

# Newsletter

## Supervisory Board (OdV) Activities

### January - February - March 2022

## Overview

|  |   |
|--|---|
| 1. 2022 Activity Plan .....  | 3 |
| 2. 2022 Annual Report .....  | 3 |
| 3. Undertaking No. 2 ex Resolution 718/08/CONS .....                             | 3 |
| 5. Monitoring Technical Plans .....  | 4 |
| 6. Assessment of the correctness of the KPI calculation Resolution no. 395 ..... | 4 |
| 7. Quality analysis of the NetMap database .....                                 | 4 |
| 8. Audits on saturated ONUs .....  | 5 |
| 9. FTTC network maintenance observatory .....                                    | 5 |
| 10. FTTC network faults - Technical Roundtable .....                             | 5 |
| 11. Meetings with Agcom and TIM .....  | 6 |

## 1. 2022 Activity Plan

On 16 February 2022, the Supervisory Board approved the **2022 Activity Plan**, which implements the 2022 annual work plan transmitted by Agcom on 2 February 2022 and is composed of three areas of action:

- ordinary activities as a result of the obligations under Del.718/08/CONS;
- support activities requested by AGCom, pursuant to Article 15-bis of the New Supervisory Board Regulations;
- supervisory activities identified by the Supervisory Board.

## 2. 2022 Annual Report

In compliance with the provisions of the Undertakings, on 29 March 2022 the Supervisory Board approved the **Annual Report on the activities carried out and on the results achieved in 2021** in accordance with the provisions of the recently revised Group of Undertakings No. 7 and, in particular, of points 7.23 and 7.24.13 of the same Undertaking.

## 3. Undertaking No. 2 ex Resolution 718/08/CONS

Regarding the Group of **Commitments No. 2**, during the Supervisory Board meeting of 16 February 2022 TIM presented the results of the second wave of **Customer Satisfaction 2021**.

## 4. Monitoring of equal treatment on the basis of KPIs pursuant to Resolution no. 395/18/CONS

From 2019, the year in which the new equal treatment KPIs ex Resolution No. 395/18/CONS were made available, the Supervisory Board began monitoring TIM Retail - OAO equal treatment on a monthly basis as per the provisions of **Undertaking Group No. 4** of Resolution No. 718/08/CONS.

The monitoring activity is implemented with the monthly analysis of all the **KPIs** set out in **Resolution No. 395/18/CONS** to highlight any deviations from the OAO-TIM Retail equal treatment.

In the relevant quarter, the trends of the 395/18/CONS KPIs for the months of **December 2021 and January 2022** were made available to the Authority.

## 5. Monitoring Technical Plans

In the context of **Commitment Groups Nos. 5 and 6**, during the relevant quarter the Supervisory Board continued its activity of monitoring the transmission of the documentation requested by the Authority. In particular, it was ensured that the reports on the quarterly programmes and balances were published on time, and it was also verified that the preventive maintenance and ONU desaturation interventions planned on the FTTC network were included therein. This additional information will be used within the framework of the project for the creation of an **observatory on the quality of the FTTC network**.

## 6. Assessment of the correctness of the KPI calculation Resolution no. 395

On 16 March 2022, the first verification session of the year on the correctness of the calculation of the indicators ex 395/18/CONS was successfully held.

During the session, the calculation algorithms of two indicators were examined in detail:

- KPI 8 - Percentage of backlog orders on SLU services
- KPI 13 - Average times for resolving degradation on VULA FTTC services.

The results of the verification certified the correct calculation of the examined indicators.

## 7. Quality analysis of the NetMap database

During the quarter, the **quality analysis** of the **NetMap database** continued in accordance with the provisions of **Determination no. 9/2019**.

In particular, TIM continued to make available updated monthly reports of the new specific KPI aimed at allowing the Supervisory Board to monitor the level of accuracy of the geolocation of the addresses in the NetMap database.

At the end of the relevant quarter, the trends of the NetMap quality indicators updated until January 2022 were made available to the Authority.

## 8. Audits on saturated ONUs

With regard to the **audits on the management of orders on the FTTC network that are served by saturated ONUs**, the audits conducted in 2021 highlighted a number of particular cases relating to the management of orders that require corrective action on the provisioning procedures in order to avoid the occurrence of potential critical issues in terms of equal treatment and to guarantee greater transparency of information to the market.

Such evidence led the Supervisory Board to make some recommendations to TIM, formally expressed in Determination No. 2/2022 of 26 January 2022.

TIM, in accordance to the recommendations of the Supervisory Board, issued an update to the operating guidelines relating to the management of the delivery of FTTC/E services on saturated ONUs, which takes into account the case histories found during the audits and makes the guarantees of equal treatment more robust and transparent while maintaining high levels of efficiency in the delivery process.

The updated operating procedures were submitted to the Supervisory Board on 22 February 2022.

## 9. FTTC network maintenance observatory

Within the framework of the project for the creation of a permanent OdV observatory on the **quality of the FTTC network**, it was agreed with TIM how to expand the information contained in the reporting set out in Undertaking no. 5, which is currently limited to the copper network, by including the interventions carried out on the FTTC network as well.

Starting with the documents published in Q1 2022, TIM has supplemented the reports on the quality of the fixed access network with information on preventive maintenance and desaturation interventions on the FTTC network.

## 10. FTTC network faults - Technical Roundtable

Following the agreement between **TIM** and **WIND TRE**, on the implementation of the test procedure with IVR call aimed at limiting post-delivery failures of services on the FTTC network, upon request of the parties the Supervisory Board continues to conduct monitoring of the two KPIs defined by the technical table (post-delivery failure rate of tested lines; test execution rate as a ratio of tests performed on feasible requested tests) to assess the performance of the aforesaid procedure.

## 11. Meetings with Agcom and TIM

In the January - March 2022 quarter, the Supervisory Board held numerous **meetings with the Communication Authority** as part of the activities envisaged in the 2022 work plan, while the exchange of views with TIM on the same issues also continued.

With regard to the meetings between the **Supervisory Board and TIM**, in particular, the hearings held on 26 January, 16 February and 29 March 2022 should be highlighted, as these were useful moments of discussion and dialogue on the issues related to the implementation of the 2022 work plan.

On 31 January and 31 March 2022, the first two sessions of the year of the **OdV-TIM-Wind Tre** technical table were held.

During these meetings, the updated trends of the Reporting Rate used to monitor the breakdown of the FTTC network were analysed. The status of the application of the testing procedure with IVR call, to decrease the Reporting Rate in post-provisioning on active lines, was examined.