

Telecom Italia New Delivery Process

Monitoring activity on the "single queue" waiting list

According to the Undertakings Group no. 1, Telecom Italia must put in place a new delivery process for managing the supply of SMP services, without differentiating the requests coming from the alternative Operators from those coming from Telecom Italia's commercial departments.

In particular, the same process is guaranteed for both Wholesale and Retail orders in case of lack of network resources: each Operator has the option to ask for its job orders to be put on a waiting list (so-called single queue system) while the technical problem is being solved. Each order is executed following a "FIFO" logic (First In First Out). An appropriate information system avoid any possible intervention aimed at modifying the queue order.

The new process for managing asymmetric bitstream connections started to be operational in December 2009. The process for symmetric bitstream lines, LLU and WLR and for direct, partial and terminating circuits started in April 2010.

As of September 2012, 83 Operators adhered to the New Delivery Process

With Resolution no. 8/2011 of 8 February 2011 and Resolution no. 12/2012 of 24 May 2012, the Supervisory Board started the examination of the real state of progress and current level of effectiveness of the New Delivery Process and the correctness of application of the new system.

In the following pages the results gained during the monitoring activities are reported.

Monitoring activities

In October 2011 specific on site meetings were held with the aim of Open Access providing the Supervisory Board with information and details about the advantages and guarantees of the New Delivery Process just introduced according to the Undertakings Group No. 1, as far as the equality of treatment issue was concerned: a first meeting was held at the Open Access Headquarter, and a second one at the geographic area Lazio Sud: particular attention was paid to the new work arrangements introduced with the work order management system in case of saturated network elements (so-called "Single Queue"). A number of Work Orders were chosen randomly and their management in the new system was checked: no anomalies or mistakes were found.

In 2012 the Supervisory Board started further and separate periodic audits concerning the effective and correct use of this procedure by on-site Open Access operating Departments.

In order to gain details useful for the above mentioned audits, information were asked to the main alternative Operators to get evidence of cases where Work Orders were not properly managed according to the new process. The Supervisory Board received no answer to such a request though.

The Board then started the monitoring activity visiting the geographic areas South Rome, Friuli Venezia Giulia, West Naples and Centre Lombardy during the months of June and July 2012.

All of the 23 wholesale Work Orders that entered the Single Queue system in 2012 and that were subsequently processed were examined: first of all, the data extracted from the IT systems were analyzed; subsequently, inspections were carried out at the sites of the physical intervention, where it was also possible to acquire photographic material. The cases were grouped into six main categories according to the kind of technical problems encountered and solutions adopted.

In particular, the controls were implemented in accordance with the following methodology for each network element involved:

1. The starting and the ending period of the queue (beginning and conclusion of the operations) were considered first;
2. Identification of the geographic area and the addresses associated with the network element;
3. Analysis of all the operations conducted in the period, in order to verify that no other orders were closed during the considered time frame in the single queue;
4. Analysis of the photos taken to identify possible irregularities undetectable from the controls conducted on the systems.

No irregularities emerged from the analysis performed on the 21 orders examined; it was then confirmed the correct execution of the procedures: the principles on which the New Delivery Process was based on were being formally respected.

Conclusions

The monitoring activities carried out by the Supervisory Board on the New Delivery Process of Telecom Italia according to Resolutions No. 8/2011 and 12/2012 had two goals:

1. to ascertain the correct implementation and working of the new “single queue” procedure and evaluate its consistency with the Undertakings Group No. 1 in terms of equality of treatment between Telecom Italia Retail and alternative Operators customers;
2. to verify the proper application and execution of the new system by Open Access operating departments.

The above mentioned supervision provided a positive result: neither anomalies nor mistakes were found which may endanger the respect of the equality of treatment principle in the course of the delivery of the Work Orders. With Resolution No. 17/2012 dated 1st August 2012 the Supervisory Board closed the investigation.