

Newsletter
Supervisory Board (OdV) Activities
April - May - June 2024

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1. Submission of the Annual Report 2024 - activities 2023

On **28 May 2024**, the **2024 Annual Report** of the Supervisory Board was submitted at the Sala della Regina in the Italian Parliament in Rome.

In addition to the members of the Board, the session was attended by Adolfo Urso, Minister for Enterprise and Made in Italy, Alberta Figari, President of TIM, and Giacomo Lasorella, President of the Communications Guarantee Authority.

2. Plan of Activities 2024

On **16 May 2024**, the Supervisory Board approved the **2024 Activities Plan** (Determination no. 7/2024), which implements the 2024 Annual Work Plan sent by Agcom on 9 May 2024 and which is divided into three areas:

- ordinary activities deriving from the commitments pursuant to Resolution 718/08/CONS;
- support activities requested by AGCom, pursuant to Article 15-bis of the Regulation of the Supervisory Body (OdV);
- supervisory activities identified by the Supervisory Board (OdV).

In order to transmit the Work Plan, the Authority waited for the closure of the public consultation on the coordinated analysis of TIM's fixed network access markets pursuant to Article 89 of the Electronic Communications Code, which took place on **8 May 2024** with the **publication of Resolution No. 144/24/CONS**.

This measure introduces several innovations also concerning the Supervisory Board, called upon in the next five years to provide even more active support and specific cooperation to the Authority.

3. Quality analysis of the NetMap database

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

More specifically, TIM continued to make available the updated monthly data readings of the new specific KPI aimed at enabling the

Supervisory Board to monitor the level of accuracy of the geolocation of the addresses in the NetMap database.

At the end of the quarter, the trends of NetMap quality indicators for the period **Feb. 2024-Mar. 2024-Apr. 2024**.

For the quarter under review, the analysis of the data confirmed the improvement in the level of accuracy of the information on the location of addresses.

The 2024 plan for the large-scale updating of geographical coordinates (by WarePlace) launched on 25/3/2024 and communicated by TIM on 26/3/24 will cover 3.8 million addresses nationwide.

This new remediation campaign will also be monitored by the Supervisory Office in the year 2024.

4. Assessment of the correctness of the KPI calculation Resolution no. 395

On **10 April 2024**, the first verification session of the year on the correctness of the algorithm for calculating the indicators ex 395/18/CONS was held.

During this session, the algorithms for calculating two indicators, one for delivery and one for assurance, were examined:

- **KPI 4 Average time for a first appointment (days)** – Broadband vs Asymmetric Bitstream
- **KPI 13 Average resolution time in case of degradation (hours)** – VULA FTTH

On **12 June 2024**, the second verification session of the year was held on the correctness of the algorithm for calculating the indicators ex 395/18/CONS.

During this session, the calculation algorithms for two indicators, one for delivery and one for assurance, were examined:

During this session, the algorithms for calculating two indicators, one for delivery and one for assurance, were examined:

- **KPI 4 – Average time for a first appointment** – VULA FTTH
- **KPI 12 – Average time to resolve failure** – Ultra-broadband (FTTC)

The results of the two verification sessions made it possible to ascertain the correct use of the calculation algorithm for the indicators examined.

5. FTTC saturated ONU verifications

On **30 May**, the first **on-site verification** of 2024 took place in Naples, aimed at ascertaining the equal treatment and non-discrimination between TIM Retail and the OAOs on the FTTC network with regard to the management of Work Orders in areas served by saturated UNOs.

The verification concerned the **FOL Napoli** (Operation Area Sud).

During the observation period under examination, 22 NGN nodes were saturated and desaturated.

Of these NGN nodes, 17 had at least one FTTC activation/migration request.

A total of 52 OL (34 OL OAO and 18 OL TIM) were connected to the 35 NGN Nodes.

During this session, a number of case studies were noted concerning work orders intended to serve multi-homed addresses (that can be served by two or more ONUs) that required some specific in-depth studies.

6. Monitoring of equal treatment based on KPIs pursuant to Resolution No. 395/18/CONS

Since 2019, the year in which the new equal treatment KPIs pursuant to Resolution No. 395/18/CONS were made available, the Supervisory Board monitors TIM Retail - OAO equal treatment on a monthly basis in accordance with the provisions of Commitment Group No. 4 of Resolution No. 718/08/CONS.

The monitoring activity is implemented with the monthly analysis of all the KPIs provided for by **Resolution 395/18/CONS** to highlight any deviations from the **OAO-TIM Retail equal treatment**.

During this quarter, the monthly trends of the 395/18/CONS KPIs for the period **February-March-April 2024** were made available to the Authority.

7. Monitoring of Technical Plans

In the context of **Commitment Groups No. 5 and No. 6**, during the quarter the Supervisory Board continued its activity of verifying the transmission of the documentation by TIM.

In particular, it was ascertained that the quarterly programmes and final statements were published on time.

8. On-field FTTC fault rate

During the second quarter, TIM continued to make available to the Supervisory Board the values of the indicator used as a reference for the FTTC network quality observatory.

This is the so-called "**On-field FTTC fault rate**", which was defined as the ratio between the number of FTTC Trouble Tickets closed on field in the observation period and the average number of active FTTC lines (retail and wholesale) on the TIM network in the same period.

In particular, TIM has published the monthly values of the aforementioned indicator updated to **May 2024**, values that show an almost constant trend.

9. Meetings with Agcom and the Operators

In the quarter from **April to June 2024**, the Supervisory Board had several meetings with the officials of Communications Authority (AGCOM - Autorità per le Garanzie nelle Comunicazioni), and the exchange of views with TIM also continued.