

Newsletter
Supervisory Board (OdV) Activities
January - February - March 2023

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1. Budget Use Plan 2023

Following the decision by TIM's Board of Directors on 14 February 2023, on **23 February 2023**, the Board of Supervisors approved **Determination no. 5/2023** in which it defined the *2023 Budget Use Plan*.

Pursuant to Article 2(2) of the Regulation, the Plan was transmitted to the Authority and to the CEO of TIM.

2. Annual work Plan 2023

On 1 March 2023, the Board of Supervisors issued the 2023 Activities Plan (**Determination no. 6/2023**), a document that incorporates the 2023 annual work plan sent by Agcom on 28 February 2023, and which is divided into three areas of action:

- a. ordinary activities following the commitments pursuant to Res. 718/08/CONS;
- b. support activities requested by AGCom, pursuant to Article 15-bis of the Supervisory Body Regulations;
- c. supervisory activities identified by the Supervisory Board.

3. Annual Activity Report 2022

In compliance with the Commitments pursuant to Res. 718/08/CONS, on **23 March 2023** the Board of the Supervisory Body approved the *Annual Report on the activities performed and results achieved in 2022* (**Determination no. 7/2023**), in accordance with the provisions of the new Commitment Groups no. 7 and, in particular, of points 7.23 and 7.24.13 of the same Commitment.

At the same meeting, the Supervisory Board also provided for the aforesaid Report to be sent to the Director of the Electronic Communications Networks and Services Department of the Communications Authority and to the Company Telecom Italia S.p.A., pursuant to Article 17, paragraph 3 of its own Regulations, as well as its publication on the website of the Supervisory Board, pursuant to Article 21, paragraph 2 of the Supervisory Board Regulations.

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

On 8 March 2023, the first session of the year was held to verify the correctness of the calculation of the indicators under Res. 395/18/CONS.

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

- **KPI 2 Average fault resolution time (calendar days)** - migrations, calculated for Ultra Broadband FTTC vs VULA FTTC/Bitstream NGA FTTC services;
- **KPI 13 Average degradation resolution time**, calculated for Broadband vs Asymmetric Bitstream services.

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

5. 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 the updated monthly surveys of the new specific KPI aimed at allowing the Supervisory Body 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 the NetMap quality indicators **updated to January 2023** were made available to the Authority.

The analysis of the data confirmed, also for the quarter in question, the improvement in the level of accuracy of the address location information.

6. Decommissioning

On 7 July 2022, TIM submitted a request to Agcom to decommission a new batch of 1,368 exchanges.

On 31 March 2023, TIM requested to add a further 2 to the list of exchanges, making a total of **1,370 exchanges**.

In view of the large number of exchanges to be verified and the need to reduce the time needed to analyse the coverage prerequisites required by Agcom Resolution No. 348/19/CONS, in agreement with the Authority it was decided to carry out the verification on a sample of exchanges that was statistically significant.

The Supervisory Board proceeded to do this with the support of the consulting firm Capgemini, defining for the exchanges to be audited a proposal for a **statistical algorithm** to identify a **representative subset** of the entire population.

The proposal was **approved by the Supervisory Board** on 23 March 2023 and forwarded to Agcom.

7. Monitoring of equal treatment on the basis of KPIs ex Resolution No. 395/18/CONS

From 2019, the year in which the new equal treatment KPIs ex Resolution No. 395/18/CONS became available, the Supervisory Board began monthly monitoring of TIM Retail - OAO equal treatment in continuity 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**.

At the end of the quarter in question, the 395/18/CONS KPI trends updated to **January 2023** were made available to the Authority.

The monthly KPI-nd analysis required some **in-depth analysis** with TIM technical lines in order to identify the causes at the origin of deviations between TIM/OAO trends of the SLU service for KPI 4 (*Average time taken for 1st appointment*) and KPI 16 (*Percentage of TT closed within 2nd working day from opening*).

TIM provided the necessary clarifications for both KPIs.

8. Monitoring Technical Plans

Within the framework of **Commitment Groups No. 5 and No. 6**, during the quarter, the Supervisory Board continued its activity of verifying the transmission of the documents prescribed by them.

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

9. Report S01/22 Wind Tre

"Critical issues related to the high temperatures recorded inside the TIM exchanges' co-location rooms".

On 12 July 2022, Wind Tre transmitted to the Supervisory Board a communication in which the latter reported several problems connected to the high temperatures recorded in the co-location rooms, critical issues that were reiterated during the **meeting** with the **Supervisory Board** held on **14 July 2022**.

The Supervisory Office, with Determination no. 10/2022 of 14 July 2022 (Wind Tre S01/2022 - "Critical issues related to the high temperatures recorded inside the collocation rooms of TIM exchanges"), promptly started a verification activity aimed at ascertaining what had been reported by Wind Tre and soliciting possible actions to be taken by TIM to resolve the reported issues.

On 20 July 2022, the Supervisory Board received from Wind Tre an updated list of the power stations with air conditioning problems that were considered most critical (approximately forty).

During the hearing on 3 August 2022, TIM presented its considerations and took action to resolve the reported critical issues.

The Supervisory Office carried out **inspections** on the three most critical power stations reported by Wind Tre: Trullo, Sant'Onofrio, Monte Sacro located in Rome, carried out respectively on **4 August 2022 (Trullo)** and **15 September 2022 (Sant'Onofrio and Monte Sacro)**.

The **inspections confirmed** the existence of the critical issues reported by the Operator Wind Tre and noted the **start of TIM activities** to **resolve** the problems.

On 30 November 2022, in consideration of the fact that TIM had not yet resolved all the critical issues related to the malfunctioning of the air conditioners in the OLO rooms of the exchanges reported by Wind Tre, the Supervisory Board ordered the **extension of the verification activities** until 31 January 2023 (Determination no. 14/2022).

On 30 January 2023 the Supervisory Board, having noted that TIM had begun all the activities necessary to overcome the critical issues reported by Wind Tre, by means of **Determination no. 3/2023** ordered the closure of the

verification activities and set up a **Technical Table** attended by the **Supervisory Board, TIM** and **Wind Tre** with the task of monitoring that the actions undertaken by TIM actually reach a conclusion within the envisaged timeframe (31 May 2023).

10. Meetings with Agcom and the Operators

In the January-March 2023 quarter, the Supervisory Body held repeated meetings with the **Communications Authority** within the scope of the activities envisaged in the 2023 work plan, while the dialogue with Telecom Italia on the same issues continued as usual.

With regard to meetings with operators, it is worth mentioning that **TIM** took part in the meeting of the Board of Supervisors held on **30 January 2023**, which was a useful opportunity for discussion and comparison on issues related to the implementation of the 2023 work plan.