

Newsletter
Supervisory Board (OdV) Activities
October - November - December
2021

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

In relation to **Undertaking Group no. 2**, during the Supervisory Board Meeting of 16 December 2021 TIM presented the results of the first wave of **Customer Satisfaction 2021**.

2. Monitoring of equal treatment on the basis of 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 became available, the Supervisory Board has started monitoring TIM Retail - OAO equal treatment on a monthly basis following the provisions of **Undertaking Group No. 4** of Resolution No. 718/08/CONS.

The monitoring activity is performed by monthly analysis of all the **KPIs** set out in **Resolution no. 395/18/CONS** in order to highlight any deviations from the equal treatment OAO-TIM Retail.

In this quarter the trends of the 395/18/CONS KPIs for **August, September, October and November** 2021 were made available to the Authority.

In some cases, it was necessary to obtain additional information from TIM in order to investigate the reasons for some temporary deviations in KPIs between the performance of TIM Retail and OAO.

3. Monitoring 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.

In particular, it was ascertained that the reports concerning quarterly programmes and final accounts were published within the prescribed time limits.

Upon the request of the Supervisory Board, on 1 October 2021 TIM published the **Three-Year NGAN Network Development Plan** for the **three-year period 2021 – 2023**.

4. Assessment of the correctness of the KPI calculation Resolution no. 395/18/CONS

The third assessment session of the year relating to the correctness of the calculation of the ex 395/18/CONS indicators was held on 15 November 2021.

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

- KPI 4 - Average time for taking 1st appointment (days), calculated for SLU services;
- KPI 16 - Percentage of TTs closed within 2 working days from opening, calculated for VULA FTTC services.

The results of the assessment allowed to ascertain the correct calculation of the examined indicators.

5. Simplification and rationalisation KPI Resolution 395/18/CONS

As a result of the proposal to review the KPIs defined by 395/18/CONS, submitted by the Supervisory Body itself to Agcom on 23 September 2021, it was decided to update the note of 19 September 2019 in which the Supervisory Body had made a proposal to the Authority to simplify and rationalise the KPIs. This action was necessary in order to take into account the disaggregation.

The updated document was then approved by the Supervisory Board on 22 November 2021 and forwarded to the Authority.

6. Quality analysis of the NetMap database

During the quarter, the **quality analysis** of the NetMap database was carried out in accordance with the provisions of **Resolution no. 9/2019**.

In particular, TIM continued to make available the new specific KPI aimed at enabling the Supervisory Body to monitor the level of accuracy of the geolocation of addresses in the NetMap database.

The data analysis showed a continuous improvement in the level of accuracy of the information on the location of addresses.

7. FTTC saturated ONU audits

On **20 October** and **29 November 2021**, the **third** and **fourth "on site" audits** of 2021 took place, with the aim of ascertaining equal treatment and non-discrimination between TIM Retail and the OAOs on the FTTC network as regards the management of Work Orders that fall within areas served by saturated ONUs.

The two sessions were again held exceptionally by videoconference due to the continuation of the Covid-19 health emergency and involved, in order, the **FOL Emilia Ovest** and the **FOL Roma**.

As a result of the audits conducted in 2021, a number of particular cases relating to the management of orders were found to require corrective action on the provisioning procedures to avoid the occurrence of potential critical issues in terms of equal treatment and to ensure greater transparency of information to the market.

8. Observatory on FTTC network maintenance

As part of the project for the setting up of a permanent OdV observatory on the quality of the FTTC network, an agreement was reached with TIM on how to extend the information contained in the reports provided for by Commitment Group 5, currently limited to the copper network only, to include also the work carried out on the FTTC network.

The agreed **supplementary information** will be included in the reporting starting with the **2022 documents**.

9. FTTC network faults - Technical Roundtable

On **24 November 2021**, the **fourth 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 the breakdown of the FTTC network was analysed, and the status

of application of the testing procedure with call to IVR aimed at decreasing the Reporting Rate in post-provisioning on active lines was examined.

10. Meetings with Agcom and TIM

In the October-December 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 dialogue with TIM continued throughout the quarter.

With regard to meetings between the **Board of Statutory Auditors** and **TIM**, in particular, the hearings held on **27 October, 22 November and 16 December 2021** were useful opportunities for discussion and debate on issues related to implementation of the 2021 work plan.