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	10.2 days
The time by which the fastest 95% of orders are completed	55.1 days
The time by which the fastest 99% of orders are completed	102 days
The percentage of orders completed by the date agreed with the customer	83 %
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	N/A days

Fault Rate and Fault Repair Timeframes (Fixed Services)

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

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	0.2 %

Customer Care Response Time (Fixed and Mobile Services)

Parameter	Result
Mean time to answer calls	235 seconds
Percentage of calls answered within 20 seconds.	9.4 %

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	20 hours
The time by which the fastest 95% of complaints have been resolved	207 hours
The percentage of complaints resolved any time stated as an objective by the service provider.	79 %