



E-volve's Performance Promise

What is e-volve's Performance Promise?

At e-volve, we don't just promise fast broadband — we actively monitor and optimise it to keep your connection reliable, consistent, and worry-free. With our **Performance Promise**, you'll enjoy dependable speeds every day, backed by proactive support and smart diagnostics.

We know that great broadband means never having to think about it — and that's exactly what we deliver.

What do you get?

Your personalised speed commitment

We'll provide a speed guarantee tailored to your home setup, so you know exactly what to expect.

Smart line diagnostics

When you join e-volve or renew your plan, we'll assess your line and let you know if improvements are possible. If needed, we'll arrange a technician visit to optimise your connection.

Dedicated support team

If your speeds drop below your guaranteed level, our broadband specialists are ready to help. You can also run your own speed check using our online tools.

How does the Performance Promise work?

When you sign up or renew with e-volve, we'll give you a personalised Performance Promise based on your line's capabilities.

If we detect an issue, we'll attempt a remote fix — no action needed on your part. For more complex problems, we'll contact you with a solution and, if necessary, send an engineer.

You can test your speeds using [speedtest.net](https://www.speedtest.net). If they're below your guaranteed level, we'll investigate and resolve the issue.

How do I test my speed?

Our Performance Promise covers the speed from our network to your e-volve router — not the speed between your router and devices in your home.

To get an accurate reading, use your e-volve router and go to [speedtest.net](https://www.speedtest.net). We may ask you to pause high-data activities (like 4K streaming) during testing to ensure a clear result.