Quality objectives for the year 2025
Resolution No. 156/23/CONS – Article 6, paragraph 1, letter a)

Billing complaints (Annex 2 Resolution No. 156/23/CONS)	Ratio between the number of complaints received in the period considered and the number of invoices issued in the same period < 1% Percentage of single invoices for post-paid fixed and mobile telephony services out of the total number of invoices issued < 1%
Billing accuracy (Annex 3 Resolution No. 156/23/CONS)	Percentage of invoices subject to disputes recognised as well-founded that result in the amounts being re-credited to the customer by means of another invoice with an adjustment or a credit note, out of the number of invoices issued in the same period < 1%
Service activation time (Annex 4 Resolution No. 156/23/CONS)	Report a) orders for whose fulfilment no technical interventions in the field are necessary, i.e. that can be fulfilled exclusively through activities carried out at the exchange or remotely - Average supply time for orders completed in the survey period 15 days - 95th percentile of the supply time for orders completed in the survey period 25 days - 99th percentile of the supply time for orders completed in the survey period 30 days - Percentage of valid orders completed by the date agreed with the customer, where applicable 95% - Percentage of valid orders completed within the maximum time limit provided for in the contract 95% - Number of completed contracts 398 Report b) orders for whose fulfilment technical interventions in the field are necessary - Average supply time for orders completed in the survey period 30 days - 95th percentile of the supply time for orders completed in the survey period 35 days - 99th percentile of the supply time for orders completed in the survey period 50 days - Percentage of valid orders completed by the date agreed with the customer, where applicable 90% - Percentage of valid orders completed within the maximum time limit provided for in the contract 90% - Number of completed contracts 6,841 Number of completed contracts acquired through teleselling by call centres registered with the ROC 0 Number of completed contracts not acquired through call centres 7,239
Fault rate (Annex 5 of Resolution No. 156/23/CONS)	Ratio between the number of fault reports, corresponding to outage or degradation, relating to the voice service and/or Internet access, and the average number of access lines 15%
Fault repair time (Annex 6 Resolution No. 156/23/CONS)	Report a) services provided with own infrastructure - Average time to repair faults 25 hours - 80th percentile of the time to repair faults 60 hours - 95th percentile of the time to repair faults 90 hours - Percentage of fault repairs completed within the maximum time provided for in the contract 95% Report b) services provided using another operator's wholesale network services - Average time to repair faults 45 hours - 80th percentile of the time to repair faults 70 hours - 95th percentile of the time to repair faults 100 hours - Percentage of fault repairs completed within the maximum time provided for in the contract 90%

Call failure probability (Annex 7 Resolution No. 156/23/CONS) *	Percentage of unsuccessful calls with reference to national calls ____%
Call set-up time (Annex 8 Resolution No. 156/23/CONS) *	Average call set-up time for national calls ____ s 95th percentile of the call set-up time for national calls ____ s

* obligation suspended until the conclusion of the assessments referred to in Article 12, paragraph 8 of Regulation 156/23/CONS

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