



REPORT OF THE OMBUDSMAN OF THE CLIENTS OF E-REDES CONCERNING THE YEAR OF 2022

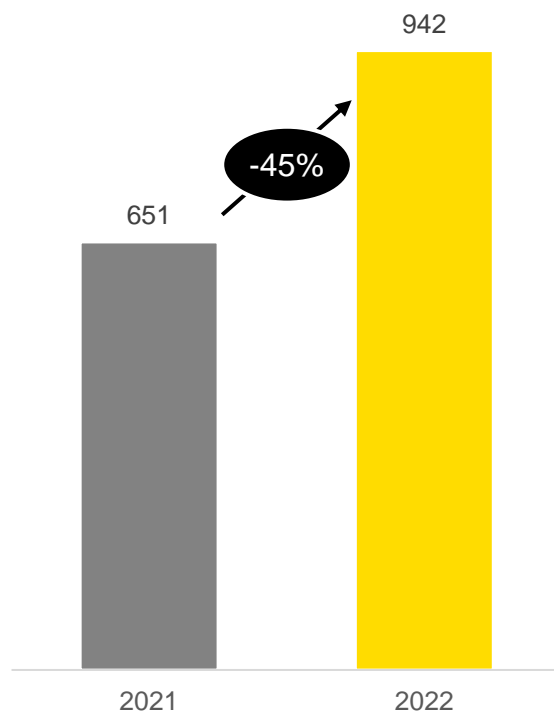
Author: Luís Valadares Tavares*

Having received the contributions of Miguel Gordinho, Pedro Samuel Gama and Luís Miguel Fernandes of E-REDES

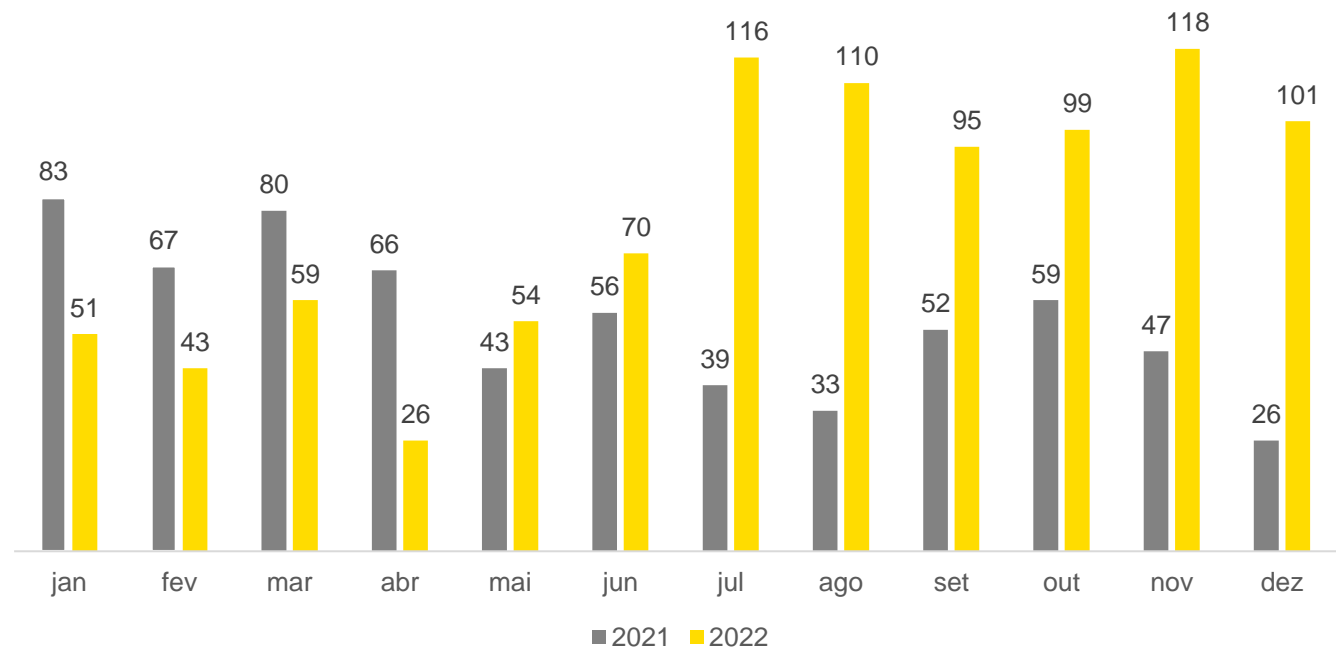
* according to the Article 22º-1 of the Regulation governing the activities of the Ombudsman and in full respect of the Article 9º of the "Código dos Direitos de Autor e dos Direitos Conexos (DL 63/85, 14 March)

CLAIMS TO THE CUSTOMER OMBUDSMAN INCREASED IN 2022

CLAIMS PER YEAR

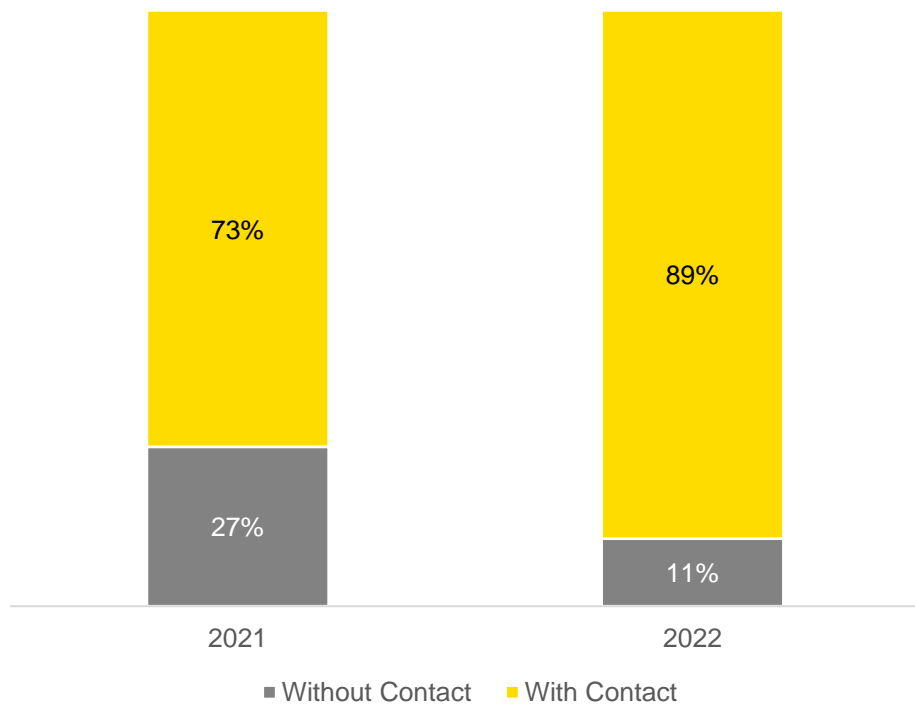


CLAIMS PER MONTH

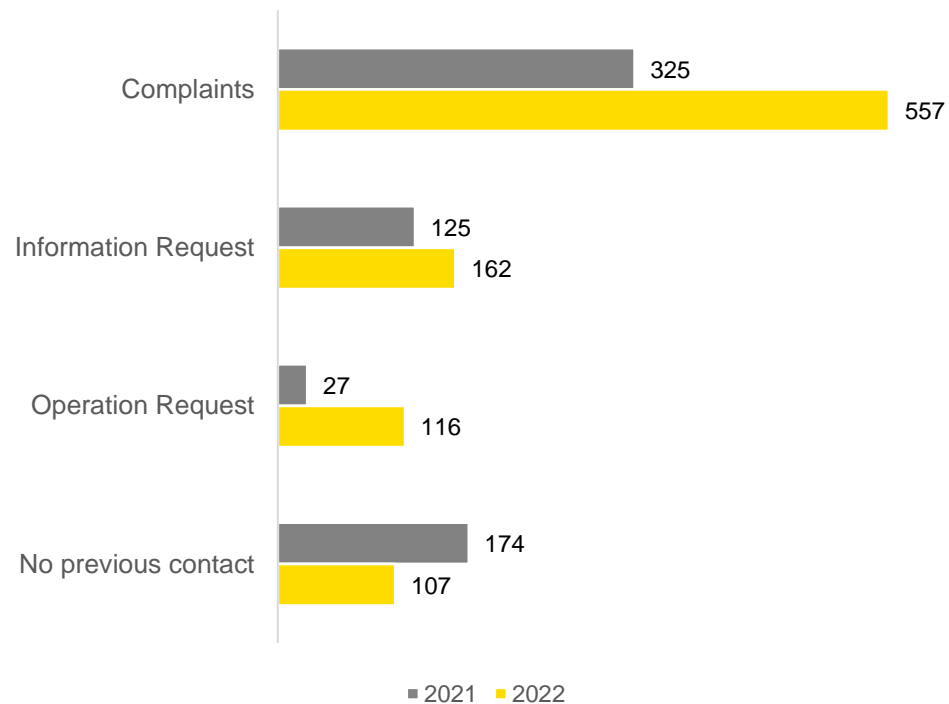


CLAIMS WITHOUT PREVIOUS CONTACT TO E-REDES DECREASED FROM 27% TO 11%

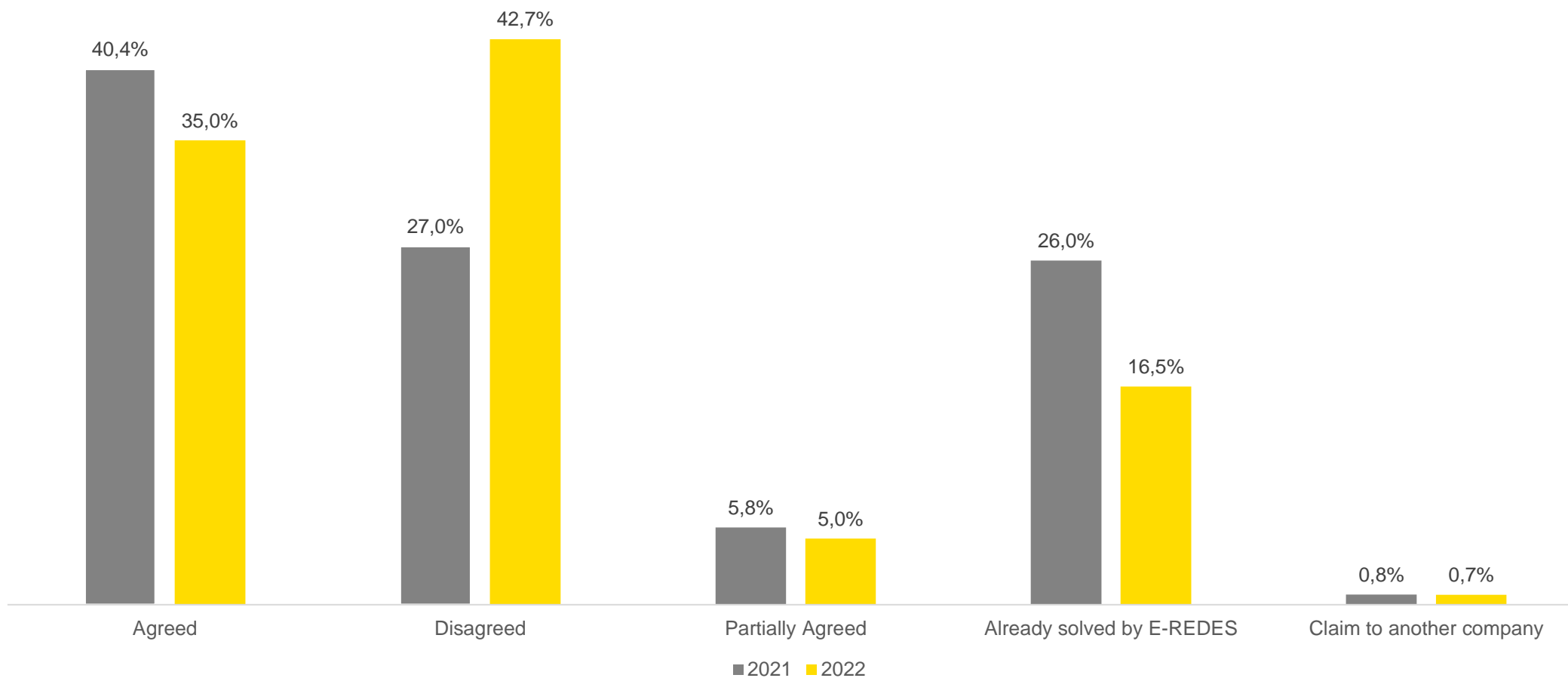
PREVIOUS CONTACT WITH E-REDES



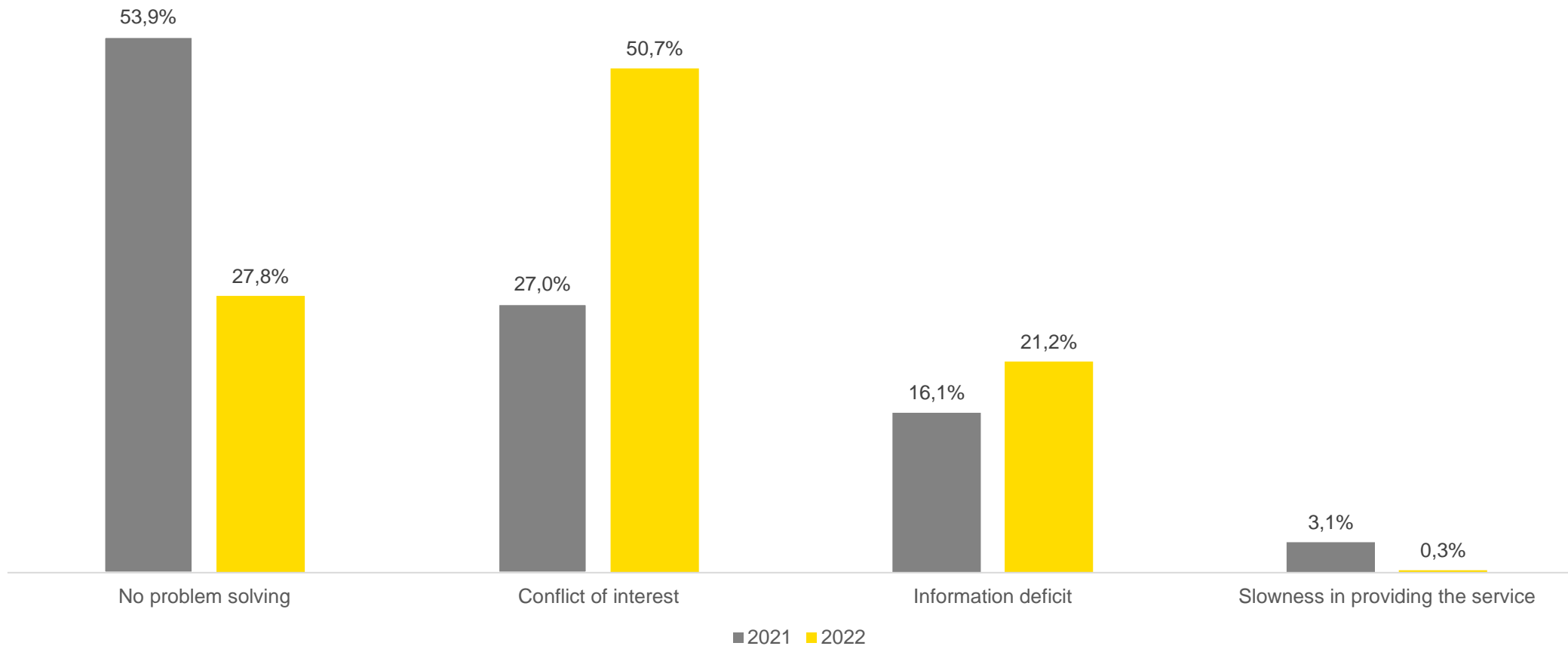
TYPES AND QUANTITIES OF INTERACTIONS WITH E-REDES



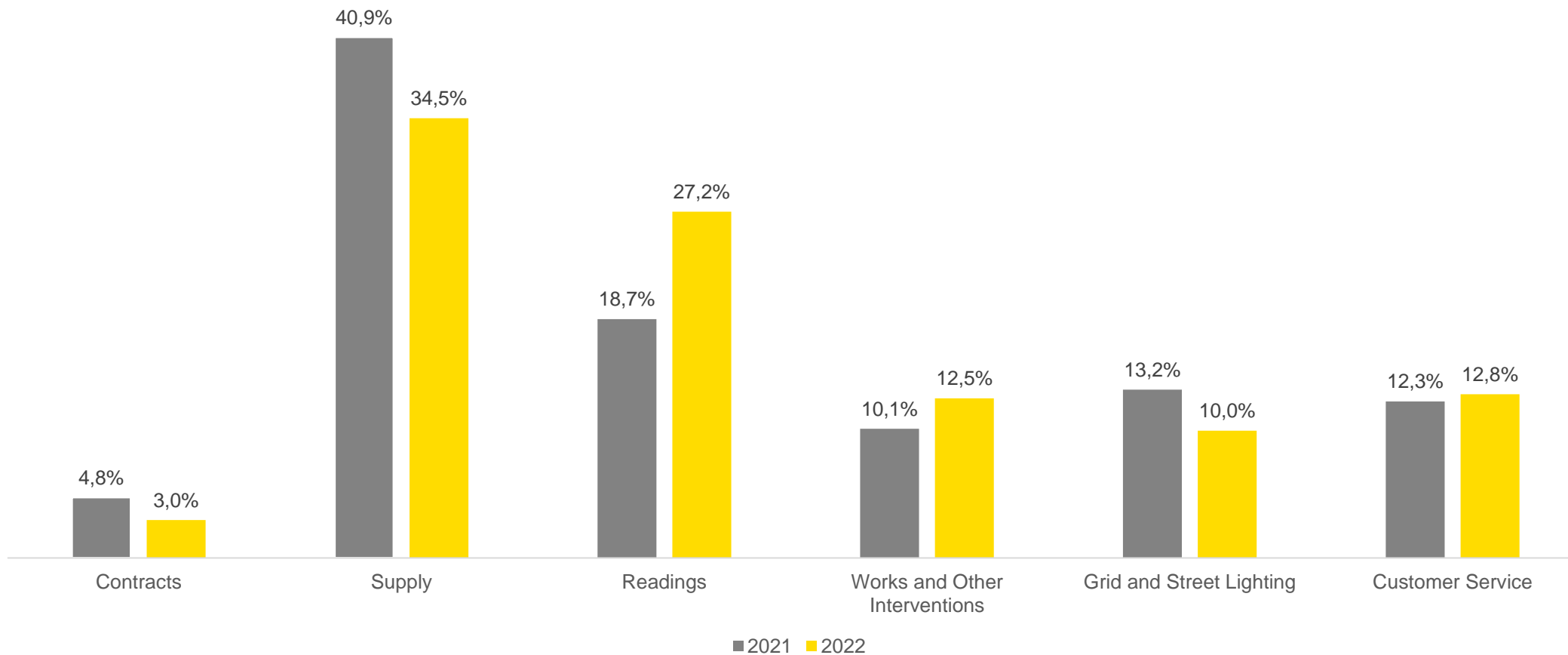
OMBUDSMAN DECISIONS IN AGREEMENT WITH CLIENT CLAIMS DECREASED BY 5PP



CONFLICT WAS THE MOST COMMON CLAIM CAUSE DURING 2022

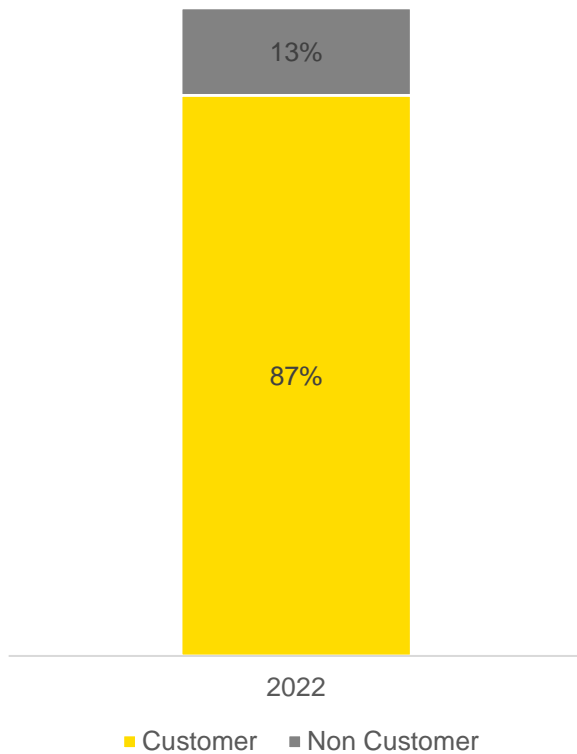


READINGS AND WORK AND OTHER INTERVENTIONS CLAIMS INCREASED DURING 2022

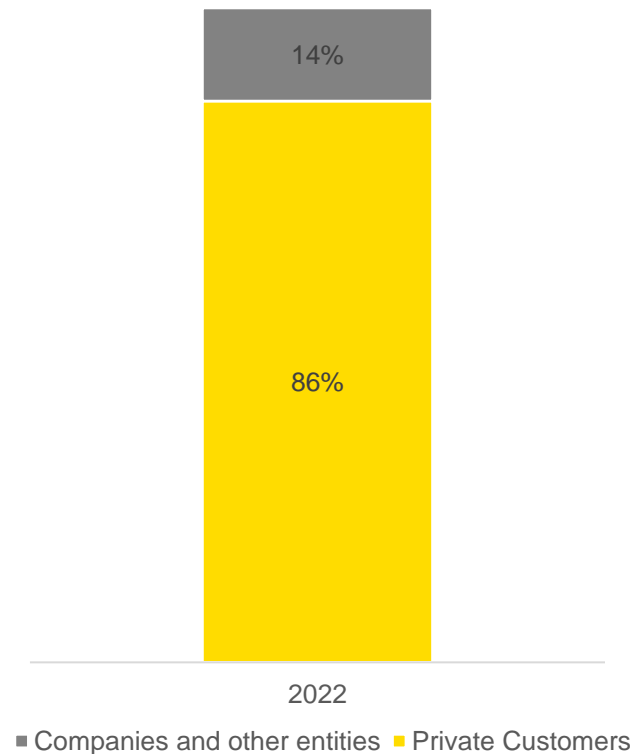


CUSTOMER CHARACTERIZATION

CUSTOMER VS No CUSTOMER

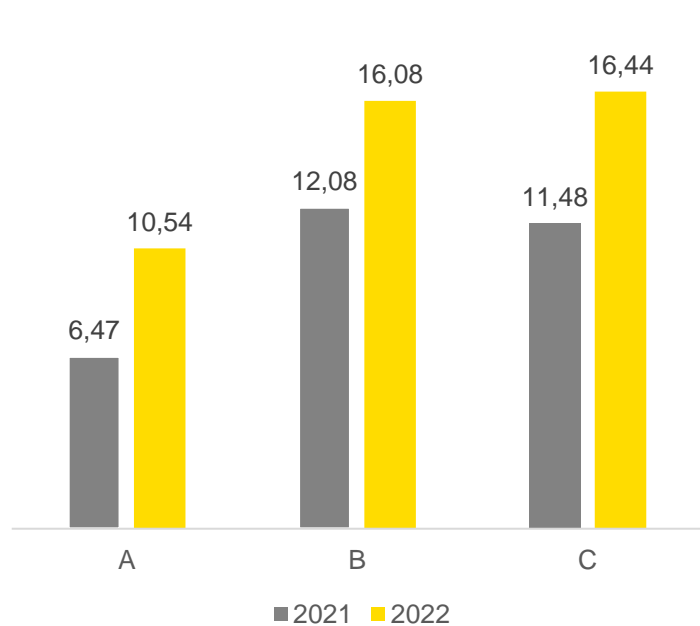


TYPE OF CUSTOMER

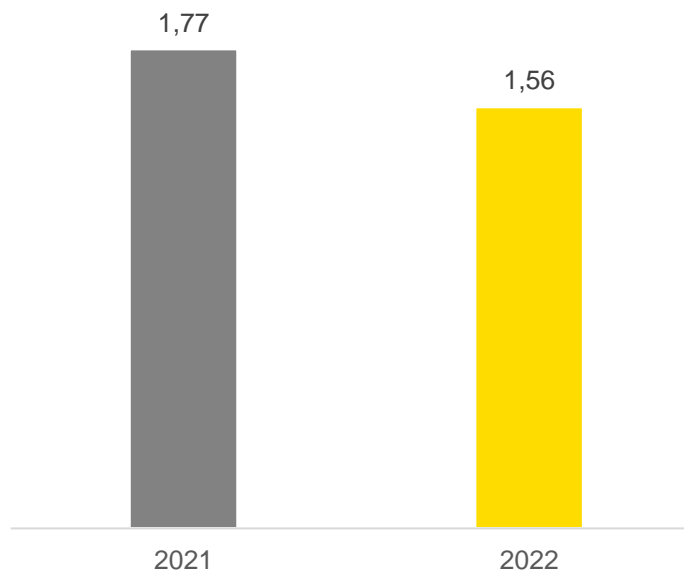


CLAIM CHARACTERIZATION

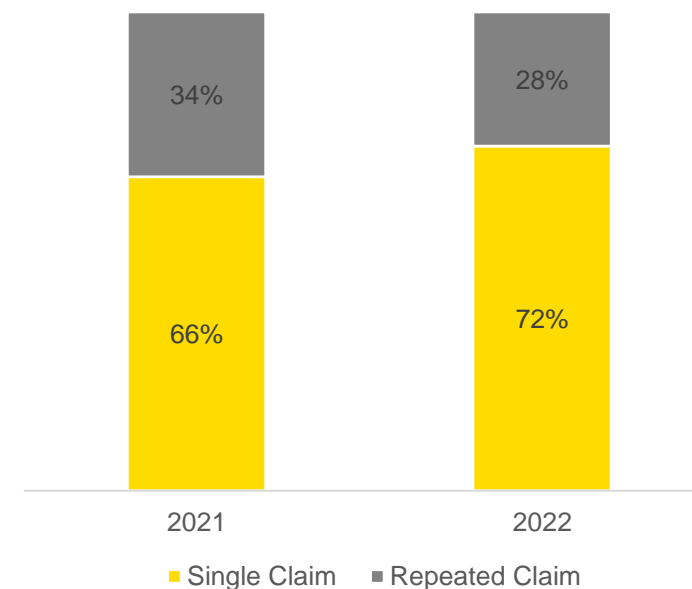
CLAIMS PER 100K CUSTOMERS ACCORDING TO QUALITY ZONES



CLAIMS PER CLIENT IN TERMS OF THE TYPE OF AREA (C VERSUS A)

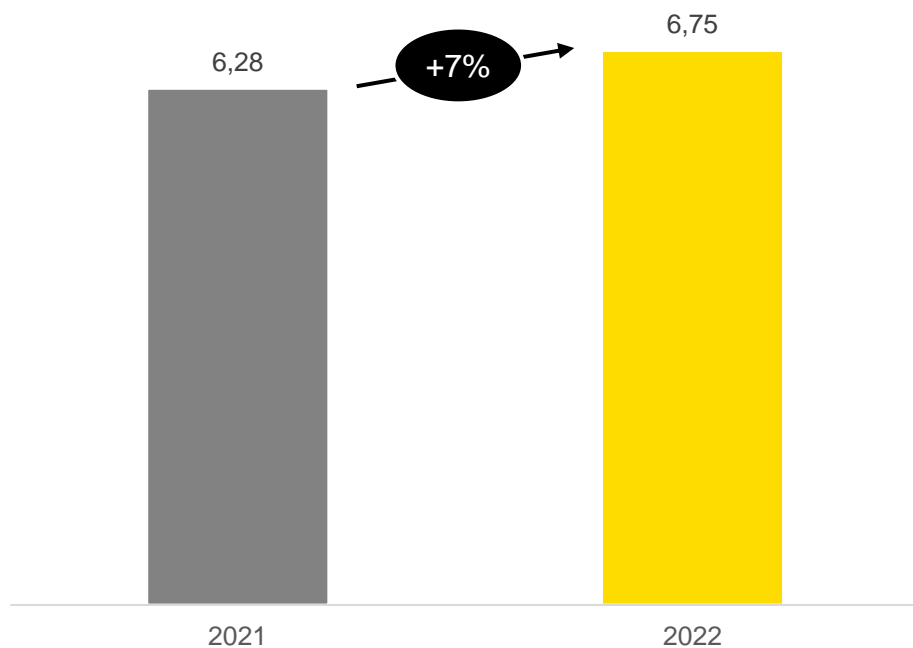


SINGLE CLAIMS

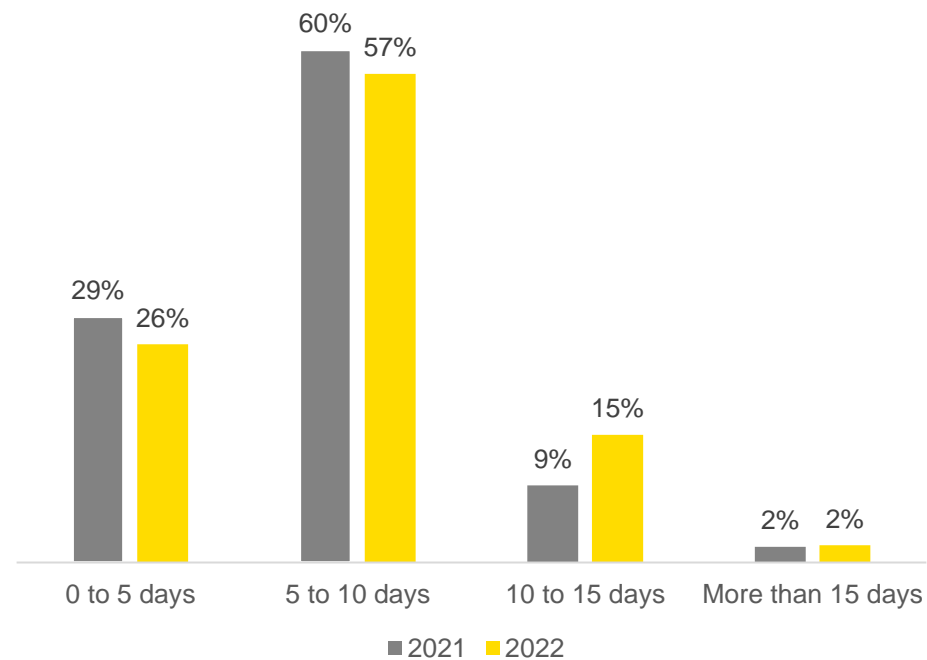


IN AVERAGE, A CLAIM IS ANSWERED IN 6,75 DAYS

RESPONSE TIME (IN DAYS)

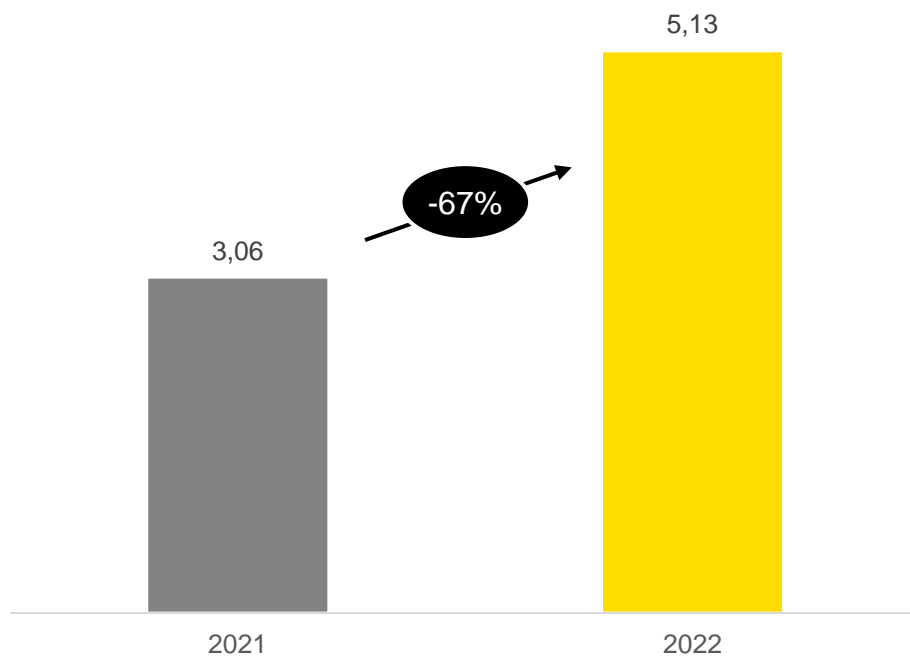


RESPONSE TIME DISTRIBUTION

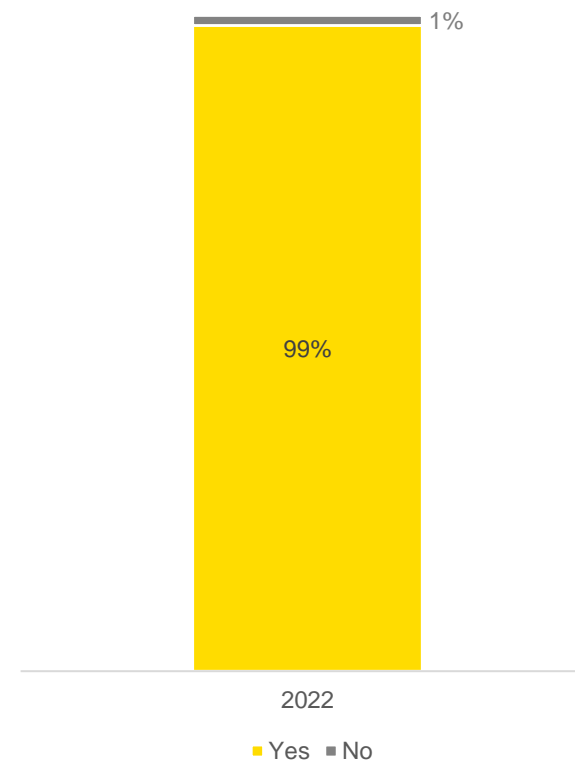


IN AVERAGE, A DECISION IS IMPLEMENTED IN 5,13 DAYS

IMPLEMENTATION TIME (IN DAYS)

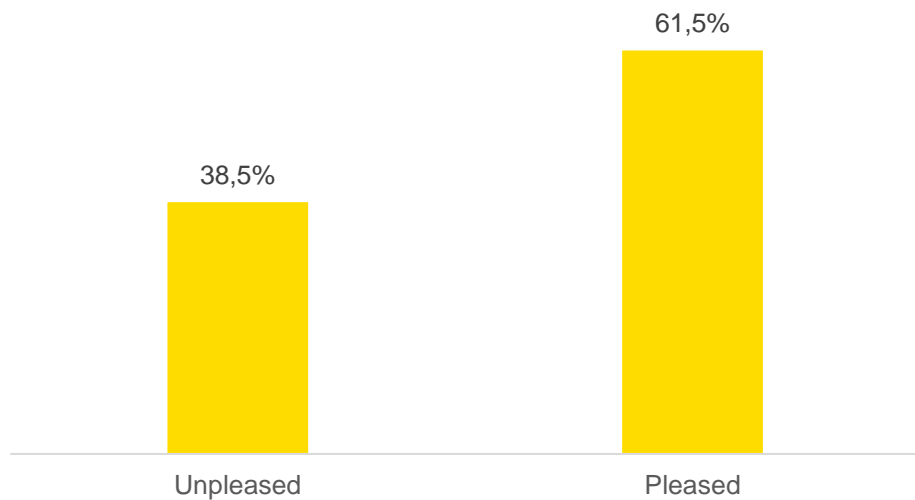


OMBUDSMAN DECISIONS' EXECUTION



CUSTOMERS SURVEY RESULTS AFTER THE CLAIM IS ANSWERED

EASE OF LODGING A CLAIM



OMBUDSMAN'S RESPONSE TIME

