

Newsletter

Supervisory Board (OdV) Activities

October - November - December 2023

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

On **05 December 2023**, the fourth 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:

- **KPI 4 - Average time taken for 1st appointment (days)** – Ultra Broadband FTTC vs VULA FTTC/Bitstream NGA FTTC migrations
- **KPI 16 - Percentage of TTs closed within 2 working days** – VULA FTTH

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

2. 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 October 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.

3. FTTC saturated ONU verifications

On **12 October**, the **third on-site verification** of 2023 took place in Brescia, 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 Lombardia Centro-Est** (Operation Area Nord Ovest).

On 29 November, the **fourth on-site verification** of 2023 took place in Bari. The verification concerned the **FOL Puglia and Calabria** (Operation Area Sud).

During the observation period under review, 59 NGN Nodes were saturated and desaturated.

Among these NGN Nodes, 35 had at least one FTTC activation/migration request.

A total of 98 OL (73 OL OAO and 25 OL TIM) were connected to the 35 NGN Nodes.

During the two meetings, it became clear 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.

On 28 November 2023, TIM sent the Supervisory Board its response to the above recommendations.

With regard to recommendation a. in particular, the implementations for its adoption will take effect on 1 Jan. 2024.

4. Decommissioning

On **23 October 2023**, TIM submitted a new decommissioning request to Agcom for a third batch of 2,023 exchanges.

The Authority contacted the Supervisory Board to have its technical support in the verification phase of the NGA coverage and take-up requirements established by Resolution no. 348/19/CONS.

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 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 **August-September-October 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 the **WLR** service, related to the following indicator:

- **KPI 11 - % OL completed with TT in the following 14 days** – activations (retail line vs WLR).

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

6. Monitoring of Technical Plans

In the context of **Group of Commitments No. 5 and No. 6**, during the quarter the Supervisory Board continued 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. Report S01/22 Wind Tre

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

With regard to the conclusion of the preliminary investigation concerning the report by the operator Wind Tre "*S01/2022 - Critical issues related to the high temperatures recorded inside the OLO rooms of TIM exchanges*", the Supervisory Board continued its monitoring activities to verify TIM's compliance with the provisions of Determination no. 3/2023.

During the fifth meeting held on 10 October 2023, the Technical Table noted that all the critical issues related to conditioning detected by Wind Tre in the OLO rooms of 40 TIM exchanges had been solved.

As a result of this achievement, the participants confirmed the conclusion of the work.

Wind Tre expressed its satisfaction with the results of the Technical Table, emphasising its keen appreciation for the effective role played by the Supervisory Board.

8. 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 **November 2023**, values that show an almost constant trend.

9. Meetings with Agcom and the Operators

In the October-December 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.