

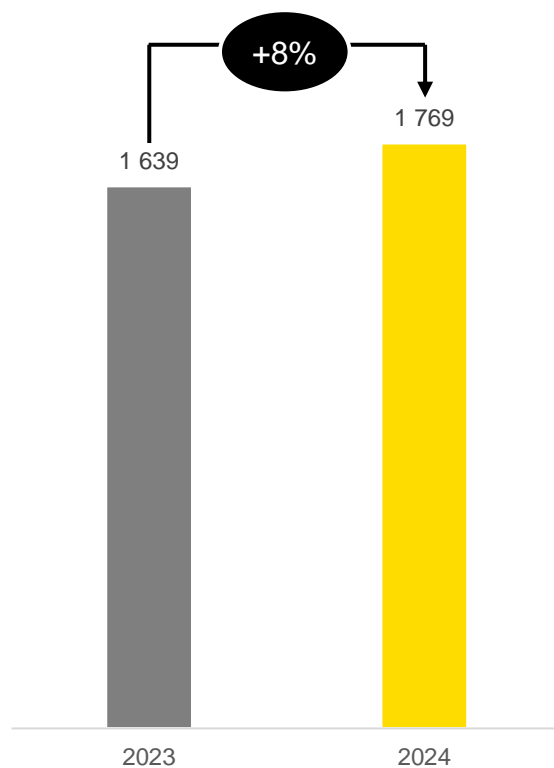
REPORT OF THE OMBUDSMAN OF THE CLIENTS OF E-REDES CONCERNING THE YEAR OF 2024

Author: Luís Valadares Tavares*

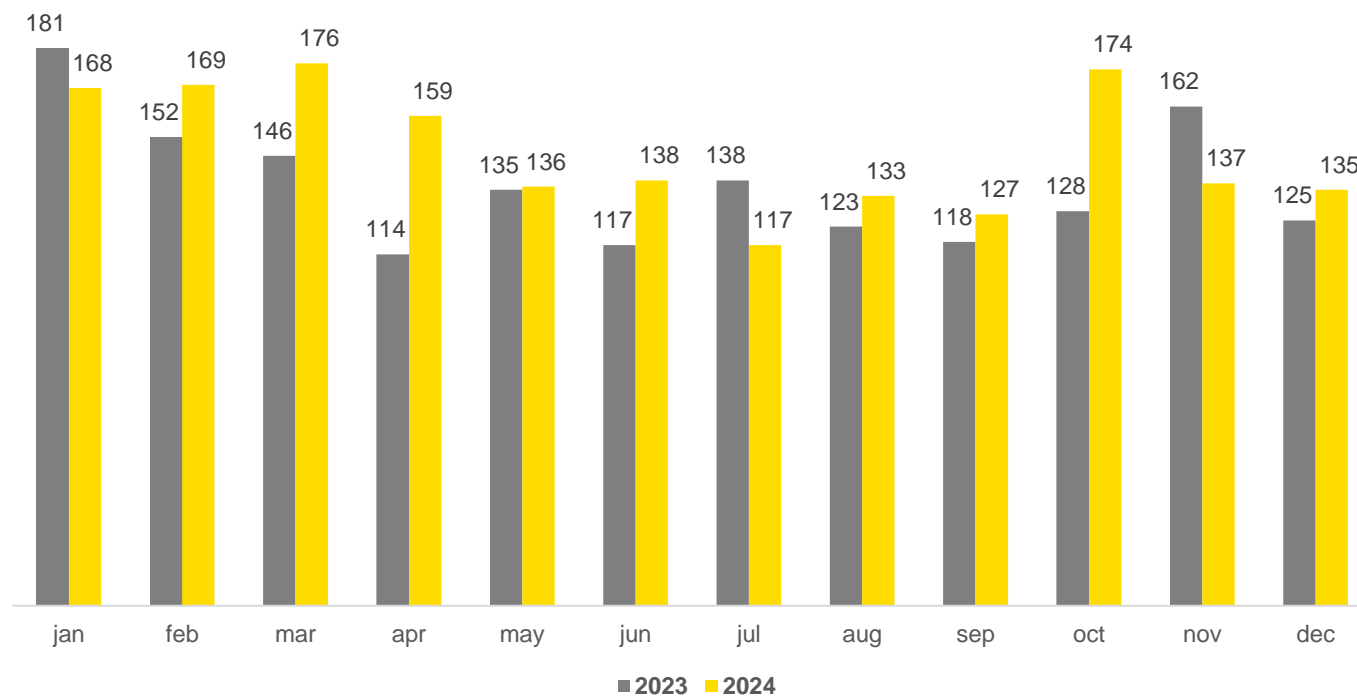
Having received the contributions of Miguel Gordinho, Luís Miguel Fernandes and Daniel Marim Santos of E-REDES

CLAIMS TO THE CUSTOMER OMBUDSMAN INCREASED IN 2024

CLAIMS PER YEAR

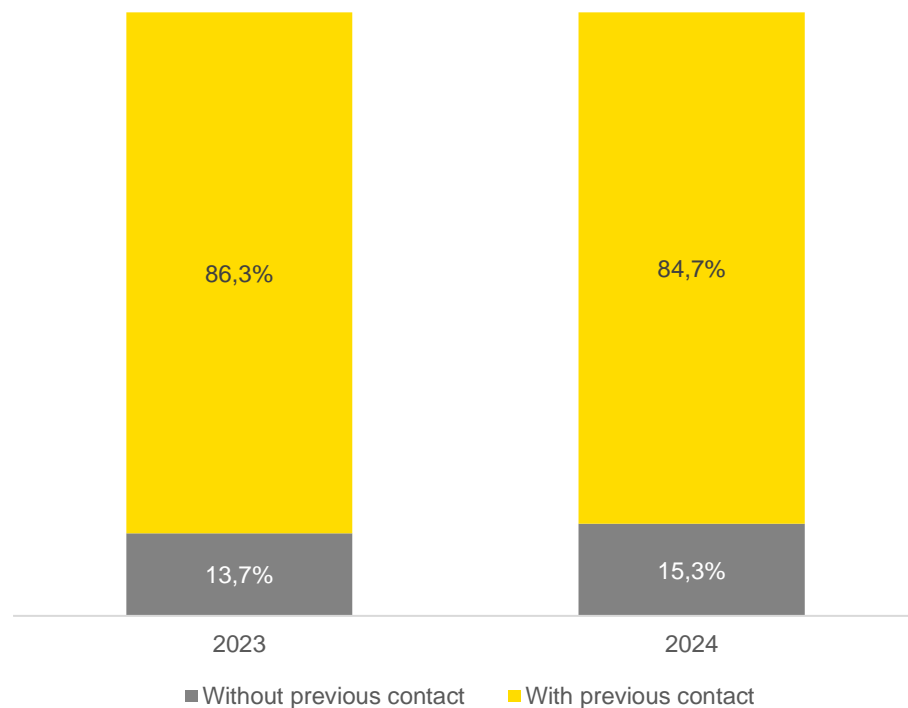


CLAIMS PER MONTH

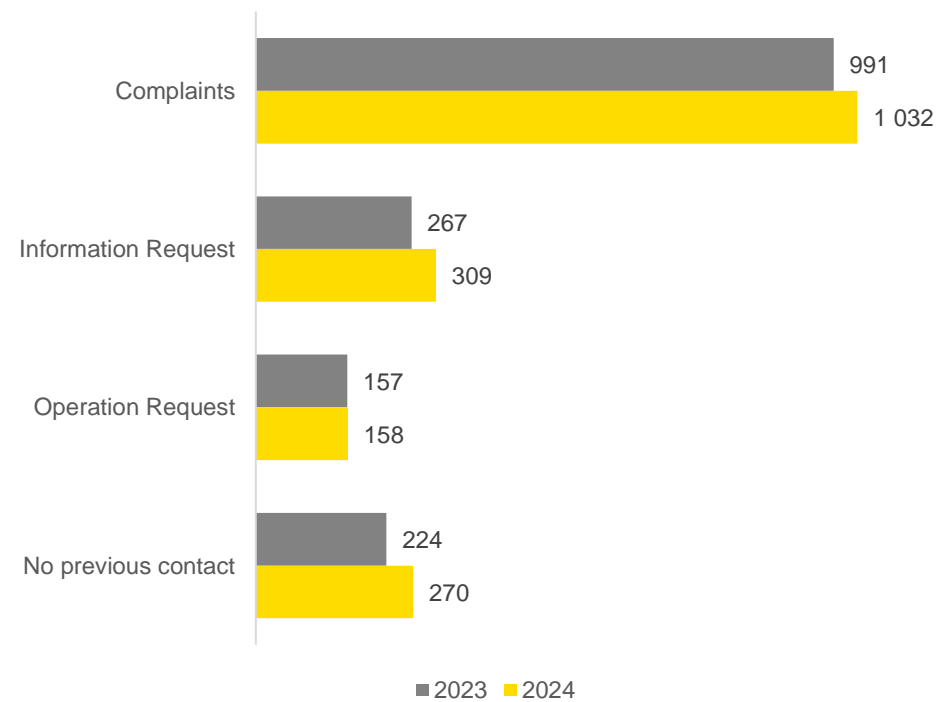


CLAIMS WITHOUT PREVIOUS CONTACT TO E-REDES INCREASED FROM 13,7% TO 15,3%

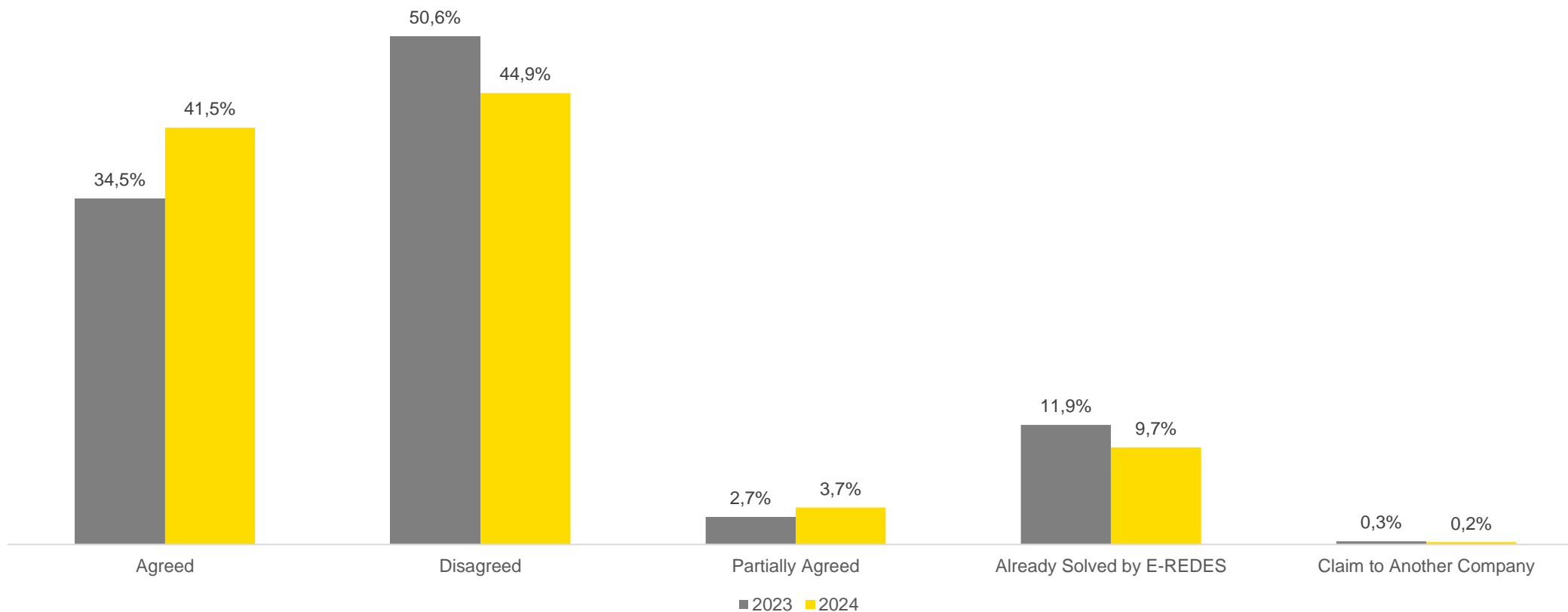
PREVIOUS CONTACT WITH E-REDES



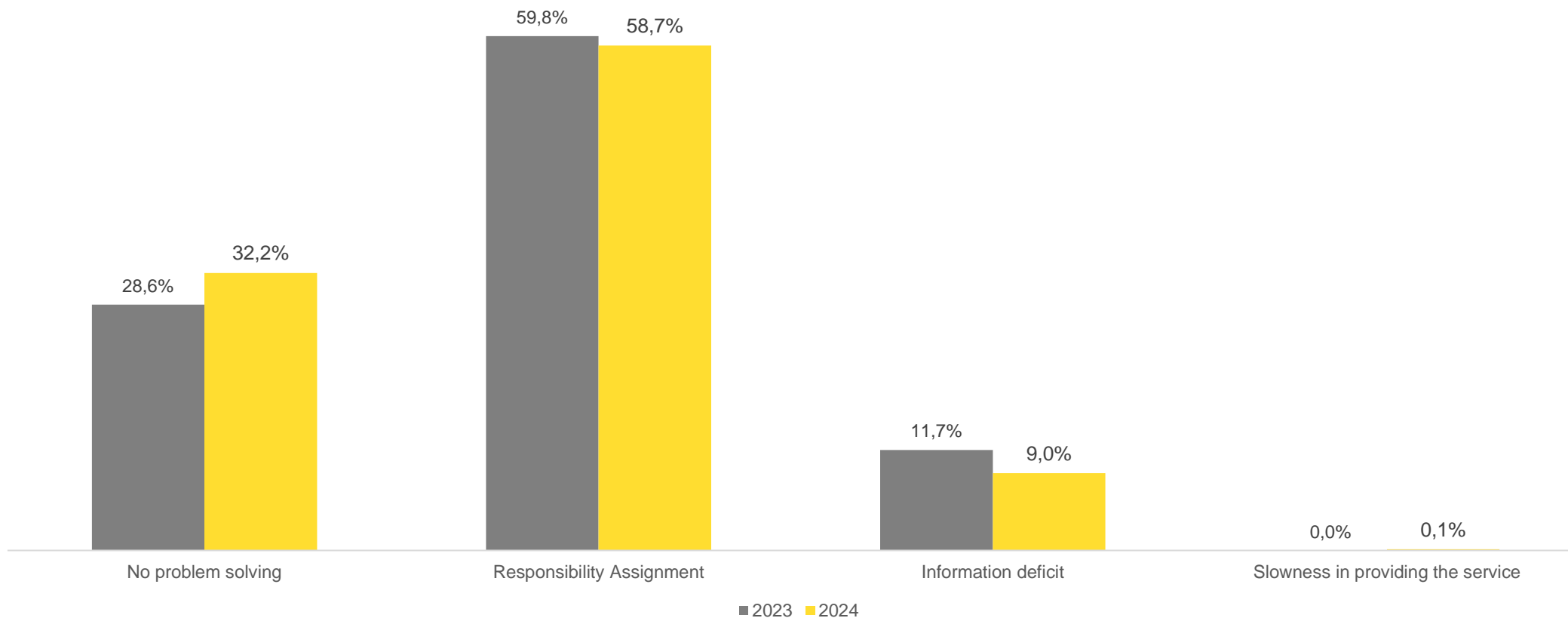
TYPES AND QUANTITIES OF INTERACTIONS WITH E-REDES



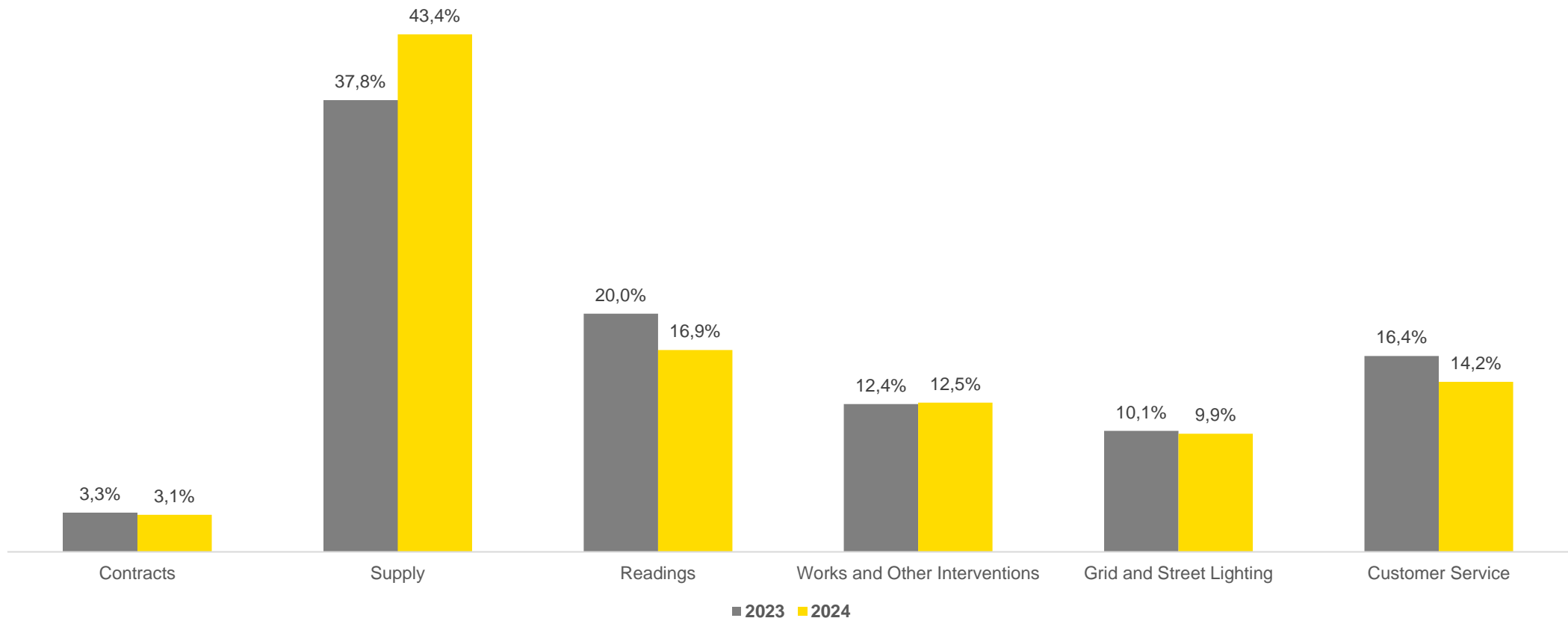
OMBUDSMAN DECISIONS IN AGREEMENT WITH THE CLIENT INCREASED BY 5,7PP



RESPONSIBILITY ASSIGNMENT WAS THE MOST COMMON CLAIM CAUSE DURING 2024

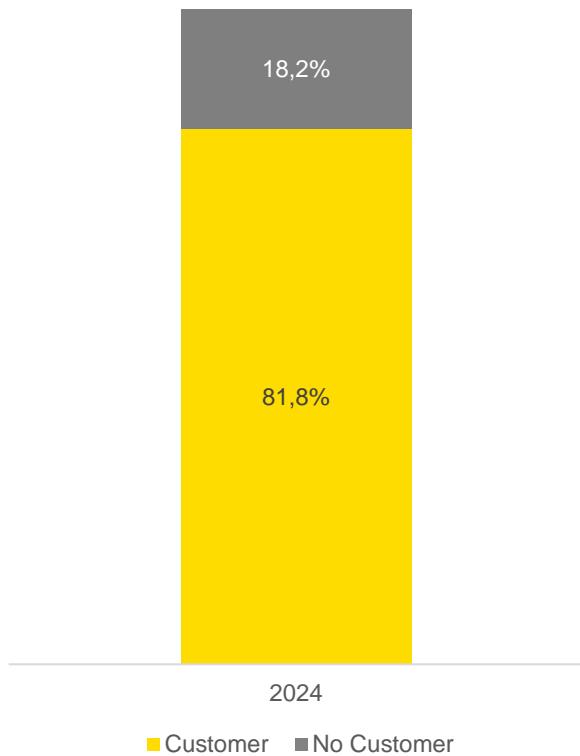


SUPPLY CLAIMS INCREASED DURING 2024

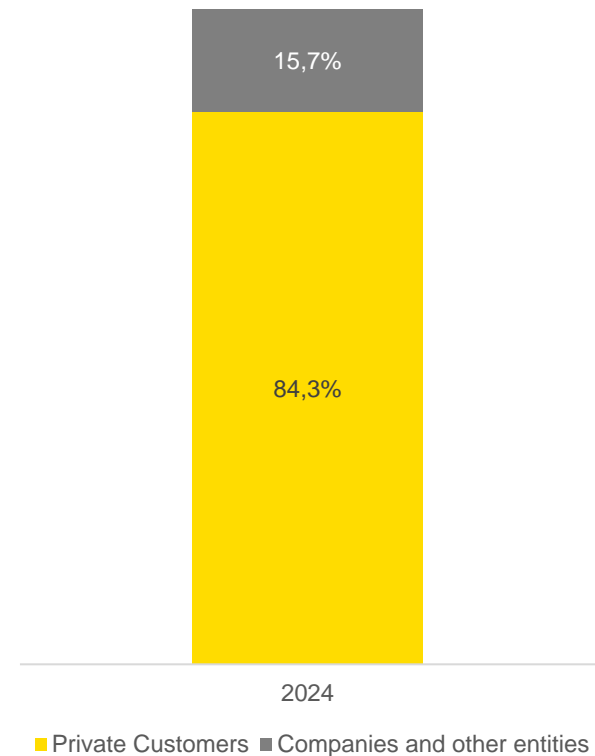


CUSTOMER CHARACTERIZATION

CUSTOMER VS No CUSTOMER

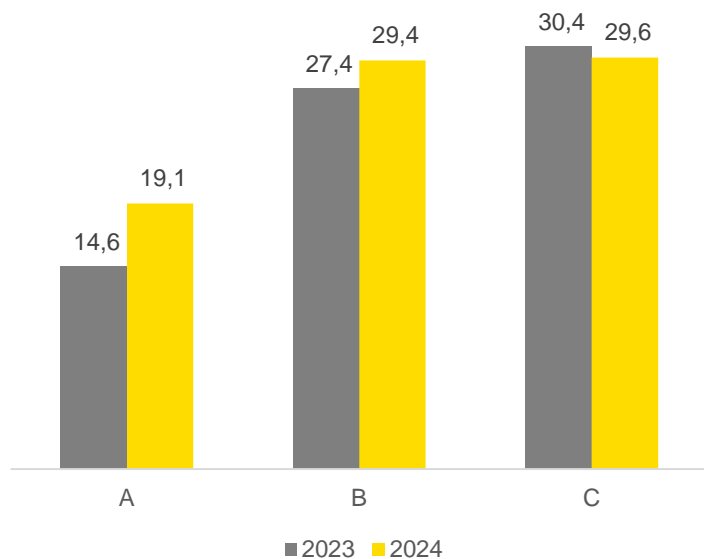


TYPE OF CUSTOMER

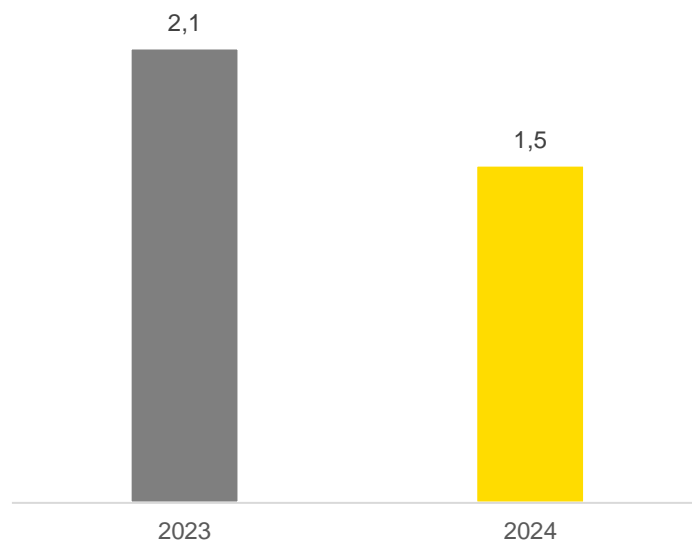


CLAIM CHARACTERIZATION

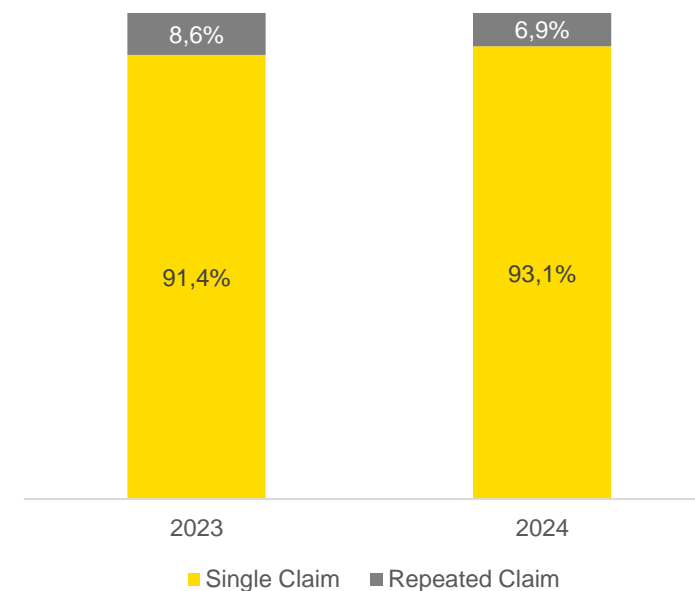
CLAIMS PER 100K CUSTOMERS ACCORDING TO QUALITY ZONES



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

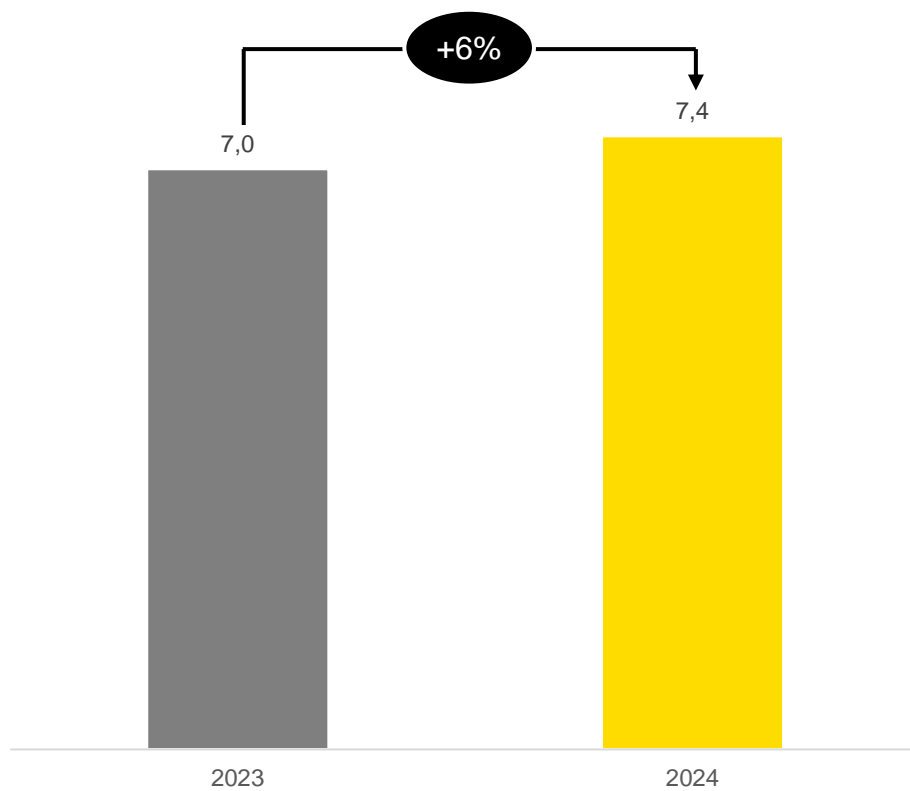


SINGLE CLAIMS

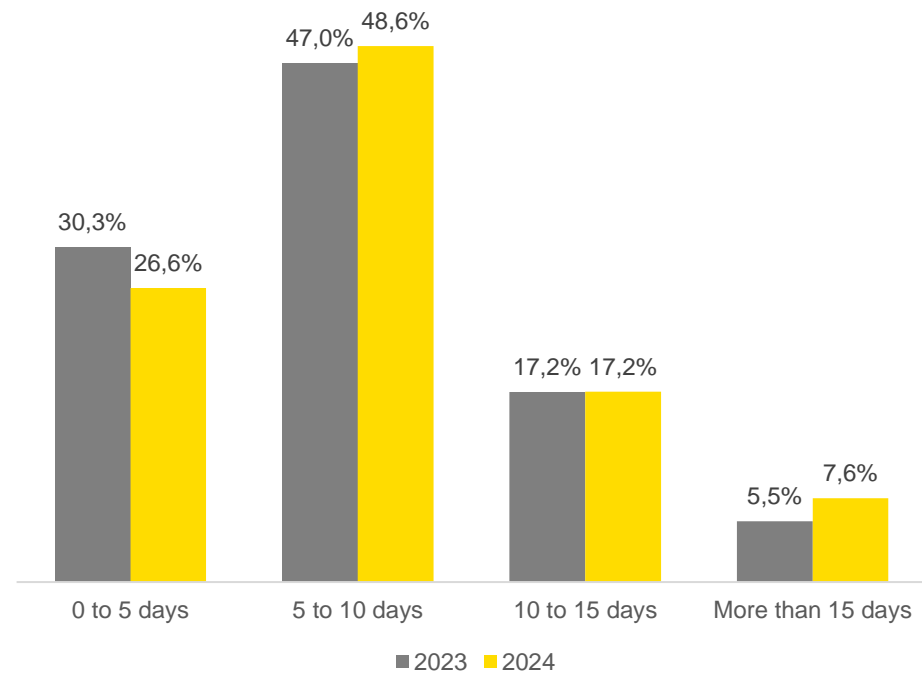


ON AVERAGE, A CLAIM IS ANSWERED IN 7,4 DAYS

RESPONSE TIME (IN DAYS)

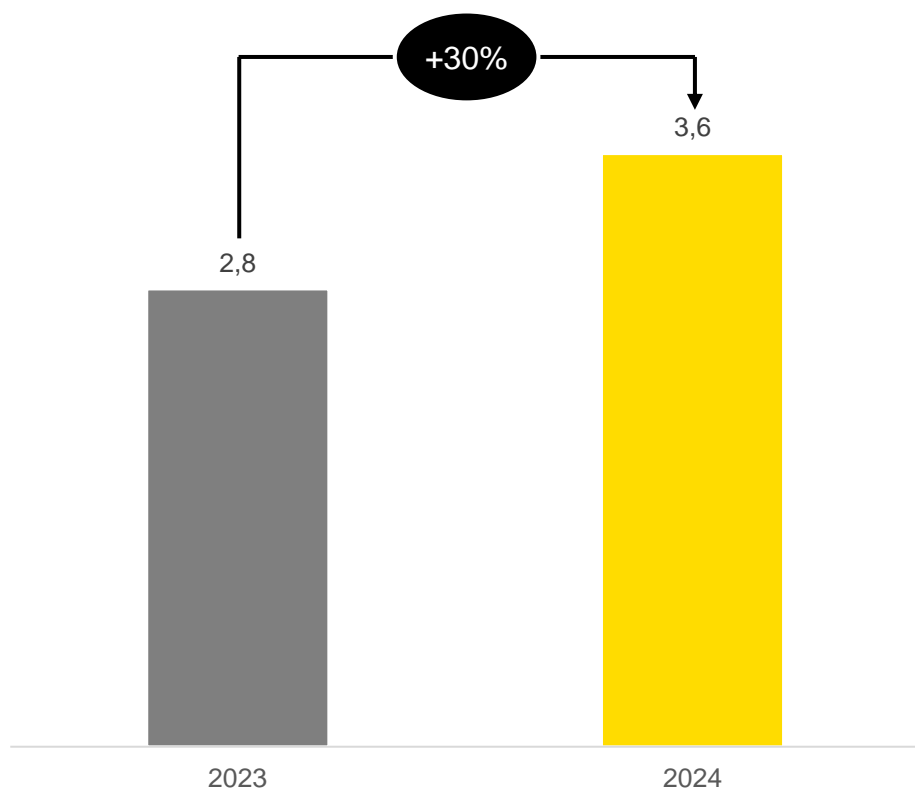


RESPONSE TIME DISTRIBUTION

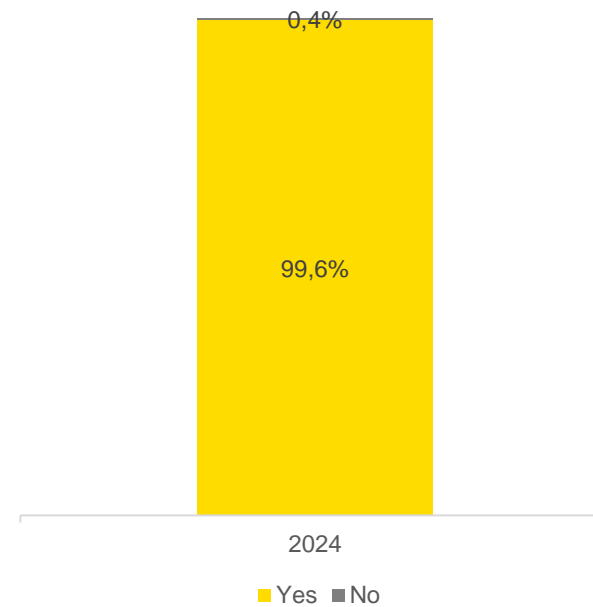


ON AVERAGE, A DECISION IS IMPLEMENTED IN 3,6 DAYS

IMPLEMENTATION TIME (IN DAYS)

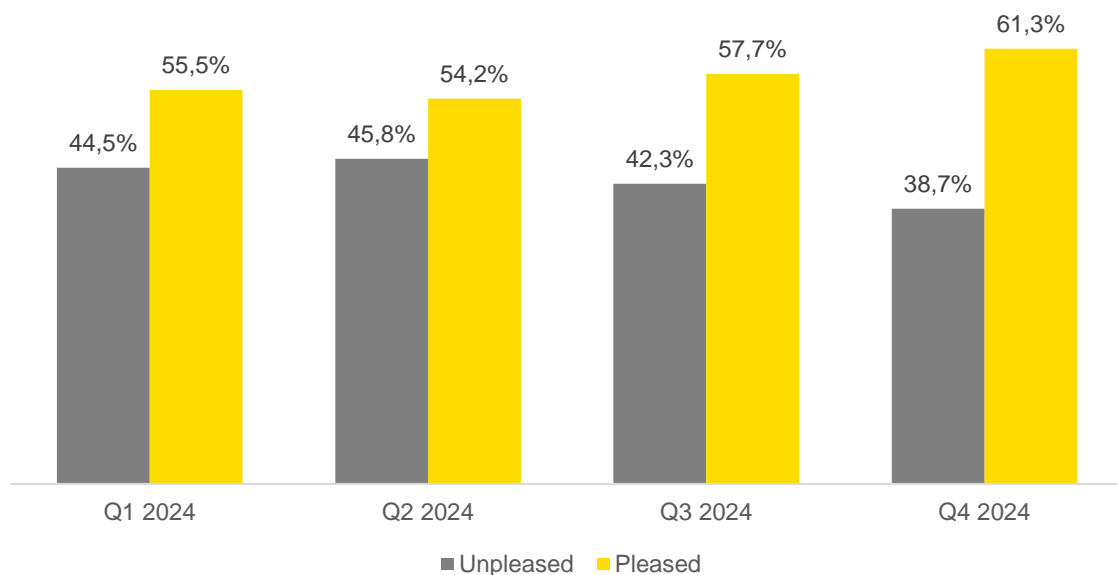


OMBUDSMAN DECISIONS' EXECUTION



CUSTOMER SURVEY RESULTS AFTER THE CLAIM IS ANSWERED

EASE OF LODGING A CLAIM



OMBUDSMAN'S RESPONSE TIME

