

Information Tools for Telecom End-Users: AGCOM's initiatives

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Consumer Protection Directorate***

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- **Consumer Protection Directorate** performs the functions of regulation, supervision and sanction related to:

Universal
Service

Directory
services

Quality of service
and service
charters

Transparency
of prices and
supply
conditions

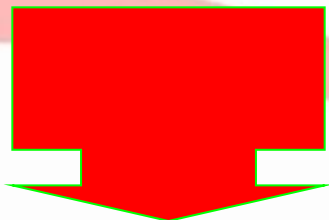
Alternative
Dispute
Resolution

Relations
with
consumer
associations

Users
complaints
management
and
surveillance

Public
relations

Consumer Protection



- **“ex ante” protection:**

REGULATION (*quality of service, service charters and universal service*)

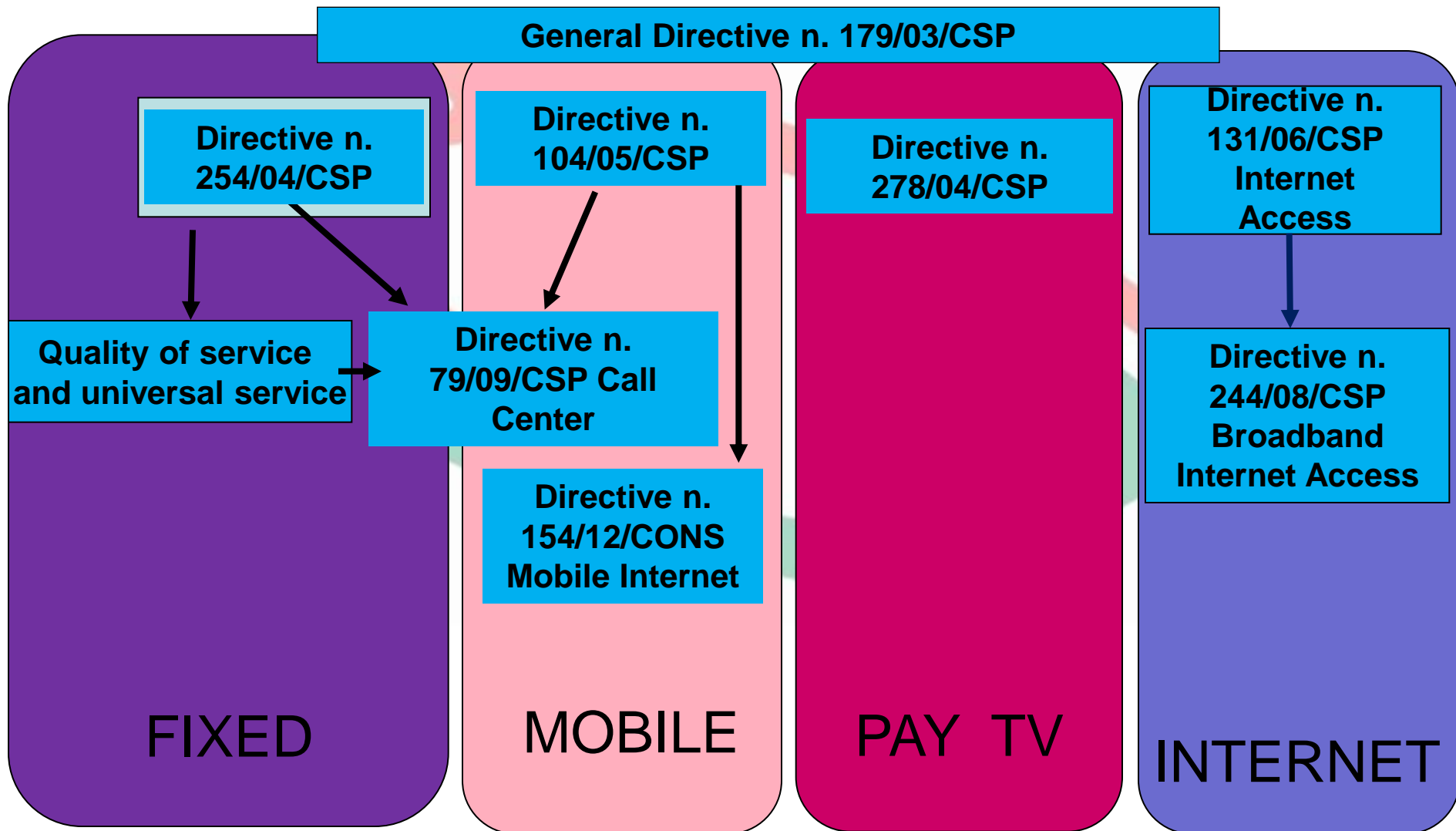
SELF-REGULATION & CO-REGULATION (*codes of conduct*)

- **“ex post” protection:**

ENFORCEMENT (*complaint analysis; surveillance; sanctioning*)

ADR&S (*alternative dispute resolution & settlement*)

Main regulatory interventions on quality of electronic communications service



Major AGCOM initiatives about quality of service

“Misura internet” Project and *Nemesys* software.

“Misura Internet” allows users to test, free of charge, through a special software called *Nemesys*, the performance of fixed Internet service. Since April 7, 2014 users who have obtained a certificate of quality of their internet access, through *Nemesys*, with lower values than those contractually promised by the operator of fixed telephony will electronically, can directly send their own complaint to the operator.

www.misurainternet.it

“Drive test” for mobile Internet access.

This measure aims to verify the performance of the four mobile networks currently available on the national territory (H3G, TIM, Vodafone, Wind), in relation to internet access. Since April 2, 2014 information regarding the prioritization of traffic data by the four mobile operators are also available on website www.misurainternetmobile.it

MisuraInternet Web Site

Comparative statistical values

Clicking on the Italian regions, it is possible to access statistical data related to the more se




**AUTORITÀ PER LE
GARANZIE NELLE
AGCOM COMUNICAZIONI**



Home | Approfondimenti | Info / F.A.Q. | Download | Area Privata | Info Privacy | Project Team | Convegno

Valori Statistici Comparativi

Regione Toscana

Dati aggregati relativi alle misure effettuate nel periodo annuale 2013

Operatore	Profilo commerciale	Indicatore	Media	St.Dev	5%	95%	TP%	Misure
	Profilo - 7Mbps/256kbps	upload (kbps)	243	5.9	231	248		82020
		download (kbps)	5470	413.1	4688	5678		82245
		rtt (ms)	53	2.1	50	55	0.04	41138
	Profilo - 7Mbps/832kbps	upload (kbps)	631	23.2	579	639		82683
		download (kbps)	5866	206.2	5776	5924		82683
		rtt (ms)	49	2.2	47	50	0.06	41299
	Profilo - 7Mbps/512kbps	upload (kbps)	478	17.1	457	483		60857
		download (kbps)	5481	1004.8	2747	6216		60846
		rtt (ms)	45	1.4	44	46	0.09	30373
	Profilo - 20Mbps/1024kbps	upload (kbps)	916	28.9	886	936		63960
		download (kbps)	10252	2505.4	6450	14687		63958
		rtt (ms)	44	7.4	42	46	0.06	31942
	Profilo - 12Mbps/1Mbps	upload (kbps)	821	86.3	810	840		77412
		download (kbps)	10252	691.7	9395	10402		77967
		rtt (ms)	29	3.6	28	31	0.38	41390
	Profilo - 6Mbps/1Mbps	upload (kbps)	840	10.2	816	847		51745
		download (kbps)	5225	32.1	5206	5231		52042
		rtt (ms)	14	1.4	13	15	0.20	28423

RISULTATI DELLA MISURA DELLA QUALITÀ DEL SERVIZIO
DI ACCESSO A INTERNET DA POSTAZIONE FISSA

IDENTIFICATIVO MISURA: 47e87941ca319861176aef8f55a3617d

CODICE DOCUMENTO: 23b5ae061248572d9de9532ad505527a

Riscontrata violazione degli impegni contrattuali sul parametro: 5 percentile della banda
in download relativo all'offerta contrattuale "Alice ADSL" inserita in fase di registrazione*

Dati personali dichiarati dall'utente del servizio

Nome: Mario

Cognome: Rossi

- Ne.Me.Sys is
- It is able to r

Download del software

Licenze Ne.Me.Sys. e certificati

MisuraInternet Speed Test

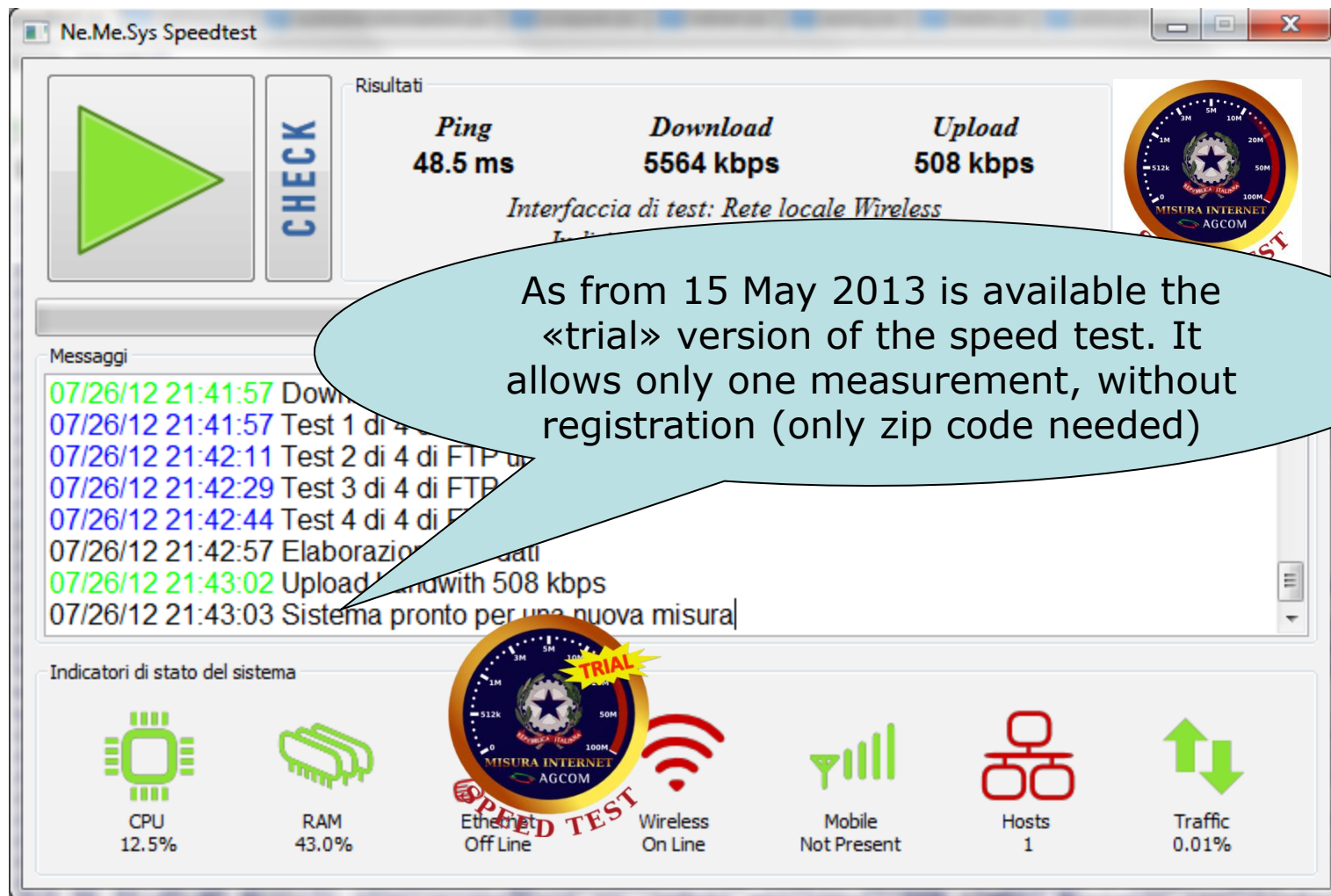
Dati personali

Codice licenza	Licenza attiva (1)	Misure effettuate	Download certificato	Invia il certificato al tuo operatore
230398142d87bf96057274943b3fd0f1	NO	7 su 24		
6d805a758e28015d8e246eb29b7c7d91	NO	1 su 24		
4346a86219e763698b0229547e54a5bb	NO	11 su 24		
a331f1cc18317e3bcc61f7bff000ecb6	NO	2 su 24		
11b60d956c69cc9ad4dbccb689b73521	NO	9 su 24		
7244a3deed10bb151805a853e2a1ac5a	NO	3 su 24		
2462b559df0a22c164feadee10f427f9	NO	10 su 24		

neccessario per il perseguimento della suddetta finalità e nel rispetto delle misure di sicurezza previste dalla legge.

Il conferimento dei dati è facoltativo, tuttavia, qualora il soggetto intenda procedere alla registrazione, la mendace compilazione dei dati contrassegnati come obbligatori renderà il documento privo di ogni effetto giuridico. I dati personali conferiti non saranno comunicati a soggetti terzi né verranno resi pubblici e saranno trattati da personale qualificato in conformità e nel rispetto del disposto di cui all'art. 7 del D. Lgs. 196/03 in materia di accesso ai dati personali. In particolare i soggetti interessati potranno chiedere conferma dell'esistenza o meno dei propri dati personali, di chiederne la comunicazione in forma intelligibile, la rettifica, l'aggiornamento o la cancellazione, di opporsi alla prosecuzione del trattamento per motivi legittimi, ecc. Tali diritti potranno essere esercitati, ai sensi del suddetto art. 7, mediante richiesta scritta a mezzo di raccomandata con ricevuta di ritorno da indirizzarsi a Fondazione Ugo Bordoni, viale del Polidinicio 147, 00161, Roma, o via e-mail, scrivendo all'indirizzo privacy@misurainternet.it, ovvero al seguente numero di fax: 0654237450.

Misura Internet Speed Test: Graphic User Interface



Ne.Me.Sys Speedtest

Risultati

Ping	Download	Upload
48.5 ms	5564 kbps	508 kbps

Interfaccia di test: Rete locale Wireless

Messaggi

- 07/26/12 21:41:57 Down...
- 07/26/12 21:41:57 Test 1 di 4
- 07/26/12 21:42:11 Test 2 di 4 di FTP up
- 07/26/12 21:42:29 Test 3 di 4 di FTP
- 07/26/12 21:42:44 Test 4 di 4 di F
- 07/26/12 21:42:57 Elaborazio...
- 07/26/12 21:43:02 Upload Bandwidth 508 kbps
- 07/26/12 21:43:03 Sistema pronto per una nuova misura

Indicatori di stato del sistema

CPU 12.5%	RAM 43.0%	Ethernet Off Line	Wireless On Line	Mobile Not Present	Hosts 1	Traffic 0.01%
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As from 15 May 2013 is available the «trial» version of the speed test. It allows only one measurement, without registration (only zip code needed)

Towards Connected Europe: AGCOM cutting-edge tools

Main aspects of Connected Continent Legislative Package for telecom end-users protection.

Quality of Service

1. Operators required to supply (both public and contractual) information on the average speeds they actually provide to their customers during normal and peak times, data volume limitations, and on traffic management practices.
2. National regulators required to monitor quality of service and may impose minimum quality requirements, under Commission control.
3. Consumers can terminate their contract if there is a significant and non-temporary discrepancy between what they were promised and the service they actually get (e.g: speed).

... The MisuraInternet Project



- **Resolution 154/12/CONS has defined a plan of active measures in the field (drive test), in order to verify the performance of the four mobile networks currently available in the country.**
- **Two campaigns per year, since mid-2012**
- **More than 1000 measuring points per campaign, distributed, at an early stage, in twenty large cities (one per region).**
- **Tests provided in nomadic mode and outdoor.**
- **The statistical processing of the measurement results for each network will be published, in order to be available to users.**
- **The results of the first campaign of 2013, held from January 28 to May 24, 2013 were recently published on the website www.misurainternetmobile.it**

Networks throughput

KPI *	Experimental campaign	First campaign	Improvement
FTP Upload – throughput (Kbps)	1393	1515	+8,76%
HTTP Download – throughput (Kbps)	5043	6059	+20,15%
HTTP Browsing – Keplero page download time (sec)	5,652	4,597	+18,67%

Tariffs comparison: the accreditation scheme

Decision 331/09/CONS established the accreditation scheme for tariff comparison engines:

- *Experience*
- *Independence*
- *Accessibility*
- *Transparency*
- *Accuracy*
- *Completeness*



An evaluation group made by Consumer Protection Directorate experts analyzes all the accreditation requests making both a qualitative and a quantitative analysis.

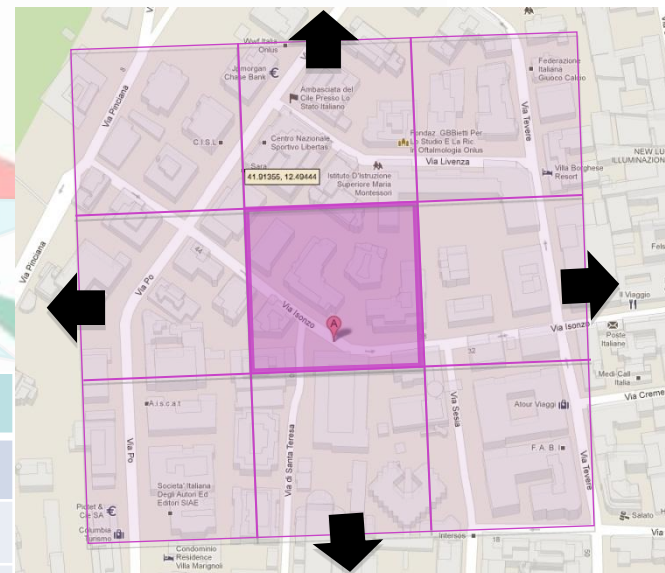
Decision 22/10/CONS: accreditation of the tariff comparison company Supermoney.eu



An unified geographic information system, available online for end users, with commercial broadband offers of Italian operators. Users will input an address or a telephone number and they will get a list of all the wired and wireless broadband services available in their zone.

Input: Via ISONZO 21, Roma

Output: EXAMPLE



Fixed Networks

Operator	DL Speed	Technology	Network
Fastweb	Up to 20 Mbits	ADSL 2+	ULL
Telecom Italia	Up to 20 Mbits	ADSL 2+	
Wind Infostrada	Up to 8 Mbits	ADSL	ULL
TeleTu	Up to 8 Mbits	ADSL	Bitstream

Mobile Networks

Operator	DL Speed	Technology
TIM	Up to 42 Mbits	HSDPA+
Vodafone	Up to 384 Kbits	UMTS
3	Up to 14.4 Mbits	HSDPA

Wireless

Operator	DL Speed	Technology
Linkem	Up to 7 Mbits	WiMAX
Aria	Up to 7 Mbits	WiMAX

Users guide to electronic communication services





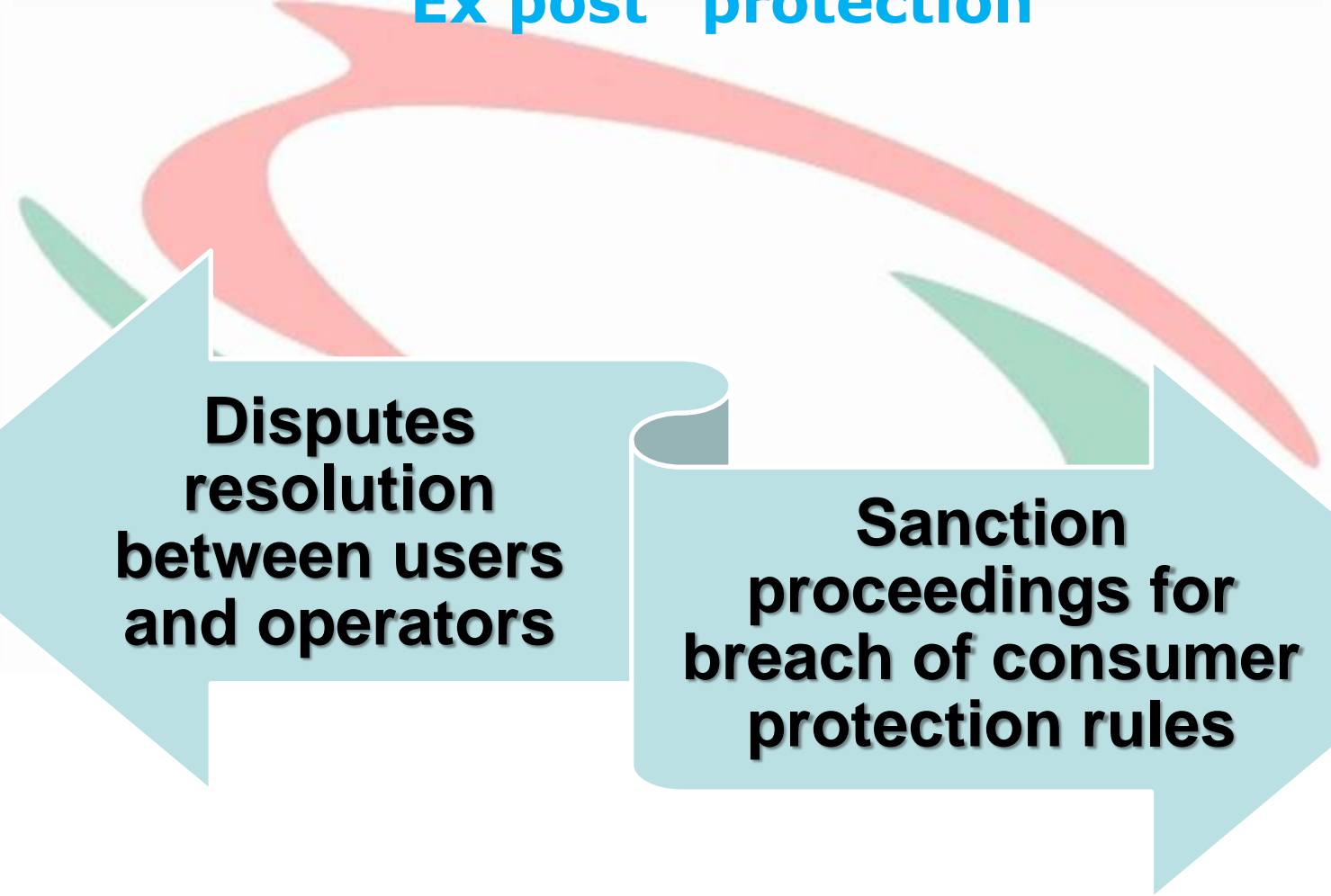
AGCOM has paid particular attention to disadvantaged categories, promoting a specific regulatory action (Resolution no. 514/07/CONS) to enable disabled users access "equivalent" to normal users' access.

Mobile operators must provide a specific plan for deaf users that includes at least 50 free SMS per day. The price of each service available to these users must not exceed the best price for the same service, including special promotions.

Fixed Internet access services operators give to blind users least ninety (90) hours per month of free Internet navigation or, in the case of flat-rate plans, a discount of 50% of the monthly rent.

Sanctioning and dispute resolution between operators and users

"Ex post" protection



**Disputes
resolution
between users
and operators**

**Sanction
proceedings for
breach of consumer
protection rules**



Consumer Protection Directorate is responsible for complaints management and the surveillance about the possible violation by operators of electronic communications. Measures put in place to facilitate an efficient management of complaints and the interaction between users and AGCOM :

Complaints

Electronic transmission of D model

The image shows a detailed form titled 'Modello D' for submitting complaints to AGCOM. It includes sections for 'RUBRICA' (Company details), 'SOMMARIO DEI RECLAMI' (Summary of complaints), and 'I DATI DEL RECLAMANTE' (Complainant details). The form contains various fields for text input, checkboxes, and dropdown menus.

Contact Center for telecoms end-users

2 phone numbers (fixed and mobile)
1 e-mail account



Implementation of an informative system: SIGSeV (informative system for the management of complaints & surveillance)

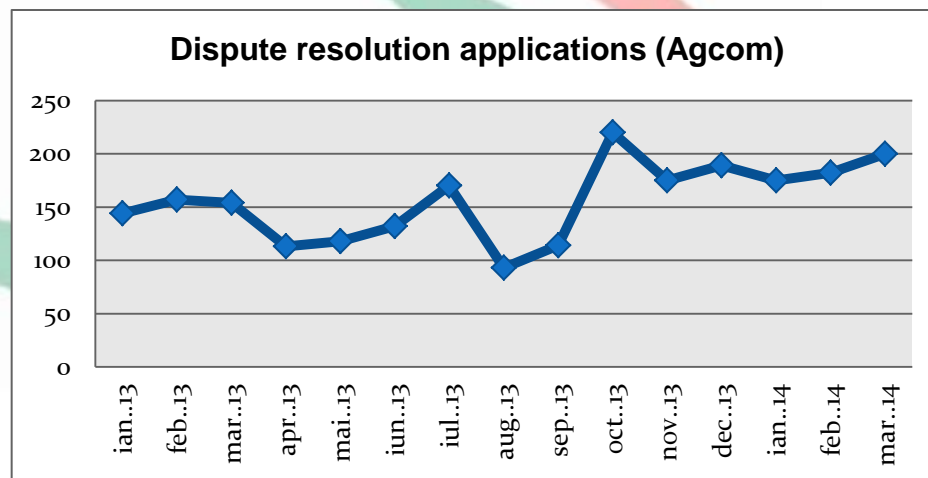
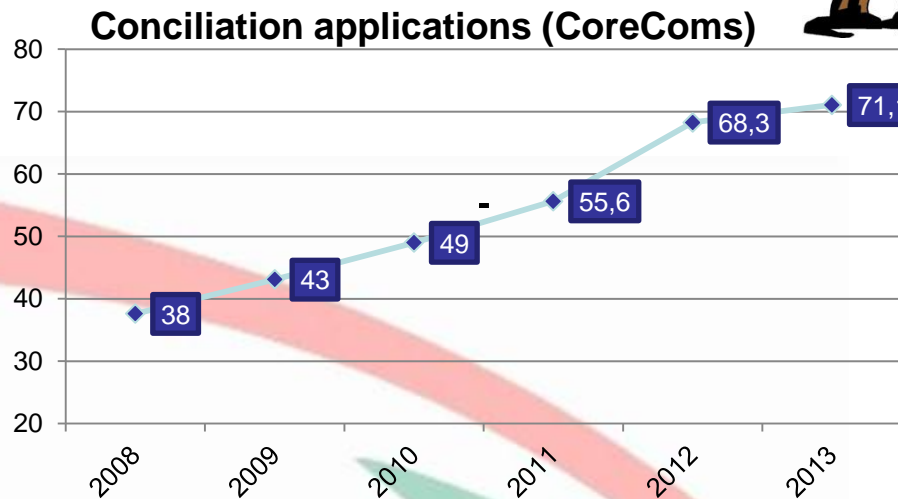


Effects of computerized management of complaints and reports:

- reduction of items (about 60.000 in 2008 => about 16.000 in 2013)
- strengthening the level of protection for end-users



- **Resolution n. 173/07/CONS**
- **Two phases**
 - **Compulsory conciliation trial**
 - **Dispute Resolution**
- **Decentralized model**
 - **Co.Re.Com.**
 - **Commerce Chambres**
 - **Parithetical organisms**



Effectiveness improvement: from 60% in 2008 to 71% in 2013



Thanks for your
attention!

Federico Flaviano