

Código 131 Del: 01/04/2018 Al: 30/06/2018  
 Basado en las fechas de Cierre e Incluye el Libro de Reclamaciones

| CANAL        | OPERACIÓN/<br>SERVICIO/ | MOTIVO<br>RECLAMO | UBICACION<br>GEOGRAFICA | REVISIÓN | RECLAMOS EN TRÁMITE<br>POR PLAZOS                             |         |           |       | RECLAMOS<br>ABSUELTOS POR PLAZOS |         |           |              |                     |         |           | TIEMPO<br>PROMEDIO DE<br>ABSOLUCIÓN |              |        |        |
|--------------|-------------------------|-------------------|-------------------------|----------|---|---------|-----------|-------|----------------------------------|---------|-----------|--------------|---------------------|---------|-----------|-------------------------------------|--------------|--------|--------|
|              |                         |                   |                         |          | 1 - 15  | 16 - 30 | Más de 30 | TOTAL | A favor de la Empresa            |         |           | Sub<br>Total | A favor del Usuario |         |           |                                     | Sub<br>Total | TOTAL  |        |
|              |                         |                   |                         |          |   |         |           |       | 1 - 15                           | 16 - 30 | Más de 30 |              | 1 - 15              | 16 - 30 | Más de 30 |                                     |              |        |        |
| 01           | 201                     | 01                | 1501000                 | 1        | 0   | 0       | 0         | 0     | 0                                | 0       | 0         | 0            | 0                   | 3       | 0         | 0                                   | 3            | 3      | 12.333 |
| 01           | 201                     | 02                | 1501000                 | 1        | 0   | 0       | 0         | 0     | 1                                | 0       | 0         | 1            | 2                   | 3       | 0         | 5                                   | 6            | 14.667 |        |
| 01           | 201                     | 03                | 1501000                 | 1        | 1   | 0       | 0         | 1     | 0                                | 1       | 0         | 1            | 0                   | 2       | 0         | 2                                   | 3            | 22.000 |        |
| 01           | 201                     | 07                | 1501000                 | 1        | 0   | 0       | 0         | 0     | 0                                | 0       | 0         | 0            | 3                   | 0       | 0         | 3                                   | 3            | 5.667  |        |
| 01           | 201                     | 20                | 1501000                 | 1        | 0   | 0       | 0         | 0     | 0                                | 0       | 0         | 0            | 0                   | 1       | 0         | 1                                   | 1            | 19.000 |        |
| 01           | 201                     | 201               | 1501000                 | 1        | 0   | 0       | 0         | 0     | 1                                | 0       | 0         | 1            | 0                   | 0       | 0         | 0                                   | 1            | 1.000  |        |
| 01           | 201                     | 206               | 1501000                 | 1        | 0   | 0       | 0         | 0     | 0                                | 0       | 0         | 0            | 0                   | 1       | 0         | 1                                   | 1            | 22.000 |        |
| 01           | 201                     | 207               | 1501000                 | 1        | 0   | 0       | 0         | 0     | 0                                | 1       | 0         | 1            | 4                   | 2       | 0         | 6                                   | 7            | 12.714 |        |
| 01           | 201                     | 208               | 1501000                 | 1        | 0   | 0       | 0         | 0     | 0                                | 0       | 0         | 0            | 2                   | 0       | 0         | 2                                   | 2            | 3.000  |        |
| 01           | 201                     | 30                | 1501000                 | 1        | 0   | 0       | 0         | 0     | 0                                | 0       | 0         | 0            | 1                   | 0       | 0         | 1                                   | 1            | 11.000 |        |
| 01           | 201                     | 302               | 1501000                 | 1        | 0   | 0       | 0         | 0     | 1                                | 0       | 0         | 1            | 0                   | 0       | 0         | 0                                   | 1            | 2.000  |        |
| 01           | 201                     | 32                | 1501000                 | 1        | 0   | 0       | 0         | 0     | 0                                | 1       | 0         | 1            | 0                   | 0       | 0         | 0                                   | 1            | 21.000 |        |
| 01           | 201                     | 34                | 1501000                 | 1        | 0   | 0       | 0         | 0     | 0                                | 0       | 0         | 0            | 1                   | 0       | 0         | 1                                   | 1            | 3.000  |        |
| 01           | 201                     | 39                | 1501000                 | 1        | 0   | 0       | 0         | 0     | 0                                | 0       | 0         | 0            | 9                   | 3       | 0         | 12                                  | 12           | 9.917  |        |
| <b>TOTAL</b> |                         |                   |                         |          | 1   | 0       | 0         | 1     | 3                                | 3       | 0         | 6            | 25                  | 12      | 0         | 37                                  | 43           |        |        |
| 11.651       |                         |                   |                         |          | TIEMPO PROMEDIO DE ABSOLUCIÓN DEL TOTAL DE RECLAMOS ABSUELTOS |         |           |       |                                  |         |           |              |                     |         |           |                                     |              |        |        |
| 44           |                         |                   |                         |          | TOTAL NÚMERO DE RECLAMOS RECIBIDOS EN EL TRIMESTRE            |         |           |       |                                  |         |           |              |                     |         |           |                                     |              |        |        |

NOTA: REPORTE EMITIDO CON LOS RECLAMOS ATENDIDOS AL 05/07/2018 10:44:59

Gerente General

Funcionario Responsable  
del Área