

The logo for FiberCop, featuring a stylized icon of three horizontal bars to the left of the company name.

FiberCop

A decorative graphic consisting of a curved, multi-colored band in shades of blue, green, and red, positioned above the 'WRL' text.

WRL

Keep your customers with FiberCop 's telephone switching systems without making further investments

Basic Telephone Service that achieves the acquisition and complete management of your end customers.

Service features

Delivery times	Intervention times
Standard activation within working days <ul style="list-style-type: none">• 6 days	Resolution of residential faults within 3 hours from the completion of the second working day <ul style="list-style-type: none">• 2 days

Who is it for

The service is dedicated to both residential and business end customers of the Operator.

Service Description

The end customer of the Operator is directly connected to the FiberCop telephone switching systems, and all traffic generated by them is automatically routed from the FiberCop network to the interconnection facilities between this network and that of the Operator. The end customer maintains commercial relationships solely with the Operator.

Following the configuration of the WLR service on the FiberCop network, the Operator can avail a series of basic and additional features that allow its customers to:

Use the same performance available to FiberCop's fixed-line service customers on their own telephone line.

Make calls to FiberCop's customer base or other operators.

Receive calls from FiberCop's customer base or other operators.

Activate on the same telephone access line either an ADSL service (shared Bitstream) or a VDSL service (shared Bitstream NGA FTTCab or shared VULA FTTCab).

The Operator requesting the WLR is offered:

- Wholesale resale of the low-frequency band lease related to the copper pair connecting the end customer's premises to the line stage (exchange) of FiberCop, along with its related performances.

- Additional services functional to the marketing of WLR, consisting of performances exclusively intended for the WLR Operator and not corresponding to retail customer services.

The WLR service can be requested for:

- Telephone lines active on the FiberCop network, already in use by an end customer.
- Inactive telephone lines:
 - Lines installed but not used by an end customer.
 - Lines to be installed and connected to the FiberCop public telephone network, of POTS or ISDN type.

Through these types of access, the WLR service allows Operators to virtualize the connection of the customer to their own network and to directly manage the customer regarding:

- Configurations/performance of access service (POTS or ISDN).
- Routing or disabling of traffic originated by the customer.
- Subscription and telephone consumption billing.
- Temporary and/or permanent restrictions and disabling of inbound traffic.
- Personal data handling and subscriber list updates.

The configurations and access performances offered by WLR are differentiated by customer type (Residential or Non-Residential); some performances are included in the basic configuration of the service, while others are ancillary to the service itself and activated only upon specific request by the Operator.

Calls originated by the end customer, except those directed to emergency services, are directly routed to the interconnection point indicated by the Operator and are treated by FiberCop as interconnection traffic in aggregation. FiberCop ensures compliance with the general quality requirements of traffic while observing measures aimed at maintaining the integrity of the network and the quality of services provided to interconnected operators and end customers.

Prices

POTS, ISDN BRA, or PRA lines valued at a monthly rental fee. For all pricing details, refer to the current Reference Offer.

Regulatory Conditions

The service is aimed at:

- Operators holding an individual license or general authorization for public telecommunications networks and services existing before the entry into force of Legislative Decree August 1, 2003, no. 259, known as the "Electronic Communications Code" (referred to in Article 38 of the Code), as last amended by Legislative Decree May 28, 2012, no. 70;
- Companies holding a general authorization for electronic communication networks and services pursuant to Article 25 of Legislative Decree August 1, 2003, no. 259, as last amended by Legislative Decree May 28, 2012, no. 70.

The Offer related to the WRL service is "regulated," meaning it is subject to approval in all its aspects by the Authority for Communications Guarantees (AGCom) and is updated annually and published on this website in the Reference Offers section of this service.

 FiberCop