

Newsletter
Supervisory Board (OdV) Activities
April - May - June 2023

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1. Presentation of the 2023 Annual Report

On **27 June 2023** at the **New Chamber of Parliamentary Groups of the Chamber of Deputies** in Rome, the **Annual Report 2023** of the Supervisory Body was presented.

Participating in the meeting were, in addition to the members of the Supervisory Board, Salvatore Rossi, Chairman of TIM, Laura Ària, Commissioner of the Communications Guarantee Authority, Roberto Viola, Director General of DG Connect at the European Commission. Salvatore Deidda, President of the 9th Commission (Transport, Postal Service and Telecommunications) of the Chamber of Deputies was also present.

It was an opportunity to illustrate to participants the action of the Supervisory Body, which will be implemented in 2023, and which will be carried out along four main lines, among which supervision of the services offered by TIM Wholesale to operators in the processes of delivery and assurance of regulated network services.

2. Correctness assessment of KPI calculation Resolution no. 395

On **14 June 2023**, the second assessment session of the year was held to verify the correctness of the algorithm used to calculate the indicators pursuant to 395/18/CONS.

During this session, the calculation algorithms of two indicators, one for delivery and one for assurance, were examined in detail:

- **KPI 4 Average time for taking 1st appointment (days)**, Broadband vs Asymmetric Bitstream services (Equivalence Plus - DELIVERY)
- **KPI 12 Average failure resolution time (hours)**, VULA FTTH services (Full Equivalence - ASSURANCE)

The results of the assessment ascertained the correct calculation of the examined indicators.

3. Netmap database quality analysis

During the quarter, the **quality** analysis of the **NetMap** database continued in accordance with the provisions of Determination no. 9/2019.

In particular, TIM continued to make available updated monthly surveys 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 April 2023** were made available to the Authority.

The analysis of the data confirmed, also for the quarter in question, the improvement in the level of accuracy of the address location information.

4. FTTC saturated ONU audits

On **4 May**, the first **on-site verification** of 2023 took place, 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 audit concerned the **FOL Emilia Est** (Bologna office) and **FOL Emilia Ovest** (Parma office).

During the meeting, it was possible to ascertain the persistence of some problems highlighted in the recommendations made by the Supervisory Board to TIM in Resolution 2/2023 of 30 January 2023.

During the observation period identified 27 NGN Nodes were taken into account, 19 of which with at least 1 Work Order (WO), to which a total of 76 Work Order were connected (43 WO OAO and 33 WO TIM).

5. Decommissioning

On **8 May 2023**, the verification activities aimed at ascertaining the coverage and migration requirements established by Resolution 348/19/CONS **started** at the **TIM offices in Corso Italia**.

The activities were conducted by Agcom with the support of the Supervisory Office on the **1,370 exchanges** submitted by TIM with the **July 2022** and **March 2023** communications.

The activities **continued** at the same location on **30 May** and **28 June 2023**.

6. Monitoring of equal treatment on the basis of KPIs pursuant to Resolution No. 395/18/CONS

From 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 continuity 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**.

At the end of the quarter in question, the 395/18/CONS KPI trends updated to **April 2023** were made available to the Authority.

The KPI-nd analysis required some in-depth analysis with TIM technical lines for some anomalous values detected on the following indicators

- **KPI 4 Time taken for 1st appointment** (ULL service)
- **KPI 7 %OL with postponed DAC - RDAC** (WLR migration service)
- **KPI 8 %OL in backlog** (asymmetric Bitstream service)
- **KPI 10 Performance Index CRM Now** (predelivery: no. of WO received > 2 days)

TIM performed the necessary targeted analyses and provided the necessary details for all the KPIs listed above.

7. Monitoring Technical Plans

Within the framework of **Undertaking Groups No. 5 and No. 6**, during the quarter, the Supervisory Board continued to verify the transmission of the documents laid down therein.

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

8. Report S01/22 Wind Tre

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

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

In particular, the Supervisory Office chaired two meetings of the technical roundtable with Wind Tre and TIM, which took place on **5 April** and **23 May 2023**.

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

- 20 of them had been definitively settled;
- 5 were expected to be settled by the end of June 2023;
- 2 were awaiting new planning;
- 3 were in the process of being addressed by TIM, but resolution was expected beyond the summer of 2023 or in the middle of the summer season; for these, buffer solutions would be adopted;
- 3 could have implemented the final solution by June 2023 (it was being assessed);
- 6 were declared as settled by TIM at the time, but Wind Tre considered that the solution was still critical and needed to be re-evaluated;
- 1 exchange (affected by decommissioning) was to be managed on an ad hoc provisional basis.

The analysis was updated to the next progress meeting of the Technical Table in July 2023.

9. FTTC network faults

On the subject of FTTC network faults, the **OdV (Supervisory Board)-Wind Tre-TIM technical table** met on **13 April 2023** and examined the updated trend of the fault rate of Wind Tre lines.

The technical table noted an improvement in the failure rate in the last few months of observation.

10. Meetings with Agcom and the Operators

In the quarter from April to June 2023, the Supervisory Board held several meetings with the officials of the Communications Authority within the scope of the activities envisaged in the 2023 work plan, while the dialogue with TIM on the same issues was also going on.