NOTE**

(1) Mandatory status suspended until completion of the assessments referred to in Article 12, paragraph 8 of the regulation

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