OPERATOR:	QCOM S.P.A.
	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
DATA COLLECTION PERIOD:	July - December 2019

INDICATOR NAME / SERVICE TO WHICH IT APPLIES			MEASURES				MANDATORY INFORMATION								
							Hours for taking orders from Monday to Friday			Hours for taking orders on Saturday			Hours for taking orders on Sunday			Accuracy in keeping appointments (optional)
								start	*end*		*start*	*end*		*start*	*end*	
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]*	Percentage of cases in which the connection is completed by the date agreed with the customer ***** [%]	**M**	08:30		**M**	08:30		**M**			
			20	35	60	99	**P**		19:30	**P**		19:30	**P**			
		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]*	Percentage of cases in which the connection is completed within the maximum time provided for in the contract ***** *[%]*	**M**	08:30		**M**	08:30		**M**			
			29	*45*	*60*	*97*	**P**		19:30	**P**		19:30	**P**			
		NOTES														
2 - Fault rate per access line	Mandatory	**a)** (direct service using own infrastructure)	Fault rate ***** *[%]*													
			1.5													
		b) (direct service using other operators' infrastructure)	Fault rate ***** *[%]*													
			2.1													
		c) (indirect service in CPS mode)	Fault rate ***** *[%]*				The numerator refers only to the number of fault reports in CPS ***** *[Yes/No]*									
			0.5				YES									
		NOTES														

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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]*	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)
			36	48	72	99	M 08:30 / P 19:30	M 08:30 / P 19:30	M / P	
		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]*	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)
			48	56	72	99	M 08:30 / P 19:30	M 08:30 / P 19:30	M / P	
		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]*	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)
			10	19	72	99	M 08:30 / P 19:30	M 08:30 / P 19:30	M / P	
		NOTES								
4 - Percentage of unsuccessful calls	**OPTIONAL**	**a)** (direct service using own infrastructure)	P1 = Percentage of unsuccessful calls to national numbers ***** *[%]*				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	
		b) (direct service using other operators' infrastructure)	P1 = Percentage of unsuccessful calls to national numbers ***** *[%]*				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	
		c) (indirect service)	P1 = Percentage of unsuccessful calls to national numbers ***** *[%]*				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	
		NOTES								

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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]*			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	
		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]*			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	
		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]*			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	
		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 ***** *[%]*			Measuring method a / b	Number of samples *(only for method b)*		
			15	90						
		NOTES								
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 ***** *[%]*			Measuring method a / b	Number of samples *(only for method b)*		
		NOTES								

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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 ***** *[%]*			Measuring method a / b	Number of samples *(only for method b)*	Prices applied or address of the web page where prices are published	
		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 ***** *[%]*				Measuring method a / b	Number of samples *(only for method b)*		
		NOTES	SERVICE NOT PROVIDED BY QCOM							
10 - Disputed invoices	Mandatory - (OPTIONAL 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				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 ***** *[%]*			
		(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 ***** *[%]*				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 ***** *[%]*			
		NOTES								

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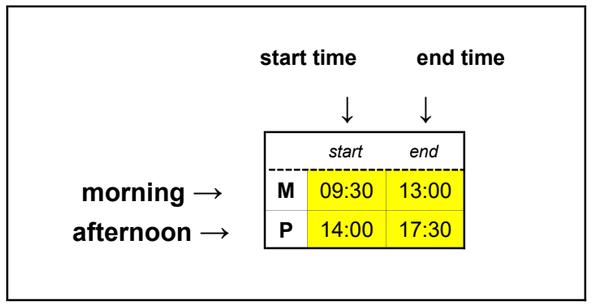
INDICATOR NAME / SERVICE TO WHICH IT APPLIES			MEASURES				MANDATORY INFORMATION			
11 - Billing accuracy	**Mandatory**	(direct and indirect services)	percentage of disputed invoices that turned out to be incorrect ***** *[%]*							
			0.5							
		NOTES								
12 - Supply time for Carrier Pre-Selection	**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 light-blue background (for any notes)

- 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**.



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

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