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Quality objectives for the year 2026
Fixed-location services (Resolution No. 156/23/CONS)

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)	<u>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</u> · 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 438 <u>Report b) orders for whose fulfilment technical interventions in the field are necessary</u> · Average supply time for orders completed in the survey period 25 · 95th percentile of the supply time for orders completed in the survey period 70 · 99th percentile of the supply time for orders completed in the survey period 98 · 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 8,207

	Number of completed contracts acquired through teleselling by call centres registered with the ROC 0 Number of completed contracts not acquired through call centres 8,645
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 13%
Fault repair time (Annex 6 Resolution No. 156/23/CONS)	Report a) services provided using own infrastructure · Average time to repair faults 25 hours · 80th percentile of the time to repair faults 50 hours · 95th percentile of the time to repair faults 62 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 40 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 93%
Call failure probability (Annex 7 Resolution No. 156/23/CONS) *	Percentage of unsuccessful calls with reference to national calls N/A
Call set-up time (Annex 8 Resolution No. 156/23/CONS) *	Average call set-up time for national calls N/A 95th percentile of the call set-up time for national calls N/A

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

Quality objectives for the year 2026
Telephone support services

Number:

Average operator response time	Time interval	Seconds	15
Rate of calls to an operator answered within 20 s	Percentage	%	80
Customer satisfaction index (optional)	Measure 1 (survey participation rate)	MOS	
	Measure 2 (Contact clarity rating index)	MOS	
	Measure 3 (Service provider courtesy rating index)	MOS	
	Measure 4 (Rating index of the quality of the support provided)	MOS	
	Measure 5 (Perceived contact speed index)	MOS	

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Quality objectives for the year 2026
Complaints

Complaint resolution time	Time within which 80% of complaints are resolved	Hours	720
	Time within which 90% of complaints are resolved	Hours	840
	Percentage of complaints resolved within the set time limits	%	95%

This document is an English translation of the original Italian document and is provided for ease of reference. The translation may contain errors, omissions or inaccuracies. In the event of any discrepancy or inconsistency between this translation and the Italian original, the Italian original shall prevail to the extent permitted by applicable law.