



# REPORT OF THE OMBUDSMAN OF THE CLIENTS OF E-REDES CONCERNING THE YEAR OF 2023

Author: Luís Valadares Tavares\*

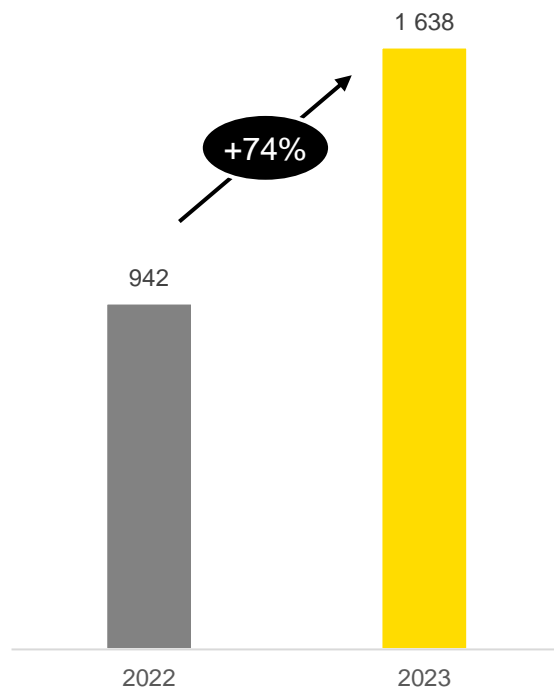
Having received the contributions of Miguel Gordinho, Pedro Samuel Gama and Luís Miguel Fernandes of E-REDES

\* 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)

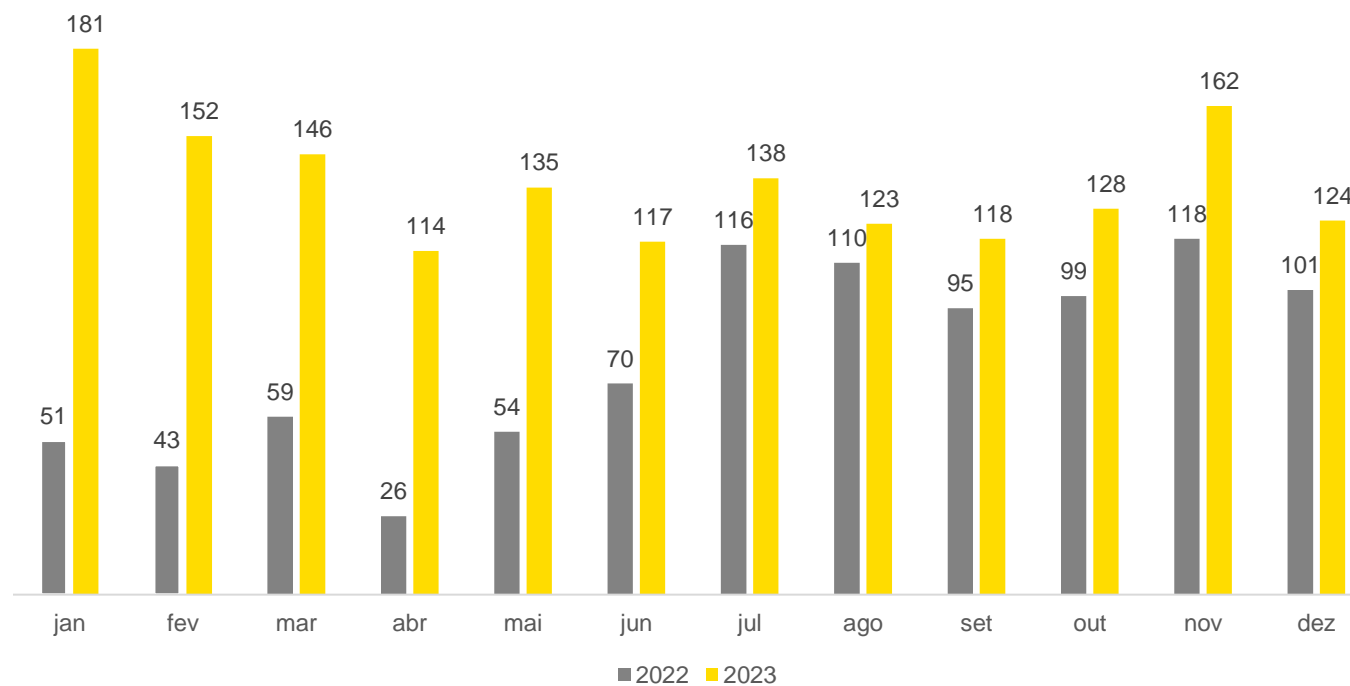
# CLAIMS TO THE CUSTOMER OMBUDSMAN INCREASED IN 2023

## CLAIMS PER YEAR

New paragraph sent to clients when E-REDES answers to unfounded complaints indicates the possibility to contact the Ombudsman, causing an increase of the number of claims

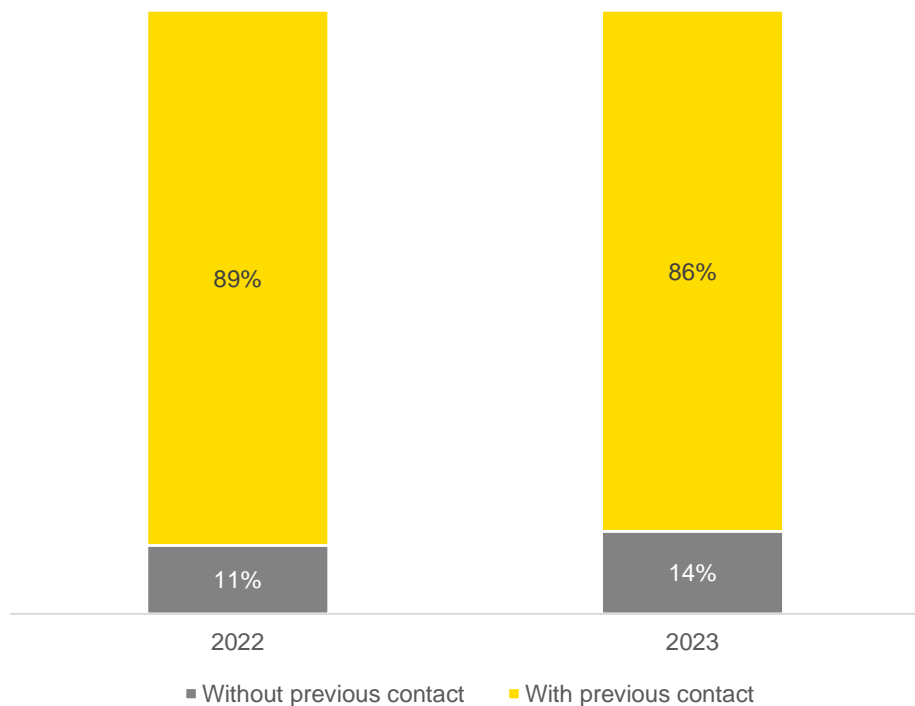


## CLAIMS PER MONTH

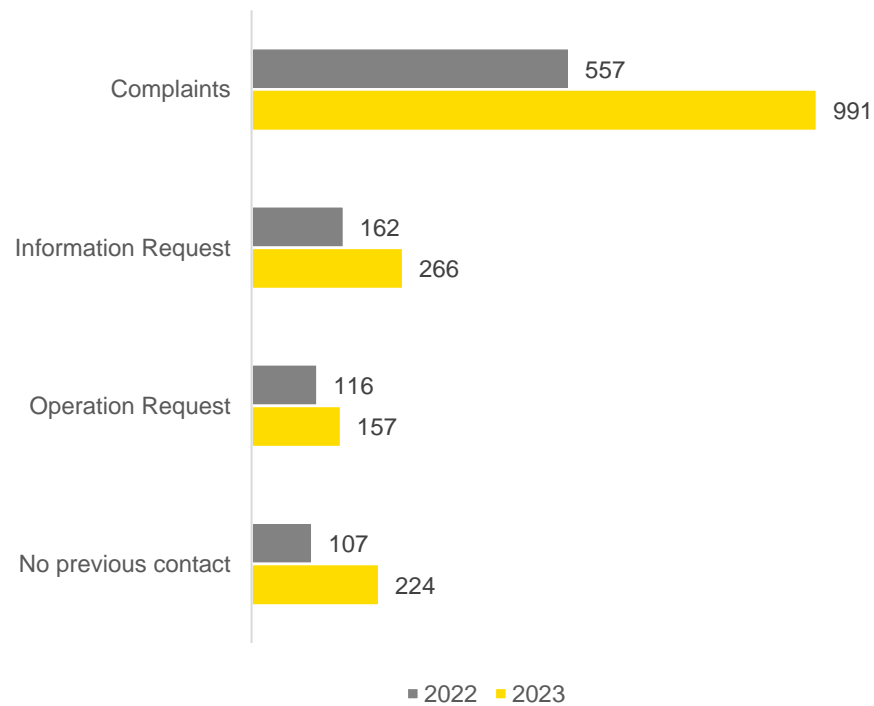


# CLAIMS WITHOUT PREVIOUS CONTACT TO E-REDES INCREASED FROM 11% TO 14%

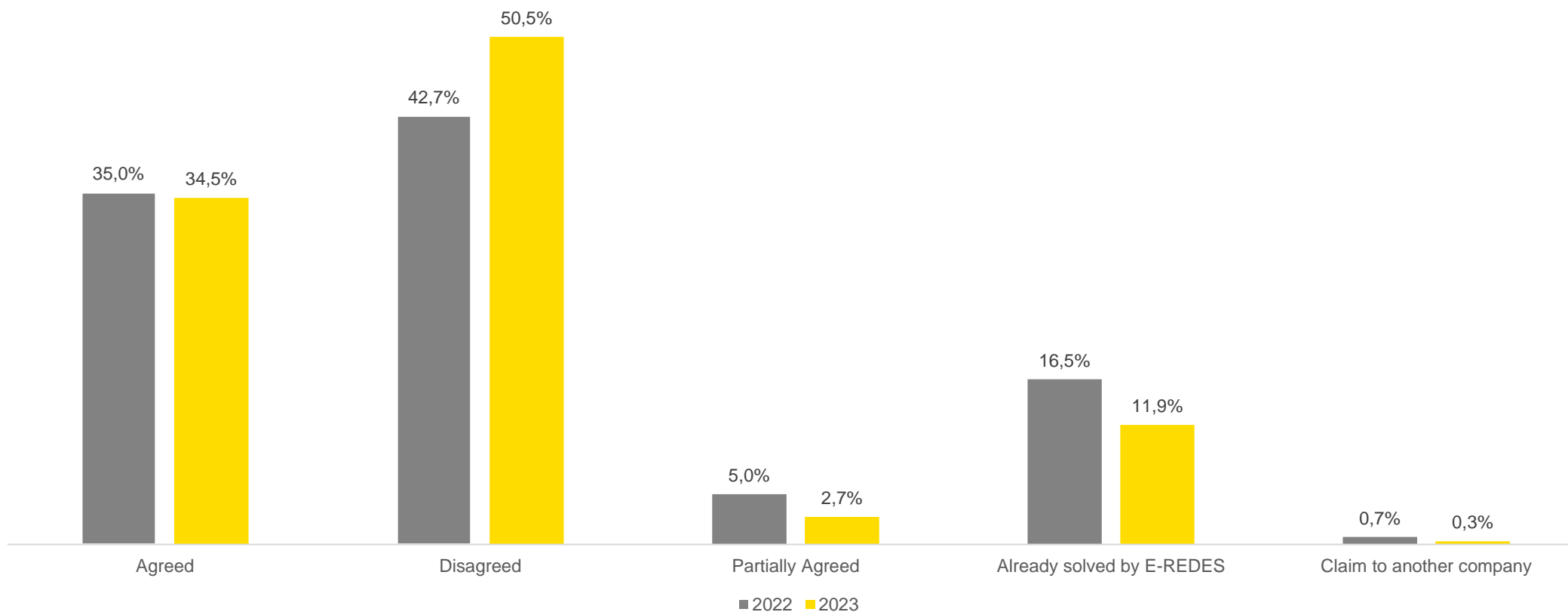
## PREVIOUS CONTACT WITH E-REDES



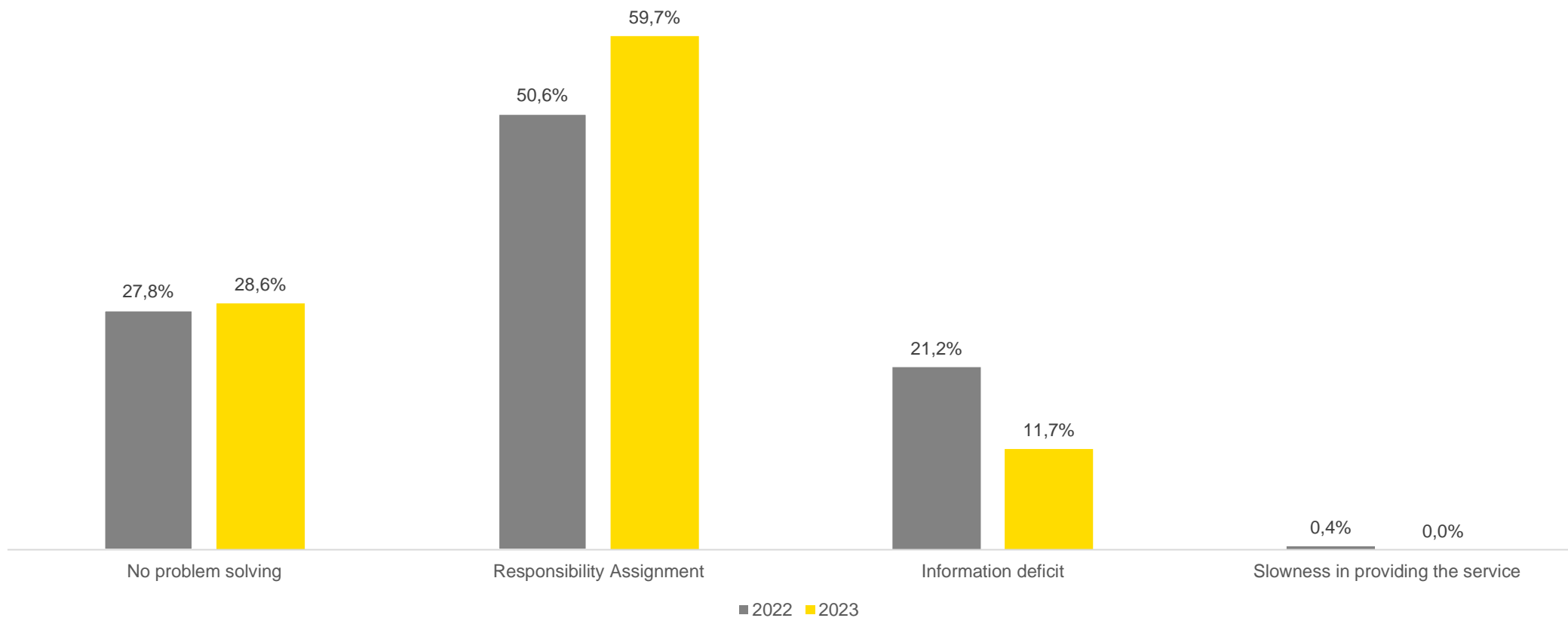
## TYPES AND QUANTITIES OF INTERACTIONS WITH E-REDES



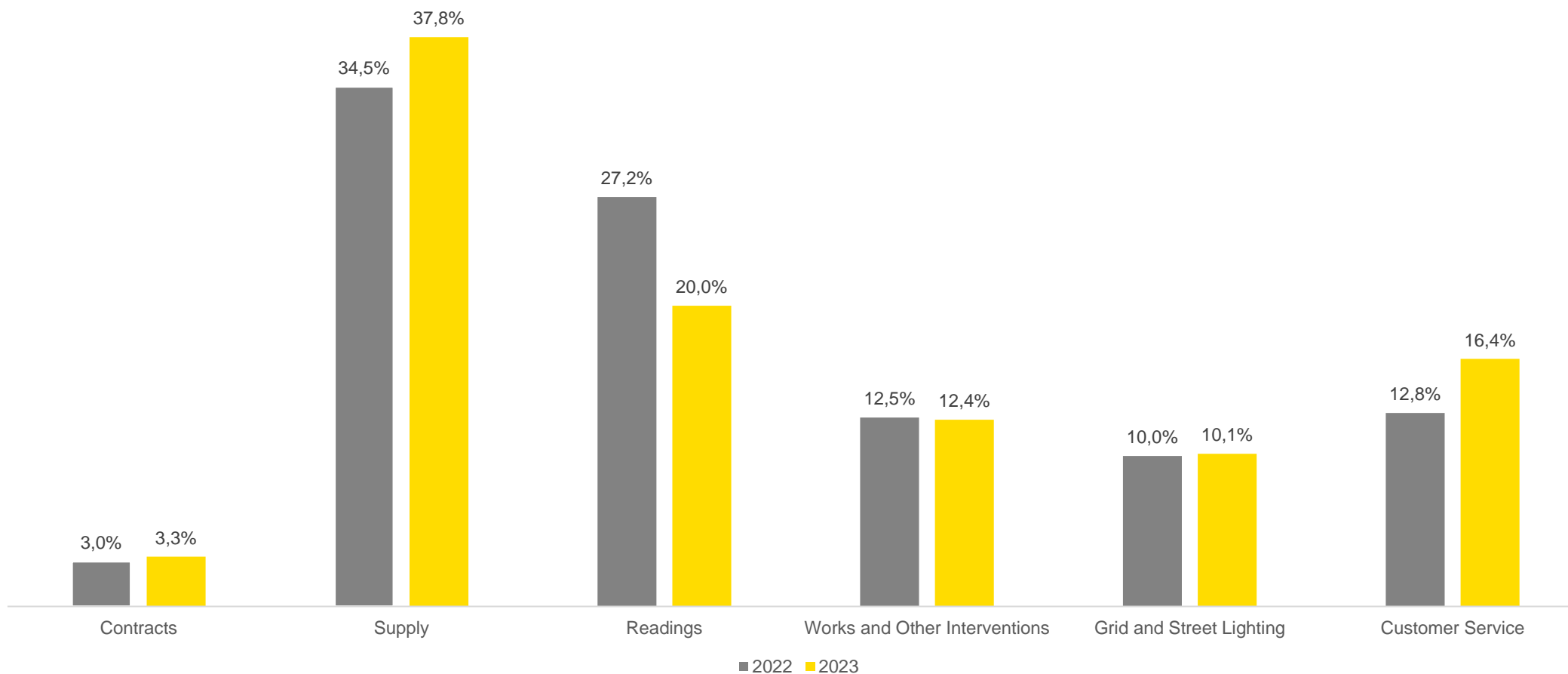
# OMBUDSMAN DECISIONS IN AGREEMENT WITH E-REDES INCREASED BY 8PP



# RESPONSIBILITY ASSIGNMENT WAS THE MOST COMMON CLAIM CAUSE DURING 2023

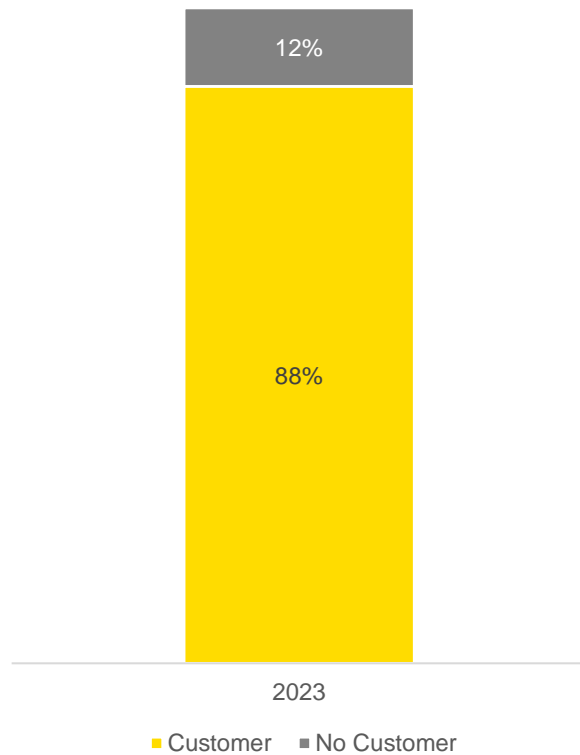


# SUPPLY AND CUSTOMER SERVICE CLAIMS INCREASED DURING 2023

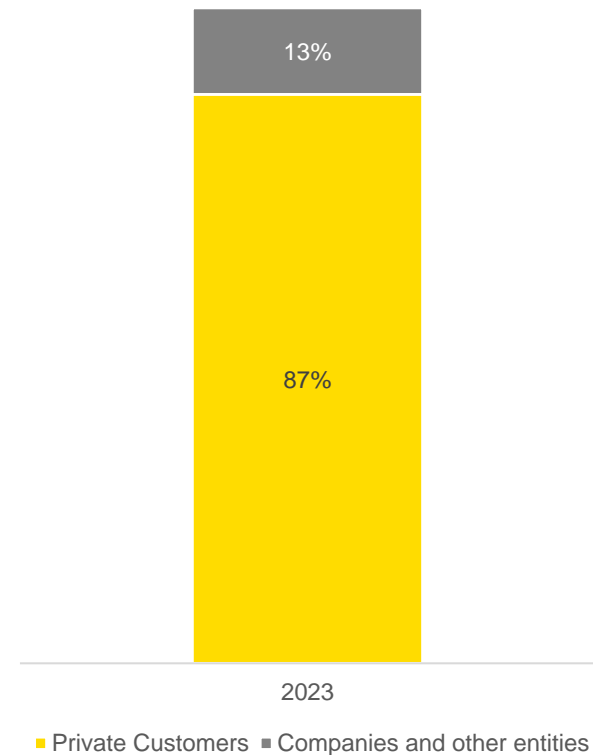


# CUSTOMER CHARACTERIZATION

## CUSTOMER VS No CUSTOMER

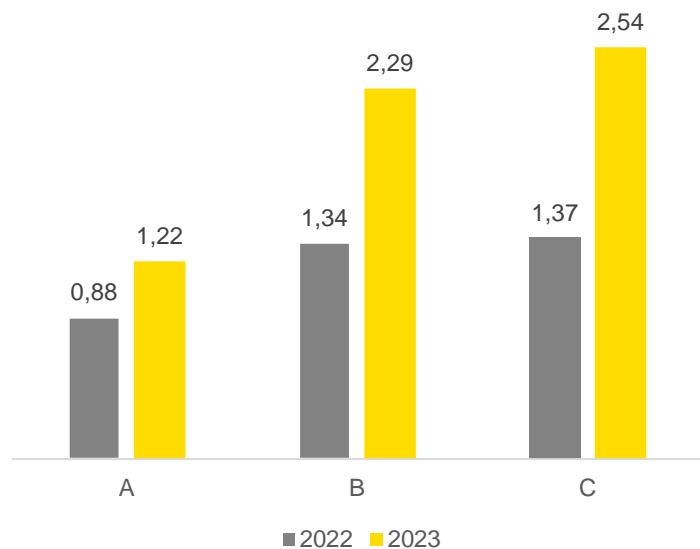


## TYPE OF CUSTOMER

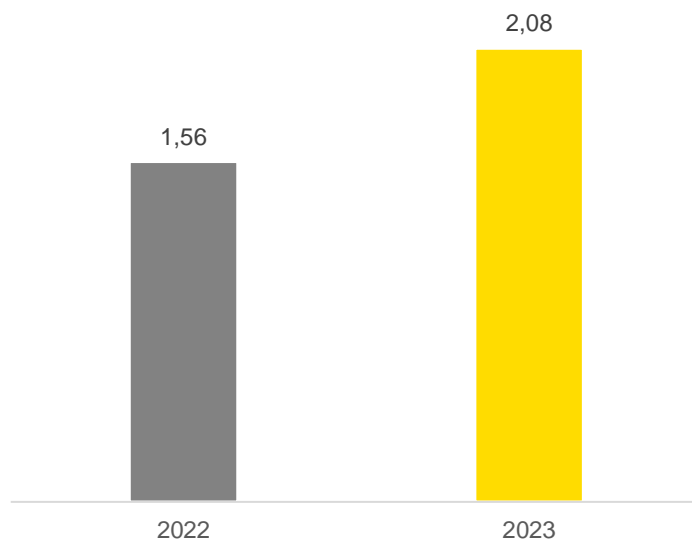


# CLAIM CHARACTERIZATION

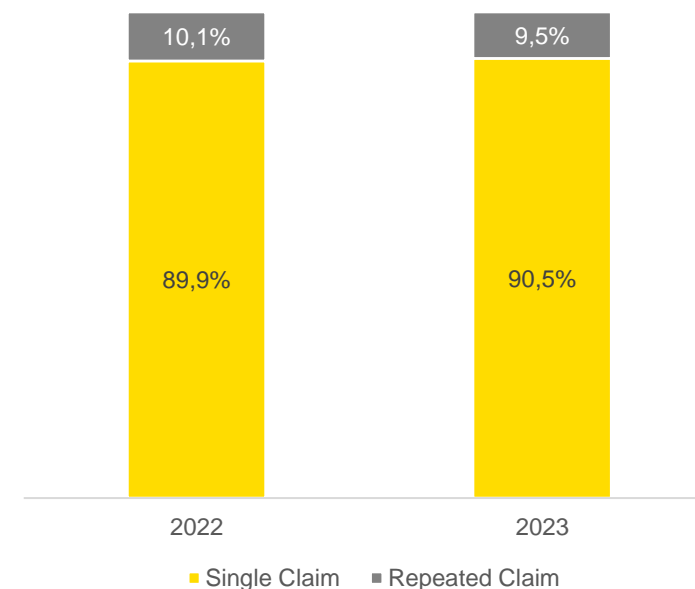
CLAIMS PER 100K CUSTOMERS ACCORDING TO QUALITY ZONES



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



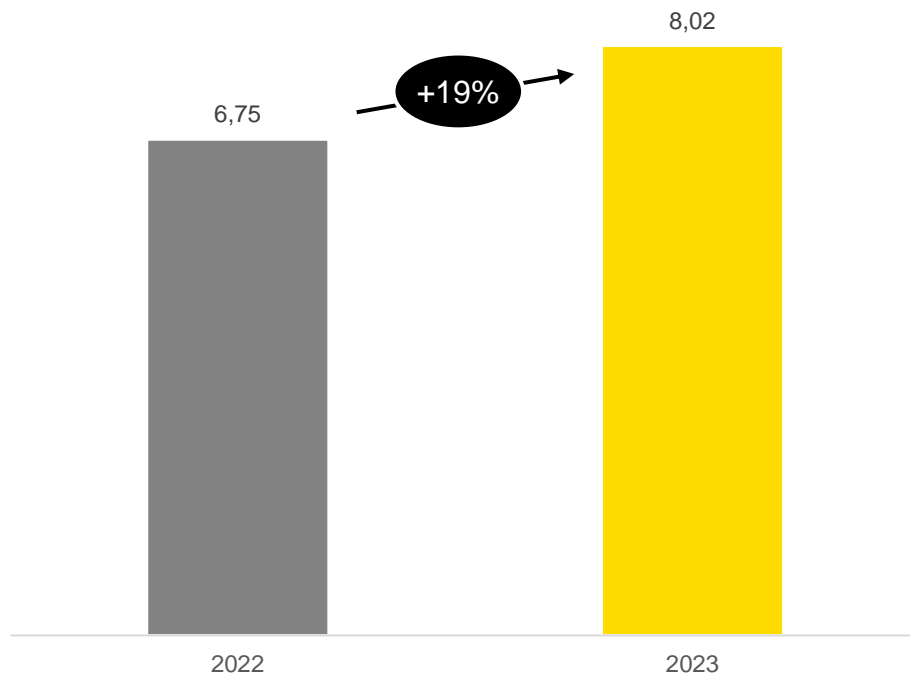
SINGLE CLAIMS



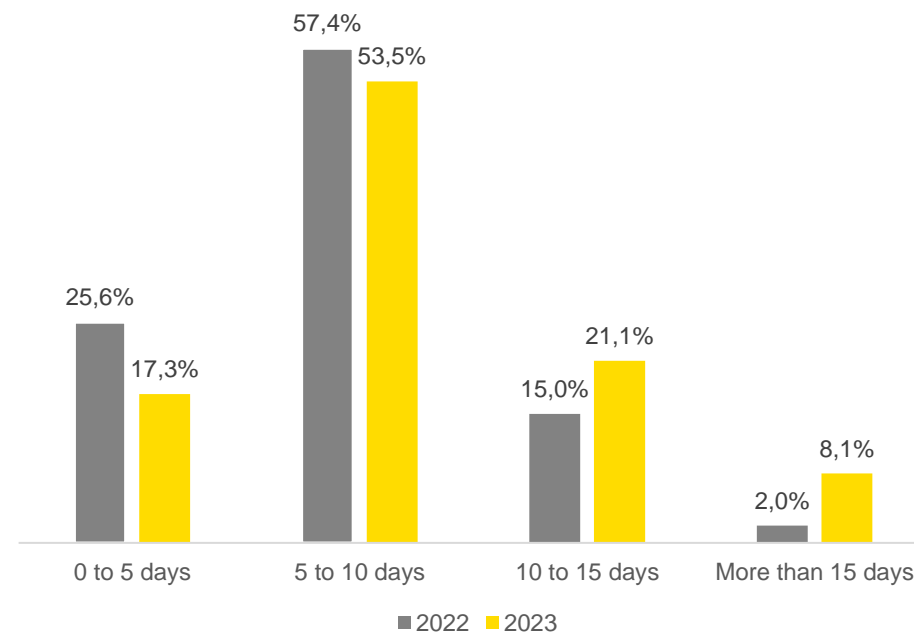


# IN AVERAGE, A CLAIM IS ANSWERED IN 8,02 DAYS

## RESPONSE TIME (IN DAYS)

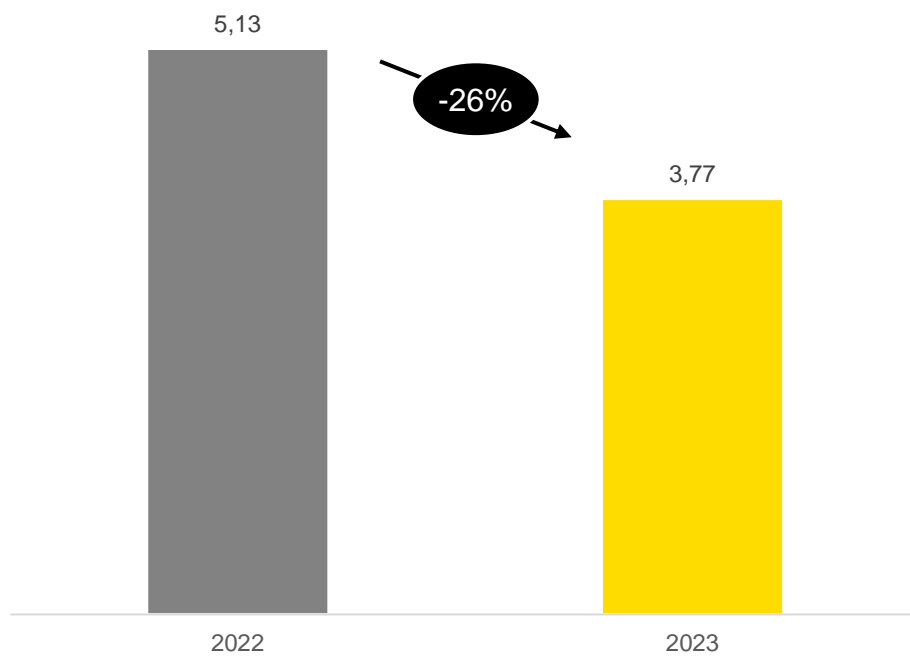


## RESPONSE TIME DISTRIBUTION

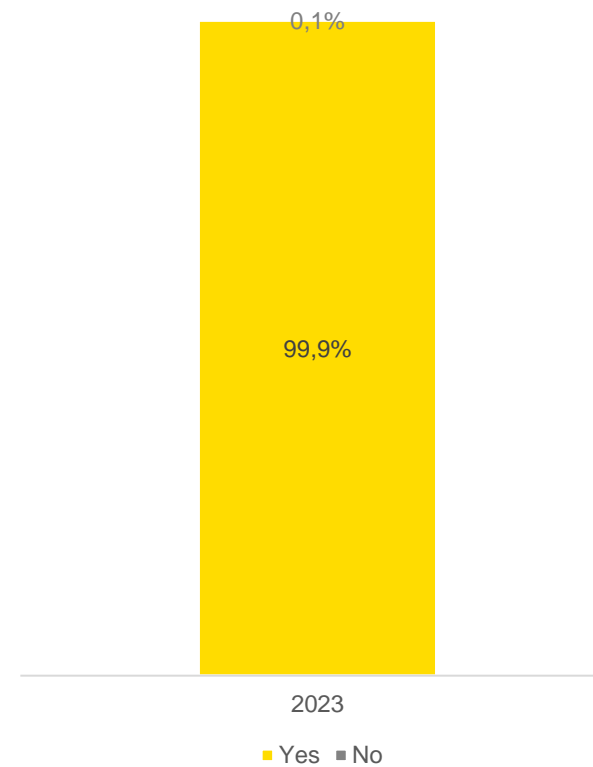


# IN AVERAGE, A DECISION IS IMPLEMENTED IN 3,77 DAYS

## IMPLEMENTATION TIME (IN DAYS)

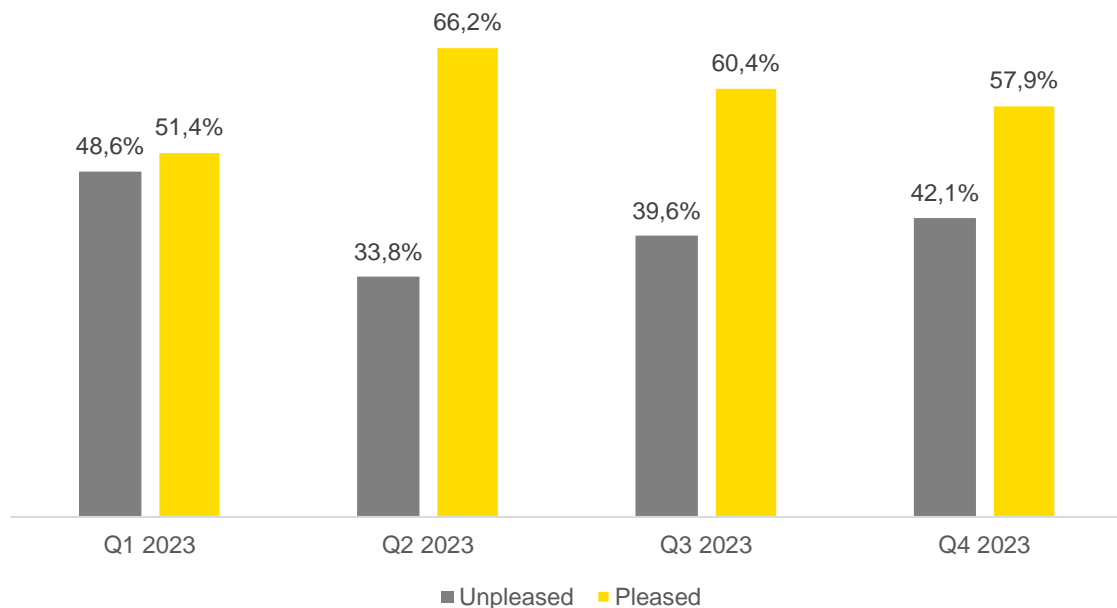


## OMBUDSMAN DECISIONS' EXECUTION



# CUSTOMER SURVEY RESULTS AFTER THE CLAIM IS ANSWERED

## EASE OF LODGING A CLAIM



## OMBUDSMAN'S RESPONSE TIME

