Electronic form referred to in Article 3, paragraph 1, letter a) of Annex A to Resolution no. 131/06/CSP of 12 July 2006

OPERATOR: QCOM S.P.A.

Reference year: 2018 | Data collection period:

1st HALF	
2nd HALF	
FULL YEAR	x

Per.	Indicator name	Applicable services	Measure	Unit of measure	Measured value
	1) first-activation orders for a broadband Internet access service placed with the same operator that provides the direct access service for an already active telephone line	broadband Internet access services	95th percentile of supply time	calendar days	29
			99th percentile of supply time	calendar days	35
			Percentage of valid orders completed within the maximum time limit provided for in the contract	%	97
			Average	calendar days	25
			Number of contracts for this order type	-	-
	2) first-activation orders placed with a broadband Internet access service operator other than the one that provides the direct access service for an already active telephone line	broadband Internet access services	95th percentile of supply time	calendar days	32
			99th percentile of supply time	calendar days	37
			Percentage of valid orders completed within the maximum time limit provided for in the contract	%	96
			Average	calendar days	27
			Number of contracts for this order type	-	-
			95th percentile of supply time	calendar days	10

H/A	1 - Service activation time	3) orders to change the operator providing the Internet access service for a line on which a broadband Internet access service is already active	broadband Internet access services	99th percentile of supply time	calendar days	12
				Percentage of valid orders completed within the maximum time limit provided for in the contract	%	97
				Average	calendar days	8
				Number of contracts for this order type	-	-
		4) orders placed together with an order for activation of a new telephone line, or not together with an order to change the direct access operator, for an already active telephone line, counting the time elapsing between activation of the telephone line and activation of the Internet access service	broadband Internet access services	95th percentile of supply time	calendar days	30
				99th percentile of supply time	calendar days	32
				Percentage of valid orders completed within the maximum time limit provided for in the contract	%	96
				Average	calendar days	28
				Number of contracts for this order type	-	-
		5) for wireless broadband access services	broadband Internet access services	95th percentile of supply time	calendar days	10
				99th percentile of supply time	calendar days	12
				Percentage of valid orders completed within the maximum time limit provided for in the contract	%	98
				Average	calendar days	7
				Number of contracts for this order type	-	-

H/A	2 - Fault rate	a) (service provided using own infrastructure or Unbundling)	broadband Internet access services	Fault rate	%	-
		b) (service provided using wholesale services)	broadband Internet access services	Fault rate	%	2.5
		a) services provided in Unbundling or using own infrastructure	broadband Internet access services	80th percentile of the time to repair faults	hours, incl. non-working hours	28
				95th percentile of the time to repair faults	hours, incl. non-working hours	32
				Percentage of fault repairs completed within the maximum time provided for in the contract	%	99

H/A	3 - Fault repair time			Average repair time	hours, incl. non-working hours	25
		b) (services provided using wholesale services)	broadband Internet access services	80th percentile of the time to repair faults	hours, incl. non-working hours	42
				95th percentile of the time to repair faults	hours, incl. non-working hours	49
				Percentage of fault repairs completed within the maximum time provided for in the contract	%	92
				Average repair time	hours, incl. non-working hours	38
H/A	4 - Response time for calls to the operator's customer support services	1) minimum navigation time to reach the "human operator" option	broadband and narrowband Internet access services	Weighted average	seconds	-
		2) response time of the human operator after the user selects the option to speak to a human operator	broadband and narrowband Internet access services	Average response time for incoming calls	seconds	25 (please note that Qcom has no filter before human operator intervention
				Percentage of incoming calls with a response time of less than 20 seconds	%	70
			broadband and	Average response time for incoming calls	seconds	25

		3) total response time of the human operator	narrowband Internet access services	Percentage of incoming calls with a response time of less than 20 seconds	%	70
A	5 - Disputed charges	Percentage of invoices for which the user has complained	narrowband Internet access services	Ratio of complaints received in the period considered to invoices issued in the same period	%	1.1
			broadband Internet access services	Ratio of complaints received in the period considered to invoices issued in the same period	%	1.1
H/A	6 – Unavailability of the dial-up access service (1)	Probability that no modem is available to accept dial-up calls	narrowband Internet access services	Name of the contract type		-
				Ratio of the time during which no modem is available to accept dial-up calls to the observation period	%	-
H/A	7 – Data transmission speed (2)	Contract types	broadband and narrowband Internet access services	Description of the contract type		SEE PRICE TRANSPARENCY
		a) downloading		95th percentile of transmission speed	kbit/s	SEE PRICE TRANSPARENCY
				5th percentile of transmission speed	kbit/s	SEE PRICE TRANSPARENCY
				Average transmission speed	kbit/s	SEE PRICE TRANSPARENCY
				Standard deviation of transmission speed	kbit/s	SEE PRICE TRANSPARENCY
		b) uploading		95th percentile of transmission speed	kbit/s	SEE PRICE TRANSPARENCY
				5th percentile of transmission speed	kbit/s	SEE PRICE TRANSPARENCY

		b) uploading		Average transmission speed	kbit/s	SEE PRICE TRANSPARENCY
				Standard deviation of transmission speed	kbit/s	SEE PRICE TRANSPARENCY
H/A	8 – Unsuccessful data transmission rate		narrow- and broadband Internet access services	Ratio of failed data transmissions to the total number of transmission attempts made during the test period	%	1.9
H/A	9 - One-way transmission delay	Half the time taken to check a valid IP address using a packet	Internet access services	Average delay	msec	-
				Standard deviation of delay	msec	-

LEGEND

Per. = Periodicity of data collection

H/A = Half-yearly and annual

A = Annual

(1) Add the same group for each contract type name

(2) The same groups may be added depending on the contract types

For further details, see Resolution no. 131/06/CSP and technical standard ETSI EG 202 057-4 v1.1.1 (2005-10)

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