2020 Quality Objectives

Fixed Voice Telephony (Resolution No. 254/04/CSP)

Supply time for initial tlc connection	Time, measured in calendar days, between the day on which the valid order was received, as provided for in the contract, and the day on which the service is actually available for use by the person requesting the service. **DIRECT SERVICE USING OWN INFRASTRUCTURE** 95th percentile of the supply time: ..... 25 days 99th percentile of the supply time: ..... 33 days Percentage of valid orders completed by the date agreed with the Customer.....99% **DIRECT SERVICE USING OTHER OPERATORS' INFRASTRUCTURE** 95th percentile of the supply time: ..... 30 days 99th percentile of the supply time: ..... 40 days Percentage of valid orders completed by the date agreed with the Customer.....99%
Fault rate per access line	Fault rate: ratio between the number of reports of actual faults and the average number of access lines .....13% Direct service using other operators' infrastructure.....2.1% Direct service using own infrastructure.....2.1% Indirect service in CPS mode..... 1.8%
Fault repair time	Time elapsed, in calendar hours, between the Customer's report of an actual fault and its removal. **DIRECT SERVICE USING OWN INFRASTRUCTURE** 80th percentile of the time to repair faults: .... 30 hours 95th percentile of the time to repair faults: .....45 hours **DIRECT SERVICE USING OTHER OPERATORS' INFRASTRUCTURE** 80th percentile of the time to repair faults: .... 30 hours 95th percentile of the time to repair faults: .....50 hours **CPS** 80th percentile of the time to repair faults: .... 30 hours 95th percentile of the time to repair faults: .....25 hours
Response time for operator services	Average response time.....15 s Percentage of incoming calls in which the response time is less than 20 s.....**98%**
Disputed invoices	The percentage of invoices for which the user has made a complaint (in writing or in another form recognised by the operator and traceable) out of the number of invoices issued in the same period..... **2.5%**
Billing accuracy	The 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**: 2%**
Supply time for carrier selection	Time elapsing between the day of the valid order and the day on which the CPS service is actually available for use (measured in calendar days) -95th percentile of the supply time: 10 days -99th percentile of the supply time: 15 days

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Internet Access from a Fixed Location (Resolution No. 131/06/CSP)

Service activation time	The time between the day on which the order is registered by the operator and the day on which the service is actually available for use by the service requester. **BITSTREAM**: 95th percentile of the service activation time ……25 days 99th percentile of the service activation time ……30 days Percentage of valid orders completed by the date agreed with the Customer: ……99% **WIRELESS**: 95th percentile of the service activation time…… 25 days 99th percentile of the service activation time……40 days Percentage of valid orders completed by the date agreed with the Customer:…. 95%
Fault rate per access line	Fault rate: ratio between the number of reports of actual faults and the average number of broadband access lines Service provided with another operator's ULL …… 2% Service provided using wholesale services (BITSTREAM)… 2%
Fault repair time	Time elapsed, in calendar hours, between the Customer's report of an actual fault and its removal. **ANOTHER OPERATOR'S ULL**: 80th percentile of the time to repair faults: …. .. ……. 30 hours 95th percentile of the time to repair faults: …… 35 hours Percentage of fault repairs completed within the maximum time provided for in the contract:……99% **BITSTREAM**: 80th percentile of the time to repair faults: …. .. ……. 30 hours 95th percentile of the time to repair faults: …… 35 hours Percentage of fault repairs completed within the maximum time provided for in the contract:……99%
Response time for calls to the operator's customer service	Minimum IVR navigation time to reach the "human operator" option **Qcom has no IVR** Average response time of the human operator to incoming calls (after the user has selected the option that allows them to speak to the human operator ……15 **s** Percentage of incoming calls in which the response time is less than 20 seconds …… **98%**
Disputed charges	Percentage of invoices for which the user has made a complaint (in writing or in another form recognised by the operator and traceable) out of the number of invoices issued in the same period: Disputed invoices…… **2%**

Customer support services (Resolution 79/09/CSP)

Indicator name	Measure	Unit of measurement	Measured value
1 - minimum navigation time to reach the option of speaking to an operator in order to make a complaint, i.e. the time interval between the moment at which the selection of the customer service number is correctly completed and the moment at which the user can select the option of speaking to an operator to make a complaint	average, weighted by the time spent in each IVR in the half-year, of the minimum times to reach the "human operator" option in the IVR to make a complaint	seconds	N/A Qcom has no IVR
2 - operator response time after the user has selected the relevant option, i.e. the time interval between the moment at which the calling user selects the "operator" option within the interactive voice response (IVR) customer service system and the moment at which the operator answers the user to provide the requested service	a) average response time to incoming calls	seconds	15
	b) percentage of incoming calls in which the response time is less than 20 seconds	%	98
3 - percentage of complaints resolved without the user needing to make further calls to the customer service number about the same complaint	Percentage	%	71

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