

**FIXED VOICE TELEPHONY SERVICE QUALITY TARGETS FOR THE YEAR 2024**

**Quality indicators pursuant to AGCOM Resolutions No. 156/23 /CONS and No. 79/09/CSP and subsequent amendments and supplements**

N.	INDICATOR	TARGET VALUE
1	<p><b>Malfunctioning rate:</b> ratio between the number of reports made by users concerning actual malfunctions during the reporting period and the average number of active access lines, measured on a monthly basis, during the same period.</p>	12%
2	<p><b>Malfunction repair time:</b> time elapsed between the customer reporting an actual malfunction and its elimination.</p> <hr/> <p>Percentage of malfunction repairs completed within the contractually agreed maximum time</p>	<p>Services provided through the use of another operator's wholesale network services:</p> <p>Average time to repair malfunctions: 75 hours</p> <p>80% percentile: 38 working hours</p> <p>95% percentile: 100 working hours</p> <hr/> <p>90%</p>
3	<p><b>Response times to calls to operator customer service:</b></p> <p>a) minimum navigation time to access the 'human operator' choice</p> <p>(b) average response time of human operator once the client has selected the option that allows to speak with a human operator</p> <p>(c) percentage of incoming calls where the answer time is less than 20 seconds</p> <p>d) percentage of complaints solved without the user having to make further calls to the helpline on the same complaint</p>	<p>(a) 70 seconds</p> <p>(b) 70 seconds</p> <p>c) 45%</p> <p>d) 95%</p>

	<p>e) total response time of the human operator:</p> <p>e.1) average response time to incoming calls</p> <p>e.2) percentage of incoming calls where the answer time is less than 20 seconds</p>	<p>e.1) 140 - 190 sec.</p> <p>e.2) 25% - 30%</p>
4	<p><b>Time of activation of the service:</b> the time between the day when a valid order is received, as provided by the contract, and the day when all the requested services are actually available for use by the applicant.</p>	<p>(a) Orders for the processing of which no technical intervention on field is necessary:</p> <p>Average delivery time for orders completed during the reporting period: 70 calendar days</p> <p>95th percentile: 70 calendar days</p> <p>99th percentile: 90 calendar days</p> <p>Percentage of valid orders completed by the date agreed with the customer, where applicable: 80%</p> <p>(b) Orders for the processing of which technical interventions on field are necessary, or which can be carried out only by way of activities carried out from the central or remotely:</p> <p>Average delivery time for orders completed during the reporting period: 70 calendar days</p> <p>95th percentile: 100 calendar days</p> <p>99th percentile: 150 calendar days</p> <p>Percentage of valid orders completed by the date agreed with the customer, where applicable: 80%</p>
5	<p><b>Complaints on charges:</b> percentage of invoices for which the user has complained (in writing or in another traceable form recognized by the operator and indicated in the chart of</p>	<p>2,5%</p>

	services) in relation to the number of invoices issued in the same period.	
<b>6</b>	<b>Accuracy of invoicing:</b> the percentage of invoices subject to well-founded objections that generate a re-credit of the amounts to the customer by means of another invoice with an adjustment or a credit note compared to the number of invoices issued in the same period.	1%