

Newsletter
Supervisory Board (OdV) Activities
January - February - March 2024

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1. 2024 Budget utilisation plan

Further to the decision taken by **TIM's Board of Directors** on **6 March 2024**, on 18 March the Board of Supervisors approved **Determination no. 4/2024** by which it defined the *2024 Budget Utilisation Plan*.

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

2. Annual report 2024 - activities 2023

In compliance with the Commitments set forth in Resolution 718/08/CONS, on **18 March 2024** the Supervisory Board approved the *Annual Report on the activities carried out and the results achieved in 2023 (Determination No. 5/2024)*, in accordance with the provisions of the amended Group of Commitments 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 decided to send the aforesaid Report to the Director of the Electronic Communications Networks and Services Department of the Communications Regulator and to Telecom Italia S.p.A., pursuant to Article 17, paragraph 3 of its own Regulations, as well as to publish it on the website of the Supervisory Board, pursuant to Article 21, paragraph 2 of the Supervisory Board Rules.

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 NetMap quality indicator trends were made available to the Authority for the period **Nov. 2023-Dec. 2023-Jan. 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.

On 26 March 2024, TIM announced that the 2024 address remediation plan will cover 3.8 million households nationwide.

This new address remediation campaign will be monitored by the Supervisory Board.

4. FTTC saturated ONU verifications

At its meeting on **22 January 2024**, the OdV Board approved **Determination no. 2/2024** bearing *'Recommendations as a result of the findings of the on-site verification activity concerning the management of the desaturation processes of the NGN nodes of the FTTC/FTTE network'*, which provides for the **approval** of the technical report **'Equal treatment verification activities concerning the desaturation processes of the NGN Nodes of the FTTCab network of TIM - Results of the 2023 sessions'** and the formulation of some recommendations addressed to TIM, as well as the continuation of the monitoring activities until December 31, 2024.

The Determination, which was unanimously approved, was sent to the Communications Guarantee Authority and TIM S.p.A.

5. 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 began to monitor 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 KPI 395/18/CONS trends were made available to the Authority for the period **Nov. 2023-Dec. 2023-Jan. 2024**.

The monthly KPI-nd analysis required some in-depth analysis with TIM's technical lines for certain temporarily anomalous values recorded in the last quarter of 2023 concerning two delivery indicators.

TIM performed the necessary analysis and provided the required details at the Board meeting of 18 March 2024.

6. 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 prescribed by them.

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

7. On-field FTTC failure rate

During the first 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 failure rate - disservice**", 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 **February 2024**, values that show an almost constant trend.

8. Meetings with Agcom and the Operators

In the quarter from **January to March 2024**, the Supervisory Board had several meetings with the officers of the Communications Authority and the discussion with TIM also continued.