Letterhead

To
Italian Communications Authority
Consumer Protection Directorate of the
Italian Communications Authority
Centro Direzionale – Isola B5
Palazzo Torre Francesco
80143 – NAPOLI

[Place, date]

Sent by PEC to: agcom@cert.agcom.it
(and cc by email to direzionetutelaconsumatori@agcom.it)

SUBJECT: Report on the performance of service quality for the year 2025

In compliance with the provisions of the resolutions indicated below on "*Quality and Service Charters for Telecommunications*", this report is submitted with reference to the year 2025 pursuant to Article 10, first paragraph, of Resolution No. 179/03/CSP, on the mandatory quality standards and on the results achieved for fixed-location services (Resolution No. 156/23/CONS).

[Operator] makes available to its customers the summary of the standards set and of the related results achieved, on its website at [insert URL of the Quality of services section of the website].

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1. *Billing complaints* (Annex 2 Resolution No. 156/23/CONS)

Objective:

Ratio between the number of complaints received in the period considered and the number of invoices issued in the same period <1%

Result:

Ratio between the number of complaints received in the period considered and the number of invoices issued in the same period <1%

2. *Billing accuracy* (Annex 3 Resolution No. 156/23/CONS)

Objective:

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%

Result:

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%

3. *Service activation time* (Annex 4 Resolution No. 156/23/CONS)

3.1 Report a) orders for whose fulfilment technical interventions in the field are not necessary

Objective:

- 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

Result:

- Average supply time for orders completed in the survey period: 11 days
- 95th percentile of the supply time for orders completed in the survey period: 21 days
- 99th percentile of the supply time for orders completed in the survey period: 25 days
- Percentage of valid orders completed by the date agreed with the customer, where applicable: 100%
- Percentage of valid orders completed within the maximum time limit provided for in the contract: 100%
- Number of completed contracts: 414

3.2 Report b) orders for whose fulfilment technical interventions in the field are necessary

Objective:

- Average supply time for orders completed in the survey period: 25 days
- 95th percentile of the supply time for orders completed in the survey period: 70 days
- 99th percentile of the supply time for orders completed in the survey period: 98 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: 8,207

Result:

- Average supply time for orders completed in the survey period: 22 days
- 95th percentile of the supply time for orders completed in the survey period: 91 days
- 99th percentile of the supply time for orders completed in the survey period: 123 days
- Percentage of valid orders completed by the date agreed with the customer, where applicable: 87.8%
- Percentage of valid orders completed within the maximum time limit provided for in the contract: 87.8%
- Number of completed contracts: 10,463

4. *Fault rate* (Annex 5 Resolution No. 156/23/CONS)

Objective:

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%.

Result:

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 16%.

5. *Fault repair time* (Annex 6 Resolution No. 156/23/CONS)

5.1 Services provided with own facilities

Objective:

- 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%.

Result:

- Average time to repair faults: 28 hours
- 80th percentile of the time to repair faults: 71 hours
- 95th percentile of the time to repair faults: 95 hours
- Percentage of fault repairs completed within the maximum time provided for in the contract: 80.7%.

5.2 Services provided using another operator's wholesale network services

Objective:

- 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%.

Result:

- Average time to repair faults: 31 hours
- 80th percentile of the time to repair faults: 74 hours
- 95th percentile of the time to repair faults: 98 hours
- Percentage of fault repairs completed within the maximum time provided for in the contract: 78.3%.

6. *Call failure probability* (Annex 7 to Resolution No. 156/23/CONS)

Objective:

Percentage of unsuccessful calls with reference to national calls NA

Result:

Percentage of unsuccessful calls with reference to national calls NA

7. Call set-up time *(Annex 8 Resolution No. 156/23/CONS)*

Objective:

Average call set-up time for national calls: N
95th percentile of the call set-up time for national calls: NA

Result:

Average call set-up time for national calls: NA
95th percentile of the call set-up time for national calls: NA

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