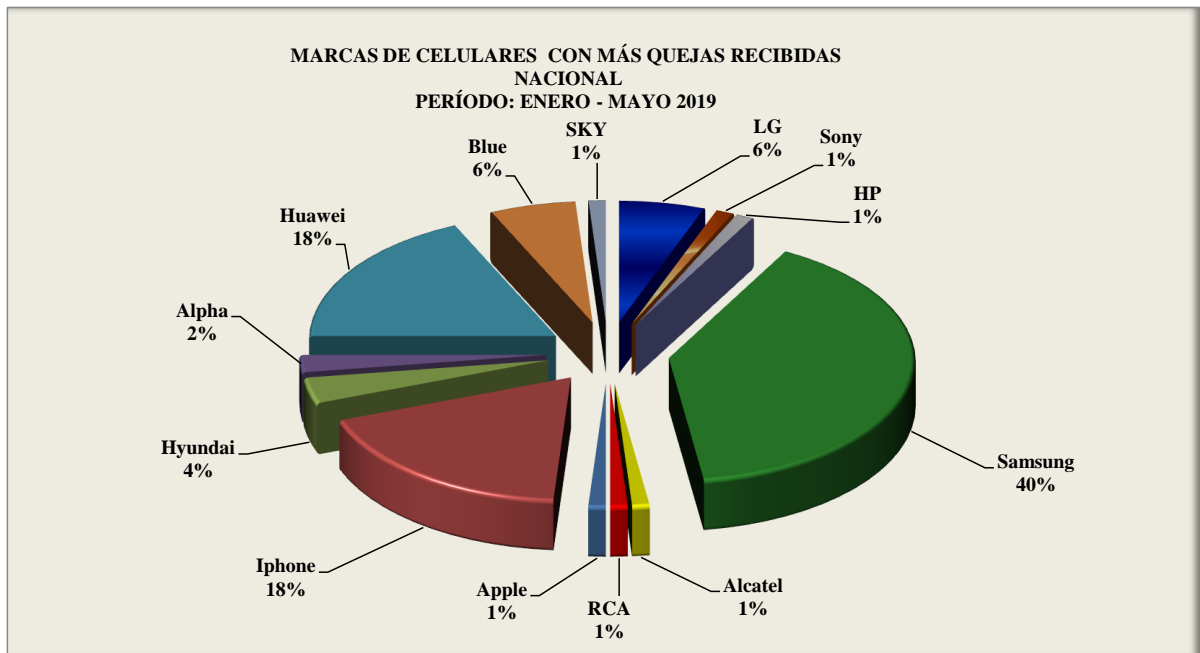


**MARCAS DE CELULARES CON MÁS QUEJAS RECIBIDAS  
NACIONAL  
PERÍODO: ENERO - MAYO 2019**

Última Act. 20/06/19 Próxima 20/07/19

| MARCA   | MOTIVO                     |                |                            |                |                      |                  |                      |                        | TOTAL DE QUEJAS |
|---------|----------------------------|----------------|----------------------------|----------------|----------------------|------------------|----------------------|------------------------|-----------------|
|         | Incumplimiento de garantía | Cobro indebido | Incumplimiento de servicio | Venta engañosa | Devolución de dinero | Custodia de bien | Falta de información | Resolución de contrato |                 |
| LG      | 5                          | 0              | 0                          | 0              | 0                    | 0                | 0                    | 0                      | 5               |
| Sony    | 1                          | 0              | 0                          | 0              | 0                    | 0                | 0                    | 0                      | 1               |
| HP      | 1                          | 0              | 0                          | 0              | 0                    | 0                | 0                    | 0                      | 1               |
| Samsung | 21                         | 1              | 5                          | 1              | 0                    | 5                | 2                    | 0                      | 35              |
| Alcatel | 1                          | 0              | 0                          | 0              | 0                    | 0                | 0                    | 0                      | 1               |
| RCA     | 1                          | 0              | 0                          | 0              | 0                    | 0                | 0                    | 0                      | 1               |
| Apple   | 0                          | 0              | 0                          | 0              | 0                    | 0                | 1                    | 0                      | 1               |
| Iphone  | 11                         | 0              | 1                          | 0              | 0                    | 3                | 1                    | 0                      | 16              |
| Hyundai | 2                          | 0              | 0                          | 0              | 0                    | 0                | 1                    | 0                      | 3               |
| Alpha   | 2                          | 0              | 0                          | 0              | 0                    | 0                | 0                    | 0                      | 2               |
| Huawei  | 9                          | 0              | 0                          | 0              | 1                    | 1                | 4                    | 1                      | 16              |
| Blue    | 5                          | 0              | 0                          | 0              | 0                    | 0                | 0                    | 0                      | 5               |
| SKY     | 1                          | 0              | 0                          | 0              | 0                    | 0                | 0                    | 0                      | 1               |

Fuente: ACODECO



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