



GTT Communications Italy

Electronic Form pursuant to Art. 5, paragraph 4, Resolution n. 156/23/CONS

MACHINE TRANSLATION

OPERATOR:

GTT Communications Italy S.r.l.

Year of Reference: 2025

Data collection period:

1st SEM	
2nd SEM	
Full YEAR (Y)	X

Period	Mandatory	Indicator name		Services to which it applies	Measure/Mandatory Information	Unit of measurement	Detected value
Y	Mandatory	Complaints on charges (Annex 2 of Resolution No. 156/23/CONS)		All communication services from a fixed location	Ratio of the number of complaints received in the period considered to the number of invoices issued in the same period	%	3.00%
					Percentage of single invoices for postpaid fixed and mobile telephony services compared to total invoices issued	%	0.00%
Y	Mandatory	Billing accuracy (Annex 3 of Resolution No. 156/23/CONS)		All communication services from a fixed location	Percentage of invoices with objections recognised as well-founded 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	%	12.00%
SEM/Y	Mandatory	Service activation time (Annex 4 of Resolution No. 156/23/CONS)	Report (a) : orders for which no technical intervention on the ground is required	All communication services from a fixed location	Average delivery time for orders completed in the data collection period	days	7.07
					Percentile 95% of delivery time for orders completed in the data collection period	days	44
					99% percentile of delivery time for orders completed in the data collection period	days	78
					Percentage of valid orders completed by the date agreed with the customer, where applicable	%	Note (a)
					Percentage of valid orders completed within the maximum contractually agreed deadline	%	99%
					Number of completed contracts		250
			Report (b) : orders for which technical interventions on the ground are required	All communication services from a fixed location	Average delivery time for orders completed in the data collection period	days	13.54
					Percentile 95% of delivery time for orders completed in the data collection period	days	83
					Percentile 99% of delivery time for orders completed in the data collection period	days	102
					Percentage of valid orders completed by the date agreed with the customer, where applicable	%	Note (a)
					Percentage of valid orders completed within the maximum contractually agreed deadline	%	98.61%
					Number of completed contracts		632
				All communication services from a fixed location	Number of completed contracts acquired by teleselling through ROC-registered call centres		0
					Number of completed contracts not acquired via call centre		0
SEM/Y	Mandatory	Malfunctioning rate (Annex 5 of Resolution No. 156/23/CONS)		All communication services from a fixed location	Ratio of the number of reports of malfunctions, corresponding to disservice or degradation, related to voice services and/or Internet access services to the average number of access lines	%	4.30%
SEM/Y	Mandatory	Malfunction repair time (Annex 6 of Resolution No. 156/23/CONS)	Report (a) : services provided with own infrastructure	All communication services from a fixed location	Average time to repair malfunctions	hours	Note (b)
					Percentile 80% of malfunction repair time	hours	Note (b)
					Percentile 95% of malfunction repair time	hours	Note (b)
			Report (b) : services provided through the use of another operator's wholesale network services	All communication services from a fixed location	Percentage of malfunction repairs completed within the contractually agreed maximum time	%	Note (b)
					Average time to repair malfunctions	hours	15.6
					Percentile 80% of malfunction repair time	hours	18.2
					Percentile 95% of malfunction repair time	hours	48.5
SEM/Y	Mandatory	Probability of call failure (Annex 7 of Resolution No. 156/23/CONS)		Publicly accessible interpersonal communication services	Percentage of missed calls with reference to national calls	%	Note (1)
SEM/Y	Mandatory	Call establishment time (Annex 8 of Resolution No. 156/23/CONS)		Publicly accessible interpersonal communication services	Average value of national calls set-up time	seconds	Note (1)
					95% percentile of national call set-up time	seconds	Note (1)

LEGENDA

Per. = Periodicity of the data collection
SEM/Y = six-monthly and annual
Y = annual

Mandatory = The indicator is mandatory
M = Mandatory
O = Optional

NOTES

(1) Obligation suspended until the conclusion of the evaluations referred to in Article 12 (8) of Resolution No. 156/23/CONS.

(a) GTT Communications Italy S.r.l. does not apply a completion date agreed with the customer, as part of its service activation process.

(b) GTT Communications Italy S.r.l. relies entirely on the wholesale network services of another operator to provide all fixed-line communications services to its end customers. Consequently, no data is available for services provided using its own infrastructure, as this category does not apply to GTT's service delivery model.

(c) GTT Communications Italy S.r.l. is unable to provide a single percentage figure, as it is not possible to distinguish between the percentage applicable to non-broadband services and that applicable to broadband services. This limitation stems from the fact that GTT provides services exclusively via another operator's wholesale network and that the data on fault resolution received from the wholesale provider does not allow for a breakdown by service type for the purposes of this indicator.