

Quality of Service Performance Report

Epic Communications Limited

Covering Period: 01/01/2026 till 30/06/2026

Date of Publication: 01/09/2026

Supply Time for Initial Connection (Fixed Services)

Parameter	Result
The time by which the fastest 50% of orders are completed	<u>10.2</u> days
The time by which the fastest 95% of orders are completed	<u>55.1</u> days
The time by which the fastest 99% of orders are completed	<u>102</u> days
The percentage of orders completed by the date agreed with the customer	<u>83</u> %
Where the percentage of orders completed by the date agreed with the customer is below 80%, the average number of days, for the late orders, by which the agreed date is exceeded	<u>N/A</u> days

Fault Rate and Fault Repair Timeframes (Fixed Services)

Parameter	Result
Fault rate per access line	<u>0.024</u> reports
The time by which the fastest 80% of valid faults on access lines are repaired	<u>240</u> hours
The time by which the fastest 95% of valid faults on access lines are repaired	<u>432</u> hours
The percentage of faults cleared any time stated as an objective by the service provider	<u>87.1</u> %

Bill Correctness Complaints (Fixed and Mobile Services)

Parameter	Result
The proportion of bills resulting in a customer complaint about the correctness of a given bill	<u>0.2</u> %

Customer Care Response Time (Fixed and Mobile Services)

Parameter	Result
Mean time to answer calls	<u>235</u> seconds
Percentage of calls answered within 20 seconds.	<u>29.7</u> %
Operating hours of all customer care channels offered: Monday to Friday - 7:30 am to 7:30 pm Saturdays & Public Holidays - 8:00 am to 7:00 pm Sundays (Online Chat Only) - 9:00 am to 6:00 pm	

Customer Complaints Resolution Time (Fixed and Mobile Services)

Parameter	Result
The time by which the fastest 80% of complaints have been resolved	<u>168</u> hours
The time by which the fastest 95% of complaints have been resolved	<u>912</u> hours
The percentage of complaints resolved any time stated as an objective by the service provider.	<u>79</u> %