Electronic form referred to in Article 3, paragraph 1, letter b) of the directive issued with Resolution no. 254/04/CSP of 10 November 2004

OPERATOR:	QCOM S.P.A.
	Electronic Form referred to in Article 3, paragraph 1, letter B) of the directive
DATA COLLECTION PERIOD:	year 2019

INDICATOR NAME / SERVICE TO WHICH IT APPLIES			MEASURES		
1 - Supply time for the initial connection	Mandatory	a) (direct service using own infrastructure)	T1 = Time within which in 95% of cases the supply time is t≤T1 ***** *[measured in calendar days]*	T2 = Time within which in 99% of cases the supply time is t≤T2 ***** *[measured in calendar days]*	T3 = Connection time provided for in the contract [specific standard] ***** *[measured in calendar days]*
			20	35	60
		b) (direct service using other operators' infrastructure)	T1 = Time within which in 95% of cases the supply time is t≤T1 ***** *[measured in calendar days]*	T2 = Time within which in 99% of cases the supply time is t≤T2 ***** *[measured in calendar days]*	T3 = Connection time provided for in the contract [specific standard] ***** *[measured in calendar days]*
			29	*45*	*60*
		NOTES			
per access line	datory	**a)** (direct service using own infrastructure)	Fault rate ***** *[%]*		
			1.5		
		b) (direct service using other operators' infrastructure)	Fault rate ***** *[%]*		
			2.1		

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DATA COLLECTION PERIOD:	year 2019

INDICATOR NAME / SERVICE TO WHICH IT APPLIES			MEASURES		
2 - Fault rate	Man	c) (indirect service in CPS mode)	Fault rate ***** *[%]*		
			0.5		
		NOTES			

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DATA COLLECTION PERIOD:	year 2019

INDICATOR NAME / SERVICE TO WHICH IT APPLIES			MEASURES		
3 - Fault repair time	Mandatory	**a)** (direct service using own infrastructure)	T1 = Time within which in 80% of cases the repair time is t≤T1 ***** *[measured in hours]*	T2 = Time within which in 95% of cases the repair time is t≤T2 ***** *[measured in hours]*	T3 = Repair time provided for in the contract (specific standard) ***** *[measured in hours]*
			36	48	72
		b) (direct service using other operators' infrastructure)	T1 = Time within which in 80% of cases the repair time is t≤T1 ***** *[measured in hours]*	T2 = Time within which in 95% of cases the repair time is t≤T2 ***** *[measured in hours]*	T3 = Repair time provided for in the contract (specific standard) ***** *[measured in hours]*
			48	56	72
		c) (indirect service in CPS mode)	T1 = Time within which in 80% of cases the repair time is t≤T1 ***** *[measured in hours]*	T2 = Time within which in 95% of cases the repair time is t≤T2 ***** *[measured in hours]*	T3 = Repair time provided for in the contract (specific standard) ***** *[measured in hours]*
			10	19	72
		NOTES			
calls		**a)** (direct service using own infrastructure)	P1 = Percentage of unsuccessful calls to national numbers ***** *[%]*		

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DATA COLLECTION PERIOD:	year 2019

INDICATOR NAME / SERVICE TO WHICH IT APPLIES			MEASURES		
4 - Percentage of unsuccessful	OPTIONAL				
		b) (direct service using other operators' infrastructure)	P1 = Percentage of unsuccessful calls to national numbers ***** *[%]*		
		c) (indirect service)	P1 = Percentage of unsuccessful calls to national numbers ***** *[%]*		
		NOTES			

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DATA COLLECTION PERIOD:	year 2019

INDICATOR NAME / SERVICE TO WHICH IT APPLIES			MEASURES		
5 - Call set-up time	OPTIONAL	**a)** (direct service using own infrastructure)	T1 = Average set-up time for national calls ***** *[measured in seconds]*	T2 = Time within which in 95% of cases the set-up time is t≤T2 ***** *[measured in seconds]*	
		b) (direct service using other operators' infrastructure)	T1 = Average set-up time for national calls ***** *[measured in seconds]*	T2 = Time within which in 95% of cases the set-up time is t≤T2 ***** *[measured in seconds]*	
		c) (indirect service)	T1 = Average set-up time for national calls ***** *[measured in seconds]*	T2 = Time within which in 95% of cases the set-up time is t≤T2 ***** *[measured in seconds]*	
		NOTES			
6 - Response times for operator services	Mandatory	(direct and indirect services)	average response time ***** *[measured in seconds]*	percentage of calls with a response time of less than 20 seconds ***** *[%]*	
			25	70	
		NOTES			

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DATA COLLECTION PERIOD:	year 2019

INDICATOR NAME / SERVICE TO WHICH IT APPLIES			MEASURES		
7 - Response times for customer support services via an operator	**OPTIONAL**	(direct and indirect services)	average response time ***** *[measured in seconds]*	percentage of calls with a response time of less than 20 seconds ***** *[%]*	
		NOTES			

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DATA COLLECTION PERIOD:	year 2019

INDICATOR NAME / SERVICE TO WHICH IT APPLIES			MEASURES		
8 - Response times for directory enquiry services	Mandatory	(directory enquiry services)	average response time ***** *[measured in seconds]*	percentage of calls with a response time of less than 20 seconds ***** *[%]*	
		NOTES	SERVICE NOT PROVIDED BY QCOM		
9 - Percentage of public pay telephones (coin and card) in service	Mandatory	(public telephony)	Percentage of public telephones in full working order ***** *[%]*		
		NOTES	SERVICE NOT PROVIDED BY QCOM		
invoices	for the year 2005)	(direct services and indirect services) operators that provide billing for calls to premium rate services offered by third parties other than the operator issuing the invoice, on numbers assigned to other operators	percentage of invoices for which the user has made complaints ***** *[%]* 1		

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DATA COLLECTION PERIOD:	year 2019

INDICATOR NAME / SERVICE TO WHICH IT APPLIES			MEASURES		
10 - Disputed	Mandatory - (OPTIONAL	(direct services and indirect services) operators that do **NOT** provide billing for calls to premium rate services offered by third parties other than the operator issuing the invoice, on numbers assigned to other operators	percentage of invoices for which the user has made complaints ***** *[%]*		
		NOTES			
11 - Billing accuracy	Mandatory	(direct and indirect services)	percentage of disputed invoices that turned out to be incorrect ***** *[%]* 0.5		
		NOTES			

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DATA COLLECTION PERIOD:	year 2019

INDICATOR NAME / SERVICE TO WHICH IT APPLIES			MEASURES		
12 - Supply time for Carrier Pre-Selection	Mandatory	(indirect services in CPS)	T1 = Time within which in 95% of cases the supply time is t≤T1 ***** *[measured in calendar days]*	T2 = Time within which in 99% of cases the supply time is t≤T2 ***** *[measured in calendar days]*	
			5	10	
		NOTES			

Legend

- The boxes to be filled in are those with a yellow background (for the measures and the related mandatory information) and those with a

- The required times must be given in hours and minutes separated by a full stop **[hh.mm]** as in the following example:

  In the case of continuous hours, the *end* time of the **morning** coincides with the *start* time of the **afternoon**.

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OPERATOR:	QCOM S.P.A.
	Electronic Form referred to in Article 3, paragraph 1, letter B) of the directive
DATA COLLECTION PERIOD:	year 2019

INDICATOR NAME / SERVICE TO WHICH IT APPLIES	MEASURES

NB. This form is provisional. Any proposals for improvement may be sent to the email address

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	MANDATORY INFORMATION										
Percentage of cases in which the connection is completed by the date agreed with the customer ***** [%]	Hours for taking orders from Monday to Friday	*start*	*end*	Hours for taking orders on Saturday	*start*	*end*	Hours for taking orders on Sunday	*start*	*end*	Accuracy in keeping appointments (optional)
	M	08:30		**M**	08:30		**M**			
99	**P**		19:30	**P**		19:30	**P**			
Percentage of cases in which the connection is completed within the maximum time provided for in the contract ***** *[%]*	Hours for taking orders from Monday to Friday	*start*	*end*	Hours for taking orders on Saturday	*start*	*end*	Hours for taking orders on Sunday	*start*	*end*	Accuracy in keeping appointments (optional)
	M	08:30		**M**	08:30		**M**			
97	**P**		19:30	**P**		19:30	**P**			

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	MANDATORY INFORMATION			
	The numerator refers only to the number of fault reports in CPS ***** *[Yes/No]*			
	YES			

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	MANDATORY INFORMATION									
Percentage of cases in which the repair time is t≤T3 ***** [%]	Hours for taking orders from Monday to Friday	start	end	Hours for taking orders on Saturday	start	end	Hours for taking orders on Sunday	start	end	Accuracy in keeping appointments (optional)
	M	08:30		M	08:30		M			
99	P		19:30	P		19:30	P			
Percentage of cases in which the repair time is t≤T3 ***** [%]	Hours for taking orders from Monday to Friday	start	end	Hours for taking orders on Saturday	start	end	Hours for taking orders on Sunday	start	end	Accuracy in keeping appointments (optional)
	M	08:30		M	08:30		M			
99	P		19:30	P		19:30	P			
Percentage of cases in which the repair time is t≤T3 ***** [%]	Hours for taking orders from Monday to Friday	start	end	Hours for taking orders on Saturday	start	end	Hours for taking orders on Sunday	start	end	Accuracy in keeping appointments (optional)
	M	08:30		M	08:30		M			
99	P		19:30	P		19:30	P			

	Measuring method a / b / c / d	Number of samples *(only for methods b, c, d)*	If measurement method d is used, describe the combination used	

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	MANDATORY INFORMATION			
	Measuring method a / b / c / d	Number of samples *(only for methods b, c, d)*	If measurement method d is used, describe the combination used	
	Measuring method a / b / c / d	Number of samples *(only for methods b, c, d)*	If measurement method d is used, describe the combination used	

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	MANDATORY INFORMATION			
	Measuring method a / b / c / d	Number of samples *(only for methods b, c, d)*	If measurement method d is used, describe the combination used	
	Measuring method a / b / c / d	Number of samples *(only for methods b, c, d)*	If measurement method d is used, describe the combination used	
	Measuring method a / b / c / d	Number of samples *(only for methods b, c, d)*	If measurement method d is used, describe the combination used	
	Measuring method a / b	Number of samples *(only for method b)*		

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	MANDATORY INFORMATION			
	Measuring method a / b	Number of samples *(only for method b)*		

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	MANDATORY INFORMATION			
	Measuring method a / b	Number of samples *(only for method b)*	Prices applied or address of the web page where prices are published	
	Measuring method a / b	Number of samples *(only for method b)*		
	If single invoices are issued for fixed and post-paid mobile telephony services, state the percentage of invoices of this type out of the total invoices issued ***** *[%]*			

issued with Resolution no. 254/04/CSP of 10 November 2004

	MANDATORY INFORMATION			
	If single invoices are issued for fixed and post-paid mobile telephony services, state the percentage of invoices of this type out of the total invoices issued ***** *[%]*			

issued with Resolution no. 254/04/CSP of 10 November 2004

	MANDATORY INFORMATION			

light-blue background (for any notes)

start time **end time**

↓ ↓

	start	*end*
M	09:30	13:00
P	14:00	17:30

morning →

afternoon →

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	MANDATORY INFORMATION

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