

Newsletter
Supervisory Board (OdV) Activities
July - August - September 2023

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1. Proposal to simplify and rationalise the reasons for rejection and the reasons for suspension, queuing and rearrangement

In the meeting of the Supervisory Board on **21 September 2023**, Determination No. 10/2023 "**Proposal for the simplification and rationalisation of the reasons for rejection and the reasons for suspension, queuing and reprogramming**" was **approved** and forwarded to Agcom.

The proposal drawn up by the Office introduces important updates and supplements with respect to the previous version, which take into account the development of FTTH technology and some operational aspects linked to the availability of OAO user equipment to be installed by TIM's technical staff.

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

On **12 September 2023**, the third 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 in detail:

- **KPI 2 Average completion time (calendar days)** - Broadband/Bitstream activations (Equivalence Plus - DELIVERY);
- **KPI 12 Average failure resolution time (hours)** - SLU (Full Equivalence - ASSURANCE).

The results of the verification made it possible to ascertain the correct calculation of the indicators examined.

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 the NetMap quality indicators **updated to July 2023** were made available to the Authority.

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.

In **July 2023**, the activity of **updating the geographical coordinates** started in June 2022 was **completed**, which included the cleaning of approximately 7 mln addresses.

4. FTTC saturated ONU verifications

On **19 July**, the **second on-site verification** of 2023 took place in Ancona, 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 falling on areas served by saturated ONUs.

The verification concerned the **FOL Marche-Umbria** (Ancona office) and **FOL Abruzzo-Molise** (Pescara office).

During the meeting, it was ascertained that certain problems highlighted in the recommendations made by the Supervisory Board to TIM in its Determination 2/2023 of 30 January 2023 still persisted.

During the observation period under review, 26 NGN Nodes were saturated and desaturated.

Among these NGN Nodes, 22 had at least one FTTC activation/migration request.

A total of 58 OL (33 OL OAO and 25 OL TIM) were connected to the 22 NGN Nodes.

5. Decommissioning

On **12 July 2023**, the verification activities aimed at ascertaining the coverage and migration requirements established by Resolution 348/19/CONS were **completed**.

The analyses were conducted by **Agcom** with the **technical support** of the **Supervisory Board** and involved **all the exchanges** in question.

Subsequently, the Supervisory Board provided support to the offices of the Authority for the preparation of the final Resolution, as required by the 2023 Work Plan.

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 began to monitor TIM Retail - OAO equal treatment on a monthly basis in accordance with Set of Commitments 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 the quarter in question, the monthly trends of the 395/18/CONS KPIs for the period **May-June-July 2023** were made available to the Authority.

The monthly KPI-nd analysis required some in-depth analysis with TIM technical lines for some temporarily anomalous values of **ULL**, **SLU** and **VULA FTTH** services, related to the following indicators:

- **KPI 2 - Average completion time (calendar days)** - activations
- **KPI 4 - Average time taken for 1st appointment (days)**

TIM carried out the necessary targeted analyses, providing the necessary details for the services and KPIs listed above.

7. Monitoring of Technical Plans

In the context of **Group of Commitments 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.

8. Report S01/22 Wind Tre

"Critical issues related to the high temperatures detected inside the co-location rooms of TIM exchanges"

During the quarter, the monitoring activities conducted by the Supervisory Board continued in order to ascertain TIM's full compliance with the provisions of Determination no. 3/2023.

In particular, the Supervisory Board chaired two meetings of the technical roundtable with Wind Tre and TIM, which took place on **13 July** and **12 September 2023**.

During the meetings, the state of progress of the works started by TIM for each of the 40 exchanges indicated by Wind Tre was analysed, with the following work progress status:

- In the case of 28 exchanges the critical issue was definitively resolved.
- In the case of 9 exchanges, the definitive solution has been implemented by TIM, but an inspection by Wind Tre is still awaited for confirmation.
- In the case of 3 exchanges, there are still critical issues related to the operation of the air conditioners.

The analysis was updated at the next progress meeting of the Technical Table scheduled for 3 October 2023.

9. On-field FTTC failure rate

During the third 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**", 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 **August 2023**, values that show an almost constant trend.

10. FTTC network fault-rate

With regard to FTTC network breakdown, on **13 September 2023**, the **SB-Wind Tre-TIM technical table** met to examine the updated trend of the fault rate of Wind Tre lines.

The meeting discussed the momentary downward trend of the indicator in the last two months of monitoring, attributed to the extreme weather events that hit Northern Italy and the massive fires that afflicted the South of Italy, especially Sicily.

In view of the results achieved in five years of work, SB-TIM and Wind Tre agreed to close the **Technical Table**.

11. Meetings with Agcom and the Operators

In the July-September 2023 quarter, the Supervisory Board held repeated meetings with the officials of the Italian Communications Regulator as part of the activities set out in the 2023 work plan, while the dialogue with TIM on the same issues also continued.