

**Certification of data
newsletter
according to the
Undertakings Group number 3**

The Telecom Italia Undertakings were approved with the AGCom Resolution n. 718/08/CONS. According to the Undertakings Group number 3, Telecom Italia has to implement a report containing several different indicators giving a precise indication on the quality of Open Access work, providing information on detailed activities and, at the same time, comparing the performances obtained on different customers segments (OLO and retail).

The main goal of such a panel of indicators is to verify the proper respect of the principles of equality of internal/external treatment to allow for a transparent comparison with respect to the treatment reserved to any customer purchasing access services.

The above mentioned report and the panel of KPIs have been developed gradually, in different steps. The Supervisory Board asked Telecom Italia to assume an attitude of openness towards the remarks put forward by OLOs, in order to grant as many indicators suggested by OLOs as possible – which it happened.

The Board also proposed, with the Determination n. 6/2009 of June, 3rd 2009, to set up a certification mechanism of the indicators, in order to dispose of certified information and data and to ensure KPI's data correctness.

In response to the request of the Supervisory Board, Telecom Italia started a project in 2010 to validate the mechanism for extracting data generated by the performance Monitoring System for Telecom Italia's SMP services on trouble tickets and work orders.

The work carried out focused on the reference database (the so-called data warehouse) design and creation phases, the access control system, and on defining a statistical model for sampling the data: the certification phase started in 2011 with the involvement of the Supervisory Board, even through sample testing.

The University of Catania, designated to validate the work, certified so far the first group of KPIs, while the remaining ones have to be validated in 2012: the following table show the actual situation:

KPIs Group	Date of definition of the KPIs	Launch date of the KPIs in the monitoring system	KPIs calculation validation
KPIs first proposed by Telecom Italia	March 2009	October 2009	KPIs already certified
KPIs agreed during the meetings with OLOs	July 2009	January 2011	KPIs to be certified
KPIs adopted by Telecom Italia in October 2010 upon supplementary OLOs' requests	October 2010	Third Quarter 2011	KPIs to be certified

The Supervisory Board started verification activities regarding the accuracy of the basic data useful for calculating the indicators specified in Undertakings Groups no. 3 and no. 4. The verification has a duration of 12 months, starting with the data referred to January 2011.

These verification activities are being conducted by Supervisory Office personnel, who report the results to the Supervisory Board on a quarterly basis.

The first sample extraction relative to January 2011 data was carried out on March 28th 2011. A sample of 386 work orders for the delivery process (KPI 1 indicators) and 947 trouble tickets for the assurance process (KPI 2 indicators) were examined, for a total of 1,333 elements. The identifying elements of the sample records were sent, in the presence of Open Access and the Supervisory Office, to Telecom Italia, which provided to supply, for each record, all data present in the operative databases. In comparing data extracted from the database used to calculate the KPI 1 and KPI 2 indicators within the Undertakings Group no. 4 and the corresponding data present in the operative databases no significant differences emerged.

Also in the course of the following extractions no important discrepancies were found. So far, the data referred to the first seven months of the year 2011 (January-July) were examined. 2.702 work orders and 6.629 trouble ticket for a total 9.331 elements, were analyzed.

However, in order to investigate some apparent anomalies encountered in the course of the extractions on a very few number of cases (21 out of a total of 9.331 elements, equal to a percentage of 0,2%), it was decided to carry out on-the-spot checks at territorial sites: over the last months (June-November) the Supervisory Office checked at the Agrigento, Ancona and Milan main switches the integrity of a number of formally incomplete work orders without finding anomalies.