

Newsletter
Supervisory Board (OdV) Activities
October - November - December
2022

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1. Inauguration of the new Supervisory Board

On **30 December 2022**, the new Supervisory Board for the five-year period 2022-2027, which was appointed during the same month by Agcom and TIM, took office. The new members of the Supervisory Board are:

1. **Mr Antonio Martusciello** (appointed by Agcom)
2. **Mr Fabio Bassan** (appointed by Agcom)
3. **Mr Nicola Blefari Melazzi** (appointed by Agcom)
4. **Mr Giacomo Vigna** (appointed by Agcom)
5. **Mr Fabrizio Dalle Nogare** (appointed by TIM)

During the first meeting, the new members appointed the **Chairman**, selected among the members appointed by Agcom, in the person of **Mr Antonio Martusciello**. During the same meeting, the board expressed its **approval** of Ing. **Fabio Pompei** for the post of **Director** of the **Supervisory Office**.

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

On **23 November 2022**, the fourth session of the year aimed at verifying the correctness of the calculation of the indicators pursuant to Resolution 395/18/CONS was held.

During the 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)** - activations, calculated on VULA FTTH services
- KPI 15 - **Percentage of repeated failures within 14 calendar days**, calculated for Broadband services (for TIM Retail) and Asymmetric Bitstream (for OAO).

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

3. Quality analysis of the Netmap database

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

In particular, TIM continued to make available updated monthly readings of the new specific KPI aimed at enabling the Supervisory Body 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 until **October 2022** were made available to the Authority.

The data analysis showed the continuous improvement in the level of accuracy of the address location information that was observed in Q3 2022.

4. Audits on FTTC saturated ONUs

On **6 October**, the second on **on-site verification** of 2022 took place, with the aim of ascertaining equal treatment and non-discrimination between TIM Retail and the OAOs on the FTTC network with regard to the management of Work Orders in areas served by saturated ONUs.

The audit concerned the **FOL Sardinia** (Operations Area Centro) and took place in Cagliari.

During the meeting, it was possible to ascertain the dissemination to the operational structures of the FOL of the Work Instruction on the new process "Delivery Management on Saturated ONUs" ordered by TIM to implement certain recommendations contained in Determination 2/2022 of 27 January 2022.

The analysis of the information collected made it possible to verify the correct implementation of the aforementioned Work Instruction.

A number of process areas were also identified in which improvements could be made to make the equal treatment of TIM and the AOs even more robust.

5. Decommissioning

On **7 July 2022**, TIM submitted an application to Agcom for a new batch of **1,368 exchanges to be decommissioned**.

In consideration of the large number of exchanges to be decommissioned and the need to reduce the time needed to analyse the coverage prerequisites required by Agcom Resolution 348/19/CONS, in agreement with the Authority it was decided to proceed with the verification of a statistically significant sample.

The SB, with the support of the consulting firm Capgemini, has defined a proposal for a **statistical algorithm** to identify a subset of exchanges representative of the entire population.

The proposal will be submitted to Agcom in early 2023.

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

In relation to **Undertaking Group no. 2**, and in particular the Training and Communication Intervention Plan, it was possible to ascertain the continuity, on the part of TIM, of training interventions on equivalence issues.

The Company itself provided the Supervisory Board with a report on the activities carried out during 2022.

7. Equivalence monitoring 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 Body has started monthly monitoring of TIM Retail - OAO equal treatment in continuity with the provisions of Undertaking 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** in order to highlight any deviations from **the OAO-TIM Retail equal treatment**.

At the end of the quarter in question, the trends of the 395/18/CONS KPIs updated until **November 2022** were made available to the Authority.

8. Monitoring Technical Plans

Within the framework of **Undertaking Groups Nos. 5 and 6**, during the quarter the Supervisory Board continued its activity 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.

9. Report S01/22 Wind Tre

"Critical issues related to the high temperatures reported in the co-location rooms of TIM exchanges"

On 12 July 2022, Wind Tre sent the Supervisory Board a communication in which the Company brought to its attention various problems connected to the high temperatures reported in the co-location rooms, critical issues that were reiterated during the meeting before the Board of the Supervisory Board on 14 July 2022.

The Supervisory Body, with Decision no. 10/2022 of 14 July 2022 (Wind Tre S01/2022 - "Critical issues related to the high temperatures reported inside the co-location rooms of TIM exchanges"), promptly started a verification activity aimed at ascertaining what reported by Wind Tre and urging any possible actions to be taken by TIM to solve the issues raised.

On 20 July 2022, the Supervisory Board received from Wind Tre an updated list of the power stations with air conditioning problems that were considered most critical.

At the meeting on 3 August 2022, TIM presented its own considerations, but took steps to resolve the reported critical issues.

The Supervisory Board carried out inspections at the three most critical exchanges reported by Wind Tre: Trullo, Sant'Onofrio, Monte Sacro located in Rome, carried out respectively on 4 August 2022 (Trullo) and 15 September 2022 (Sant'Onofrio and Monte Sacro).

The inspections confirmed the persistence of the critical issues reported by the Operator Wind Tre and ascertained the initiation of TIM activities to resolve the issues.

On **30 November 2022**, in consideration of the fact that TIM had not yet resolved all the critical issues related to the malfunctioning of the air conditioners in the OLO rooms of the exchanges reported by Wind Tre, the Supervisory Body ordered the extension of the verification activities until 31 January 2023 (Decision no. 14/2022).

10. Vertical Integration

With regard to the topic of vertical integration and the possible developments in the Italian scenario, the Supervisory Board decided to contribute by carrying out the study:

"The British model of corporate separation of the access network. BT's undertakings and the supervisory model adopted - Reflections on the monitoring of the undertakings for possible developments in Italy", sent to the Authority in October 2022.

The study explores the **British context** and in particular **the emergence of Openreach** and its monitoring action.

The in-depth study carried out makes it possible to verify **which similarities and which differences can be highlighted with respect to Italian developments** and, above all, how the monitoring of equivalence in the provision of access services is expected to evolve, in a new market structure that is witnessing the vertical "disintegration" of supply.

11. Meetings with Agcom and the Operators

In the October-December 2022 quarter, the Supervisory Board held repeated **meetings with the Authority for Communications Guarantees** as part of the activities set forth in the 2022 work plan, while the dialogue with Telecom Italia on the same issues also continued.

With regard to the meetings between the **Supervisory Board and TIM**, the meetings of 13 October and 17 November 2022 should be pointed out, as these were useful moments of discussion and debate on the issues related to the implementation of the 2022 work plan.

With regard to the meetings with other Operators, it should be mentioned that on 14 November, the fourth session of the 2022 OdV-TIM-Wind Tre Technical Table relating to the failure of the FTTC network took place.