

Newsletter

Supervisory Board activity

July - September 2025

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1. Analysis of NetMap Database Quality

During the quarter, the analysis of the quality of the NetMap database continued in accordance with the provisions of Resolution No. 9/2019.

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

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

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

On 3 July 2025, the second remediation plan of the NetMap database was completed, covering 3.8 million street numbers, in addition to the 7.3 million street numbers included in the first remediation plan, which was completed in May 2023.

2. Verifications on Saturated FTTC ONUs

On 14 July 2025, a pilot “on-site” verification was carried out in Rome on the FTTH network, aimed at assessing equal treatment and non-discrimination among Operators with regard to the management of Work Orders falling within areas served by saturated ONUs.

The verification involved the Rome Local Operating Facilities (FOL) and was conducted at the premises of the Central Operations Area.

A total of 24 cases of work order queuing were analyzed, relating to 23 saturated network elements (one element became saturated twice, thus generating two separate queues).

The saturated elements were:

in 22 cases, the ROE;

in one case, the primary splitter.

No cases of network shortage due to new developments were identified; only cases of network saturation were recorded.

On 24 September 2025, an “on-site” verification was carried out in Bologna on the FTTC network, aimed at assessing equal treatment and non-discrimination among Telco Operators with regard to the management of Work Orders on the FTTC network in areas served by saturated ONUs.

The verification involved the Emilia-Romagna Local Operating Facilities (FOL) and was conducted at the premises of the North-East Operations Area.

Work orders for FTTH services activated in July 2025 were considered, and during the verification a total of 25 queuing cases were analyzed, of which 9 related to new developments and 16 to network saturation.

3. Verification of the Correctness of KPI Calculation – Resolution No. 395

Among the supervisory activities related to the non-discrimination KPIs required by the Authority and carried out during the quarter in question, the second verification session of 2025 on the correctness of the algorithm used to calculate the indicators pursuant to Resolution No. 395/18/CONS is hereby noted.

During the verification, which took place on 9 July 2025, the calculation algorithms of the following two indicators—one related to delivery and one to assurance were examined in detail, with reference to data for the month of April 2025:

Delivery:

KPI 2 – Average processing time (calendar days) – Ultra Broadband FTTC vs VULA FTTC / Bitstream NGA FTTC – Activations

Assurance:

KPI 16 – Percentage of trouble tickets closed by the second working day from opening – VULA FTTH

The results of the verification session made it possible to ascertain the correct application of the calculation algorithm for the indicators examined.

4. Simplification and Streamlining of Rejection Reasons

The Supervisory Office has developed a new, updated proposal for the simplification and streamlining of rejection, queuing, and rescheduling reasons, taking into account the effects resulting from the corporate separation of the network and its transfer to FiberCop.

The draft proposal, contained in the document entitled “Proposal for the Simplification and Streamlining of Rejection Reasons and of Suspension, Queuing, and Rescheduling Reasons,” was consolidated during the months of July and August by incorporating data updated to the first half of 2025. Following its final approval by the Supervisory Board on 25 September 2025, the proposal was subsequently submitted to AGCOM and to FiberCop.

5. Monitoring of non discrimination on the Basis of the KPIs pursuant to Resolution No. 395/18/CONS

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

The monitoring activity is implemented through the monthly analysis of all KPIs set out in Resolution No. 395/18/CONS, with the aim of identifying any deviations from equal treatment between OAOs and TIM.

During the quarter in question, the monthly trends of the KPIs pursuant to Resolution No. 395/18/CONS for the period May–June–July 2025 were made available to the Authority.

The monthly analysis of the non-discrimination KPIs made available during this period highlighted an anomalous trend affecting one indicator for the month of June.

Subsequent in-depth analyses, reported to FiberCop, made it possible to identify the underlying causes, attributable to exceptional adverse weather conditions in certain areas of Northern Italy.

6. Monitoring of Technical Plans

Within the framework of Commitment Groups No. 5 and No. 6, during the quarter the Supervisory Board continued its activities to verify the transmission of the documentation required under such commitments.

In particular, the timely publication of the quarterly plans and related final reports was duly ascertained.

7. FTTC On-Field Fault Rate

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

This indicator, known as the “FTTC On-Field Fault Rate – Service Outage,” is defined as the ratio between the number of service-outage trouble tickets closed on field during the observation period and the average number of active FTTC lines on the FiberCop network over the same period.

In particular, during the quarter in question, FiberCop disclosed the monthly values of the aforementioned indicator updated through August 2025. These values show an almost constant trend, which does not highlight any potential critical issues.

8. Meetings with AGCOM and Operators

During the July–September 2025 quarter, the Supervisory Office held several meetings and exchanges with officials of the Authority for Communications Guarantees (AGCOM), while discussions and interactions with FiberCop also continued.