

Newsletter  
Supervisory Board (OdV) Activities  
July - August - September 2021

## Overview

1. Undertaking no. 2 pursuant to Resolution 718/08/CONS.....	3
3. Monitoring of Technical Plans.....	3
4. Compliance assessment of the KPI calculation with Resolution no. 395 .....	4
5. Application to KPI 395/18/CONS of the multivariate linear regression methodology for the definition of KPOs .....	4
6. Adjustment of nd-KPI revision for Unbundling .....	4
7. Quality analysis of the Netmap database .....	5
8. Audits on FTTC saturated ONUs .....	5
9. Observatory on FTTC network maintenance.....	5
10. FTTC network faults - Technical Roundtable .....	6
11. Meetings with Agcom and TIM .....	6

## 1. Undertaking no. 2 pursuant to Resolution 718/08/CONS

Undertaking no. 2 of Resolution 718/08/CONS requires Telecom Italia to introduce an incentive plan for the management related to internal-external equal treatment.

During the **Supervisory Board Meeting of 21 July 2021**, TIM reported on Telecom Italia's **MBO 2021** short-term incentive plan. In particular, the criteria for evaluating the macro-categories of objectives and the management process leading to the definition of such criteria were described.

## 2. Monitoring of equivalence on the basis of KPIs pursuant to Resolution no. 395/18/CONS

Since 2019, the year in which the new KPIs of equal treatment pursuant to Resolution No. 395/18/CONS were made available, the Supervisory Board has begun monitoring TIM Retail - OAO equal treatment on a monthly basis as envisaged by Undertaking Group No. 4 of Resolution No. 718/08/CONS.

The monitoring activity is implemented by means of a monthly analysis of all the **KPIs provided for by Resolution no. 395/18/CONS** in order to highlight any discrepancies from the equal treatment OAO-TIM Retail.

In the quarter under consideration, the trends in KPI 395 for the months of **April, May, June and July 2021** were made available to the Authority.

## 3. Monitoring of Technical Plans

In the context of **Undertaking Groups nos. 5 and 6**, during this quarter the Supervisory Board continued to verify the transmission of the documentation prescribed by the same groups.

At the meeting held on 23 September 2021, the Supervisory Board urged TIM to proceed as soon as possible with the publication of the Three-Year NGAN Network Development Plan 2021 - 2023.

#### 4. Compliance assessment of the KPI calculation with Resolution no. 395

In August 2021 the second assessment session was held on the **compliance of the calculation of the indicators with 395/18/CONS.**

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

- KPI 2 - Average time to complete migrations for Broadband/Bitstream services;
- KPI 15 - Average failure resolution time for FTTH-VULA-H services.

The results has been positive and the Supervisory Office confirmed the the correct calculation of the indicators examined.

#### 5. Application to KPI 395/18/CONS of the multivariate linear regression methodology for the definition of KPOs

Testing of the **application of the multivariate linear regression methodology for the definition of KPOs applied to KPI 395/18/CONS** was completed during the quarter.

As requested by the Authority, the testing was conducted on data for the period January-February-March 2021.

The results of the testing, reported in the technical report describing the methodology proposed by Prof. Giovanni Pica, Full Professor of the Faculty of Economic Sciences at the University of Lugano, were presented to Agcom in July 2021.

In September 2021, the Supervisory Board approved Decision 11/2021 "Application on KPIs 395/18/CONS of the KPO-nd methodology based on multivariate linear regression".

#### 6. Adjustment of nd-KPI revision for Unbundling

During the third quarter of 2021, the Supervisory Board, in light of two years of monitoring and analysis of KPI 395/18/CONS, **updated the KPI revision proposal presented in 2019** to consider the effects due to the introduction of the possibility of unbundling for Provisioning and Assurance

processes for VULA services, and the transition of processing from DAC to SLA of ULL and SLU services.

With **Decision 12/2021** the Supervisory Board, which met on 23 September 2021, approved the report "**Proposal for revision of the KPI-nd system referred to in Resolution 395/18/CONS to take account of the impact of process unbundling**".

## 7. Quality analysis of the Netmap database

During the quarter, **quality analysis of the NetMap database continued in accordance with Resolution 9/2019**. In particular, TIM continued to make available monthly surveys of the **KPI** added in 2021 aimed at allowing monitoring of the level of accuracy of the geolocation of addresses provided by Wareplace on 9 category levels.

Data analysis showed continued improvement in the level of accuracy of address location information and separate reports for April, May, June and July were made and sent to the Authority.

## 8. Audits on FTTC saturated ONUs

On **19 July 2021**, the second **on-site verification of 2021** took place. It aimed at ascertaining equal treatment and non-discrimination between TIM retail and the OAOs on the FTTC network with regard to the management of Work Orders within areas served by saturated ONUs.

The session was once again held exceptionally on videoconference due to the protracted Covid-19 health emergency and concerned the **FOL Lombardia Nord Ovest**.

## 9. Observatory on FTTC network maintenance

The purpose of the **FTTC network maintenance monitoring** activity is to ensure maintenance and, where possible, improvement of the quality of connectivity services on the hybrid copper fibre network platform offered by TIM to operators.

In particular, the aim is to ensure that the creation of **Fibercop** does not undermine TIM's undertaking to provide adequate quality standards for those using this type of NGAN network.

During the meeting of 3 August 2021, the Supervisory Board submitted to TIM a project proposal for the creation of an Observatory on FTTC network quality aimed at monitoring preventive maintenance and desaturation interventions carried out by TIM.

At the meeting held on 23 September 2021, TIM submitted its comments on the feasibility impacts of the proposal.

## 10. FTTC network faults - Technical Roundtable

On **20 July 2021**, the third session of the year of the **SB (OdV)-TIM-Wind Tre Technical Roundtable** was held.

During the meeting, the updated trend of the Reporting Rate used to monitor FTTC network faults was analysed, as well as the application status of the testing procedure with IVR call aimed at decreasing the reporting rate in post-provisioning on active lines was examined.

During the same meeting, the case presented by Wind Tre on 16 June 2021 was examined, relating to a complaint - already forwarded to Agcom - by a customer in Nola who complained of a large number of malfunctions on his FTTC line.

At the request of the Supervisory Board, TIM submitted a detailed report on the state of the line in question and on the measures implemented and planned to guarantee the quality of such line.

## 11. Meetings with Agcom and TIM

In the July-September 2021 quarter, the Supervisory Board met with the Authority for Communications Guarantees to discuss the new activities envisaged in the 2021 work plan, while the exchange of views with TIM continued throughout the quarter.

As regards meetings **between the SB and TIM** we remember the meetings held on **21 July, 3 August and 23 September 2021** as useful opportunities for discussion and debate on issues related to implementation of the 2021 Supervisory Board work plan.