PARITÀ DI ACCESSO
Organo di Vigilanza

Newsletter
Supervisory Board (OdV) Activities
October - November - December 2024

Overview

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

On **04 December 2024**, the fourth verification session of the year on the correctness of the algorithm for calculating the indicators ex 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_C/Ultrabroadband
- **KPI 12 – Average fault resolution time** – VULA H

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

2. 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.

In particular, FiberCop continued to provide updated monthly measurements of the new specific KPI designed to enable the Supervisory Board to monitor the accuracy of the geolocation of addresses in the NetMap database.

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.

At the end of the quarter, the trends in NetMap quality indicators for the period **August-September-October** were made available to the Authority. **2024.**

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.

3. FTTC saturated ONU verifications

On **15 October 2024**, the **third on-site verification** of 2024 took place in Varese to ascertain equal treatment and non-discrimination between TIM and the OAOs on the FTTC network with regard to the management of Work Orders in areas served by saturated ONUs.

The verification involved the **North-West Lombardy FOL** and was conducted at the premises of the North-West Operation Area.

During the observation period under review, 42 NGN Nodes were saturated and desaturated.

Among these NGN Nodes, 35 had at least one FTTC activation/migration request.

A total of 81 OL (45 OL OAO and 36 OL TIM) was connected to the 35 NGN Nodes.

On **27 November 2024**, the **fourth on-site verification** of 2024 took place in Florence.

The verification involved the two **FOL Toscana Ovest** and **FOL Toscana Est** of the Central Operation Area.

During the observation period under review, 33 NGN Nodes were saturated and desaturated.

Among these NGN Nodes, 28 had at least one FTTC activation/migration request.

A total of 68 OL (40 OL OAO and 28 OL TIM) were connected to the 28 NGN Nodes.

4. Decommissioning

On **13 November 2024**, **Resolution No. 458/24/CON**S was published, whereby Agcom approved the **decommissioning of 2,050** of the 2,055 exchanges submitted by Tim/FiberCop.

This concluded the decommissioning process for the third batch of exchanges for which the SB provided support to Agcom in September 2024 in activities aimed at verifying compliance with the requirements of Resolutions 348/19/CONS and 114/24/CONS.

5. Impact of the TIM/FiberCop corporate separation on KPI 395

As requested by the Authority at the meeting with the SB on 9 September 2024, at its meeting on 28 November 2024, the SB board approved and sent to Agcom and FiberCop a document illustrating an analysis of KPI 395 in light of the impact of the TIM-FiberCop corporate separation.

In particular, the analysis takes into account the fact that TIM purchases only active services from FiberCop, such as VULA FTTCab, VULA FTTH and WLR, and that, based on Resolution 114/24/CONS, WLR and Bitstream are services no longer subject to regulation.

6. 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 KPI 395/18/CONS for the period **July, August, September** and **October** 2024 were made available to the Authority.

7. 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.

8. 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 has published the monthly values of the aforementioned indicator updated to **November 2024**, values that show an almost constant trend.

9. Meetings with Agcom and the Operators

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