

Newsletter
Supervisory Board (SB) Activities
July - August - September 2022

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1. Audit of the correctness of the KPI calculation Res. 395/18/CONS

On **14 September 2022**, the third session of the year was held to verify the correctness of the calculation of the indicators pursuant to Resolution. 395/18/CONS.

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

- **KPI 5 Average time for reception and technical verification (days)**, calculated on SLU services;
- **KPI 12 Average time for fault resolution (hours)**, calculated for Broadband services (for TIM Retail) and Asymmetric Bitstream (for OAO).

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

2. Quality analysis of the NetMap database

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 provide the monthly surveys, updated with the new specific KPI aimed at enabling the SB 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 **NetMap's quality indicators** updated until **July 2022** were made available to the Authority.

The analysis of the data showed the continuous improvement in the level of accuracy of the information concerning the location of addresses that also occurred in Q2 2022.

3. FTTC saturated ONU audits

On **7 July**, the **second on on-site audit** of 2022 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 on areas served by saturated ONUs.

The audit concerned the **FOL Piedmont** (North West Operating Area) and took place in Novara.

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 some 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 Working Instruction.

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

4. Simplification of the KPI 395 system

The overlapping of regulatory provisions layered over time on various KPI systems relating to regulated access services to the fixed network results in the need to develop more than 100 KPIs encompassing more than 2,000 elementary indicators.

Agcom recognised the opportunity to proceed with a rationalisation of the basket of existing KPIs, launching a specific activity in agreement with SB, aimed at simplifying the system of indicators adopted with acts prior to Resolution 395/18/CONS.

In a note dated 19 September 2019, the SB had already sent the Authority a proposal for the simplification and rationalisation of the KPIs.

In order to take into account also the changes introduced by the proposal for the revision of the non-discrimination KPIs 395/18/CONS made by the Supervisory Board to Agcom in 2021, a revision of the input already made available to Agcom was carried out in the quarter concerned, which produced a new version of the document "**Proposal for the simplification of the KPIs applied to regulated access**".

The new version of the "Simplification Proposal..." was **approved by the SB Board on 3 August 2022** by **Determination 11/22** and sent to Agcom.

5. Rationalisation of rejection causes

In June 2020, the Supervisory Board sent the Authority an update of the proposal for the rationalisation of rejection causes and rescheduling and suspension causes, which had already been submitted in October 2018, and which included new specific reasons for FTTH fibre services.

In order to bring the proposal up to date again, **a further revision of the document was carried out**, which led to the definition of new reasons, the usefulness of which has only recently emerged, for **FTTH** services.

To these were also added those causes necessary for the management of **Work Orders in disaggregated mode** and, at the same time, the document was given a **form more suitable for public consultation**.

The current version of the document 'Proposal for Rationalisation and Simplification of the Rejection Causes and of the Suspension, Queuing and Remodulation Causes' was approved by the SB Council of 14 June 2022 with **Determination 8/22** and sent to Agcom.

The document was then presented to the **Agcom Council of 14 September 2022**, which decided to submit the OdV proposal to the **attention of all the TLC Operators** within the scope of a special **Technical Table**.

6. Decommissioning

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

It has been established that the SB will provide the Authority with support in defining the statistical sampling criteria for identifying a significant set of exchanges to be subjected to coverage examination in order to verify the decommissioning requirements of Resolution 348 /19/CONS.

7. Commitment No. 2 ex Resolution 718/08/CONS

In relation to **Undertaking Group no. 2**, during the SB Board meeting of 14 July 2022 TIM presented the results of the first wave of **Customer Satisfaction 2022**.

In accordance with the provisions of the same Group of Commitments, on 3 August 2022 TIM illustrated the MBO 2022 short-term incentive system for Telecom Italia and more specifically for the personnel of the Chief Network, Operations & Wholesale Function.

8. 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 has started monthly monitoring of TIM Retail - OAO equal treatment 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, updated 395/18/CONS KPI trends up to **July 2022** were made available to the Authority.

TIM, upon the request of the Supervisory Board, provided the necessary clarifications and explanations concerning some temporary deviations observed on some indicators.

9. Monitoring Technical Plans

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

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

10. Report S01/22 Wind Tre

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

On 12 July 2022, Wind Tre sent the Supervisory Board a communication in which the Company pointed out various problems connected with the high temperatures measured in the co-location rooms, critical issues that were pointed out during the meeting of the Supervisory Board held on 14 July 2022.

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

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 remarks, but took action to resolve the critical issues reported.

The Supervisory Office 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 existence of the critical issues reported by Operator Wind Tre and marked the start of TIM activities to resolve the issues.

The Supervisory Office will continue to monitor Report S01/22 until the critical issues are completely resolved.

11. Meetings with Agcom and the Operators

In the July-September 2022 quarter, the Supervisory Board held a number of **meetings with the Italian Authority for Communications Guarantees** within the scope of the activities envisaged in the 2022 work plan, while the exchange of views with Telecom Italia on the same issues also continued.

With regard to the meetings between the **SB Board and TIM**, the meetings held on 14 July, 3 August and 22 September 2022 were useful moments of discussion and comparison on the issues connected to the implementation of the 2022 work plan.

As far as meetings with other Operators are concerned, it should be noted that on 5 July 2022 the third session of the 2022 OdV-TIM-Wind Tre Technical Table relating to the faults in the FTTC network took place.