

Newsletter

Supervisory Board (OdV) Activities

July - August - September 2024

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1. 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, FiberCop 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 NetMap quality indicator trends for the period May-June-July 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.

The 2024 plan for the large-scale update of geographical coordinates (by WarePlace), launched on 25 March 2024 and announced by TIM on 26 March 2024, concerns 3.8 million street addresses nationwide.

This clean-up campaign is being monitored by the Supervisory Board during the current year.

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

On **25 September 2024**, the first annual verification session on the correctness of the calculation algorithm for the indicators pursuant to 395/18/CONS was held.

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

- **KPI 2 – Average activation time – VULA H**
- **KPI 16 – Percentage of faults fixed by the second working day – SLU**

The results of the two verification sessions confirmed the correct use of the calculation algorithm for the indicators examined.

3. FTTC saturated ONU verifications

On **31 July**, the **second on-site verification** of 2024 took place in Bologna to verify equal treatment and non-discrimination between TIM and the OAOs on the FTTC network with regard to the management of Work Orders falling within areas served by saturated ONUs.

The verification concerned the **Marche-Umbria FOL** and was carried out at the premises of the North-East Operation Area.

During the observation period under review, 22 NGN Nodes were saturated and desaturated.

Among these NGN Nodes, 11 had at least one FTTC activation/migration request.

A total of 22 OLs (16 OAO OLs and 6 TIM OLs) were assigned to the 11 NGN nodes.

4. Decommissioning

On **18 and 30 September 2024**, the verification of the **third batch** of **2,055** exchanges for which FiberCop requested decommissioning in early 2024 was carried out.

The SB provided Agcom with the necessary support in the activities aimed at verifying the existence of the requirements set out in Resolutions 348/19/CONS and 114/24/CONS.

In particular, the level of coverage and take-up of FiberCop's fixed network for Ultra BroadBand services and FWA coverage was analysed.

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 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 equal treatment**.

During the quarter in question, the monthly trends of the KPIs 395/18/CONS for the period **May** and **June 2024** were made available to the Authority.

6. Monitoring of Technical Plans

In the context of **Commitment Groups No. 5 and No. 6**, during the quarter the Supervisory Board continued its activity of 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. On-field FTTC failure rate

During the second quarter, FiberCop continued to make available to the SB the values of the indicator used as a reference for monitoring the quality of the FTTC network.

This is the so-called "**On-field FTTC failure rate - disservice**", 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 FiberCop network in the same period.

In particular, FiberCop disclosed the monthly values of the above indicator updated to **July 2024**, which show a fairly constant trend.

8. Meetings with Agcom and the Operators

In the **July-September 2024** quarter, the Supervisory Office had repeated meetings with officials from the Communications Regulatory Authority and continued its dialogue with FiberCop.