

Newsletter
Supervisory Board
April – June 2025

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1. Annual Report 2025 – Activities in 2024

On Tuesday, 27 May 2025, in the Sala della Regina at the Chamber of Deputies in Rome, the 2025 Annual Report was presented, illustrating the activities carried out and the main results achieved in 2024 by the Supervisory Board on equal access to the FiberCop network.

Taking part in the event, in addition to the members of the Supervisory Board, were Hon. Giorgio Mulè, Vice President of the Chamber of Deputies, Federico Freni, Undersecretary at the Ministry of Economy and Finance, Massimo Sarmi, Chair and Chief Executive Officer of FiberCop, and Giacomo Lasorella, Chair of the Communications Regulatory Authority.

2. NetMap Database Quality Analysis

During the quarter, the quality analysis of the NetMap database continued, as provided for by Determination No. 9/2019.

In particular, FiberCop continued to make available the updated monthly measurements of the new specific KPI designed to allow the Supervisory Board to monitor the level of accuracy of the geolocation of the addresses contained in the NetMap database.

At the end of the quarter, the trends of the NetMap quality indicators for the period March–April 2025 were made available to the Authority.

The data analysis confirmed, also for the quarter in question, an improvement in the level of accuracy of the information relating to the location of the addresses.

3. Saturated ONU inspection

On 7 May 2025, the first on-site inspection of the year was carried out in Bari to verify equal treatment and non-discrimination between TIM Retail and OAO on the FTTC network, with regard to the handling of Work Orders in areas served by saturated ONUs.

The inspection covered the Puglia and Calabria FOL units and was conducted at the headquarters of the Southern Operations Area.

During the observation period considered, 33 NGN nodes became saturated and were later de-saturated (15 in Puglia and 18 in Calabria).
Of these NGN nodes, 20 received at least one FTTC activation/migration request.

A total of 33 Work Orders (25 OAO Work Orders and 8 TIM Work Orders) were associated with the 33 NGN nodes.

4. Verification on KPI ex Del. 395/18/CONS

Among the supervisory activities on non-discrimination KPIs requested by the Authority and carried out during the quarter, the first verification session of 2025 on the correctness of the calculation algorithm for the indicators under Resolution 395/18/CONS should be noted.

During the verification session, which took place on 2 April 2025, the calculation algorithms of the following two indicators — one delivery and one assurance — relating to data for January 2025 were examined in detail:

Delivery:

KPI 2 – Average provisioning time (migrations) – VULA FTTC / Ultrabroadband

Assurance:

KPI 13 – Average time to resolve service degradation – VULA FTTH

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

5. Monitoring of equal treatment on the basis of the KPIs under Resolution No. 395/18/CONS

Since 2019, the year in which the new non-discrimination KPIs under Resolution 395/18/CONS were made available, the Supervisory Board has been carrying out monthly monitoring of non-discrimination between TIM and OAO, in continuity with Commitment Group No. 4 of Resolution 718/08/CONS.

This oversight activity is carried out through a monthly analysis of all the KPIs set out in Resolution 395/18/CONS, in order to highlight any deviations from equal treatment between OAO and TIM.

During the quarter in question, the monthly trends of the KPIs under Resolution 395/18/CONS for the period March–April–May 2025 were made available to the Authority.

The monthly analysis of the non-discrimination KPIs made available in this period did not show any abnormal trends.

6. Monitoring Technical Plan

Within Commitment Groups No. 5 and No. 6, during the quarter the Supervisory Board continued its checks on the transmission of the documentation required under those commitments.

In particular, it verified that the quarterly plans and reports were published within the prescribed time limits.

7. Fault rate FTTC

During the third quarter, FiberCop continued to provide the Supervisory Board with the values of the indicator used as a reference for monitoring the quality of the FTTC network.

This is the so-called “FTTC On-Field Fault Rate – service disruption”, defined as the ratio between the number of service disruption trouble tickets closed on field during the observation period and the average number of active FTTC lines on the FiberCop network in the same period.

In particular, FiberCop reported the monthly values of this indicator updated to May 2025, which show an almost constant trend with no apparent critical issues.

8. AGCOM and Service Provider Operators meetings

In the April–June 2025 quarter, the Supervisory Office held several meetings with officials from the Italian Communications Authority (AGCOM), and discussions with FiberCop also continued.