

Informe mensual de Tiempos máximos de respuesta por parte del Suministro Básico.

CFE Suministrador de Servicios Básicos

Año: 2020

Mes: Junio

| Tabla I   |        |           |             |       |      |           |       |      |            |       |      |
|---|--------|-----------|-------------|-------|------|-----------|-------|------|------------|-------|------|
| Año: 2020   |        |           | Junio       |       |      |           |       |      |            |       |      |
| Nombre del trámite  | Unidad | Población | Residencial |       |      | Comercial |       |      | Industrial |       |      |
|   |        |           | Baja        | Media | Alta | Baja      | Media | Alta | Baja       | Media | Alta |
| 1. Atención a solicitud de instalación de cargador doméstico para vehículo eléctrico            | día    | Urbana    | S/R         | S/R   | S/R  | 14.08     | S/R   | S/R  | S/R        | S/R   | S/R  |
|   |        | Rural     | S/R         | S/R   | S/R  | S/R       | S/R   | S/R  | S/R        | S/R   | S/R  |
| 2. Atención a solicitud de reposición de dispositivo o saldo en Prepago                         | hora   | Urbana    | 00:06:41    | S/R   | S/R  | S/R       | S/R   | S/R  | S/R        | S/R   | S/R  |
|   |        | Rural     | S/R         | S/R   | S/R  | S/R       | S/R   | S/R  | S/R        | S/R   | S/R  |
| 3. Tiempo de espera para recibir atención personal previa cita                                  | minuto | Urbana    | 00:26:18    | S/R   | S/R  | S/R       | S/R   | S/R  | S/R        | S/R   | S/R  |
|   |        | Rural     | S/R         | S/R   | S/R  | S/R       | S/R   | S/R  | S/R        | S/R   | S/R  |
| 4. Tiempo de espera para recibir atención vía telefónica  | minuto | Urbana    | 00:06:39    | S/R   | S/R  | S/R       | S/R   | S/R  | S/R        | S/R   | S/R  |
|   |        | Rural     | S/R         | S/R   | S/R  | S/R       | S/R   | S/R  | S/R        | S/R   | S/R  |
| 5. Tiempo de respuesta a través de medios electrónicos  | hora   | Urbana    | S/R         | S/R   | S/R  | S/R       | S/R   | S/R  | S/R        | S/R   | S/R  |
|   |        | Rural     | S/R         | S/R   | S/R  | S/R       | S/R   | S/R  | S/R        | S/R   | S/R  |
| 6. Atención a inconformidad por monto facturado   | día    | Urbana    | 33.29       | S/R   | S/R  | 20.46     | S/R   | S/R  | S/R        | 3.94  | S/R  |
|   |        | Rural     | 49.09       | S/R   | S/R  | 4.91      | S/R   | S/R  | S/R        | 4.78  | S/R  |
| 7. Atención a solicitud de celebración de un nuevo contrato                                     | día    | Urbana    | 705.18      | S/R   | S/R  | 174.1     | S/R   | S/R  | S/R        | 29.8  | S/R  |
|   |        | Rural     | 466         | S/R   | S/R  | 133.17    | S/R   | S/R  | S/R        | 77.25 | S/R  |
| 8. Atención a solicitud de terminación del contrato actual y reembolso del Deposito de Garantía | día    | Urbana    | 31.00       | S/R   | S/R  | S/R       | S/R   | S/R  | S/R        | S/R   | S/R  |
|   |        | Rural     | S/R         | S/R   | S/R  | S/R       | S/R   | S/R  | S/R        | S/R   | S/R  |
| 9. Atención a solicitud de corrección de datos personales                                       | hora   | Urbana    | 00:05:46    | S/R   | S/R  | S/R       | S/R   | S/R  | S/R        | S/R   | S/R  |
|   |        | Rural     | S/R         | S/R   | S/R  | S/R       | S/R   | S/R  | S/R        | S/R   | S/R  |
| 10. Notificación de interrupción programada del servicio  | hora   | Urbana    | 864.5       | S/R   | S/R  | S/R       | S/R   | S/R  | S/R        | S/R   | S/R  |
|   |        | Rural     | S/R         | S/R   | S/R  | S/R       | S/R   | S/R  | S/R        | S/R   | S/R  |

S/R Sin registro

Informe mensual de métricas de calidad del servicio por parte del Suministro Básico.

CFE Suministrador de Servicios Básicos

Año: 2020

Mes: Junio

| Informe mensual de "Métricas de calidad del servicio de Suministro Básico" |  |                           |  |             |        |
|--|--|---------------------------|--|-------------|--------|
| Año: 2020  |  |                           |  |             |        |
| Mes: Junio   |  |                           |  |             |        |
| CFE Suministrador de Servicios Básicos                                     |  |                           |  |             |        |
| Nombre del Indicador   | Servicio   | Modalidad de presentación | Quejas                                 | Solicitudes |        |
| 2.1  | Número de solicitudes y quejas recibidas por cada 1000 habitantes                                  | Rural:                    | Personalizada                          | 0.52        | 2.53   |
|  |  |                           | Telefónica                             | 1.74        | 0.84   |
|  |  |                           | Internet                               | 0.53        | 0.01   |
|  |  | Urbano:                   | Personalizada                          | 0.67        | 5.21   |
|  |  |                           | Telefónica                             | 3.17        | 1.99   |
|  |  |                           | Internet                               | 1.24        | 0.03   |
|  |  | Rural                     | Total de quejas y solicitudes          | 2.80        |        |
| Urbano   | Total de quejas y solicitudes  | 5.08                      |  |             |        |
| 2.2  | Número de quejas recibidas por interrupción o mala calidad del Suministro por cada 1000 habitantes | Rural:                    | Sector fuera de deficiencia en voltaje | 0.47        | N/A    |
|  |  |                           | Falso contacto de distribución         | 0.05        | N/A    |
|  |  |                           | Impercedentes                          | 0.02        | N/A    |
|  |  |                           | Sector fuera de deficiencia en voltaje | 0.44        | N/A    |
|  |  |                           | Falso contacto de distribución         | 0.09        | N/A    |
|  |  | Urbano:                   | Impercedentes                          | 0.05        | N/A    |
|  |  |                           | Impercedentes                          | 0.20        | N/A    |
|  |  |                           | Personalizada                          | 60.36%      | 79.39% |
|  |  |                           | Telefónica                             | 53.49%      | 78.41% |
|  |  |                           | Internet                               | 28.90%      | 27.89% |
| 2.3  | Porcentaje total de solicitudes y quejas atendidas   | Rural:                    | Personalizada                          | 68.01%      | 81.83% |
|  |  |                           | Telefónica                             | 52.83%      | 78.83% |
|  |  |                           | Internet                               | 25.14%      | 29.66% |
|  |  |                           | Personalizada Quejas y Solicitudes:    | 76.13%      |        |
|  |  |                           | Telefónica Quejas y Solicitudes:       | 61.58%      |        |
|  |  | Urbano:                   | Internet Quejas y Solicitudes:         | 29.86%      |        |
|  |  |                           | Personalizada Quejas y Solicitudes:    | 79.12%      |        |
|  |  |                           | Telefónica Quejas y Solicitudes:       | 62.85%      |        |
|  |  |                           | Internet Quejas y Solicitudes:         | 25.25%      |        |
|  |  |                           | Personal                               | S/R         | N/A    |
| 2.4  | Tiempo promedio de atención de solicitudes   | Rural:                    | Telefónica                             | S/R         | N/A    |
|  |  |                           | Internet                               | S/R         | N/A    |
|  |  |                           | Personal                               | 05:04       | N/A    |
|  |  |                           | Telefónica                             | S/R         | N/A    |
|  |  |                           | Internet                               | S/R         | N/A    |
|  |  | Urbano:                   | Personal                               | S/R         | N/A    |
|  |  |                           | Telefónica                             | S/R         | N/A    |
|  |  |                           | Internet                               | S/R         | N/A    |
|  |  |                           | Personal                               | S/R         | N/A    |
|  |  |                           | Telefónica                             | S/R         | N/A    |
| 2.4  | Tiempo promedio de atención de solicitudes   | Rural:                    | Personal                               | S/R         | N/A    |
|  |  |                           | Telefónica                             | S/R         | N/A    |
|  |  |                           | Internet                               | S/R         | N/A    |
|  |  |                           | Personal                               | 00:02:59    | N/A    |
|  |  |                           | Telefónica                             | S/R         | N/A    |
|  |  | Urbano:                   | Internet                               | S/R         | N/A    |
|  |  |                           | Personal                               | S/R         | N/A    |
|  |  |                           | Telefónica                             | 00:03:43    | N/A    |
|  |  |                           | Internet                               | S/R         | N/A    |
|  |  |                           | Personalizada                          | 1.59        | N/A    |
| 2.4  | Tiempo promedio de atención de solicitudes   | Rural:                    | Telefónica                             | 1.58        | N/A    |
|  |  |                           | Internet                               | N/A         | N/A    |
|  |  |                           | Personalizada                          | 1.59        | N/A    |
|  |  |                           | Telefónica                             | 1.62        | N/A    |
|  |  |                           | Internet                               | 2.00        | N/A    |
|  |  | Urbano:                   | Personal                               | N/A         | S/R    |
|  |  |                           | Telefónica                             | N/A         | S/R    |
|  |  |                           | Internet                               | N/A         | S/R    |
|  |  |                           | Personal                               | N/A         | 5.57   |
|  |  |                           | Telefónica                             | N/A         | 3.81   |
| 2.4  | Tiempo promedio de atención de solicitudes   | Rural:                    | Personal                               | N/A         | S/R    |
|  |  |                           | Telefónica                             | N/A         | S/R    |
|  |  |                           | Internet                               | N/A         | S/R    |
|  |  |                           | Personalizada                          | 1.8         | N/A    |
|  |  |                           | Telefónica                             | 2.1         | N/A    |
|  |  | Urbano:                   | Internet                               | 63.65       | N/A    |
|  |  |                           | Personalizada                          | 1.16        | N/A    |
|  |  |                           | Telefónica                             | 1.32        | N/A    |
|  |  |                           | Internet                               | 94.64       | N/A    |
|  |  |                           | Personal                               | S/R         | N/A    |
| 2.4  | Tiempo promedio de atención de solicitudes   | Rural:                    | Telefónica                             | S/R         | N/A    |
|  |  |                           | Internet                               | S/R         | N/A    |
|  |  |                           | Personal                               | S/R         | N/A    |
|  |  |                           | Telefónica                             | S/R         | N/A    |
|  |  |                           | Internet                               | S/R         | N/A    |
|  |  | Urbano:                   | Personal                               | S/R         | N/A    |
|  |  |                           | Telefónica                             | S/R         | N/A    |
|  |  |                           | Internet                               | S/R         | N/A    |
|  |  |                           | Personal                               | 00:25:09    | N/A    |
|  |  |                           | Telefónica                             | S/R         | N/A    |
| 2.5  | Porcentaje de cumplimiento de tiempos de atención de solicitudes y quejas                          | Rural:                    | Personal                               | S/R         | N/A    |
|  |  |                           | Telefónica                             | S/R         | N/A    |
|  |  |                           | Internet                               | S/R         | N/A    |
|  |  |                           | Personal                               | S/R         | N/A    |
|  |  |                           | Telefónica                             | S/R         | N/A    |
|  |  | Urbano:                   | Internet                               | S/R         | N/A    |
|  |  |                           | Personal                               | 8.44%       | N/A    |
|  |  |                           | Telefónica                             | S/R         | N/A    |
|  |  |                           | Internet                               | S/R         | N/A    |
|  |  |                           | Personal                               | S/R         | N/A    |
| 2.5  | Atención de espera para recibir atención Personal  | Rural:                    | Telefónica                             | S/R         | N/A    |
|  |  |                           | Internet                               | S/R         | N/A    |
|  |  |                           | Personal                               | 19.89%      | N/A    |
|  |  |                           | Telefónica                             | S/R         | N/A    |
|  |  |                           | Internet                               | S/R         | N/A    |
|  |  | Urbano:                   | Personal                               | S/R         | N/A    |
|  |  |                           | Telefónica                             | S/R         | N/A    |
|  |  |                           | Internet                               | S/R         | N/A    |
|  |  |                           | Personal                               | S/R         | N/A    |
|  |  |                           | Telefónica                             | S/R         | N/A    |
| 2.5  | Porcentaje de cumplimiento de tiempos de atención de solicitudes y quejas                          | Rural:                    | Personal                               | S/R         | N/A    |
|  |  |                           | Telefónica                             | S/R         | N/A    |
|  |  |                           | Internet                               | S/R         | N/A    |
|  |  |                           | Personalizada                          | 7.76%       | N/A    |
|  |  |                           | Telefónica                             | 4.87%       | N/A    |
|  |  | Urbano:                   | Internet                               | 49.99%      | N/A    |
|  |  |                           | Personalizada                          | N/A         | S/R    |
|  |  |                           | Telefónica                             | N/A         | S/R    |
|  |  |                           | Internet                               | N/A         | S/R    |
|  |  |                           | Personalizada                          | N/A         | 60.67% |
| 2.5  | Atención de instalación de cargador doméstico para vehículo eléctrico                              | Rural:                    | Telefónica                             | N/A         | S/R    |
|  |  |                           | Internet                               | N/A         | S/R    |
|  |  |                           | Personalizada                          | N/A         | S/R    |
|  |  |                           | Telefónica                             | N/A         | 27.03% |
|  |  |                           | Internet                               | N/A         | S/R    |
|  |  | Urbano:                   | Personalizada                          | 0.39%       | N/A    |
|  |  |                           | Telefónica                             | 0.45%       | N/A    |
|  |  |                           | Internet                               | 13.66%      | N/A    |
|  |  |                           | Personalizada                          | 0.14%       | N/A    |
|  |  |                           | Telefónica                             | 0.16%       | N/A    |
| 2.5  | Porcentaje de cumplimiento de tiempos de atención de solicitudes y quejas                          | Rural:                    | Internet                               | S/R         | N/A    |
|  |  |                           | Personal                               | S/R         | N/A    |
|  |  |                           | Telefónica                             | S/R         | N/A    |
|  |  |                           | Internet                               | S/R         | N/A    |
|  |  |                           | Personal                               | S/R         | N/A    |
|  |  | Urbano:                   | Telefónica                             | S/R         | N/A    |
|  |  |                           | Internet                               | S/R         | N/A    |
|  |  |                           | Personal                               | S/R         | 31.07% |
|  |  |                           | Telefónica                             | S/R         | N/A    |
|  |  |                           | Internet                               | S/R         | N/A    |
| 2.5  | Atención a solicitud de corrección de datos personales   | Rural:                    | Personal                               | S/R         | N/A    |
|  |  |                           | Telefónica                             | S/R         | N/A    |
|  |  |                           | Internet                               | S/R         | N/A    |
|  |  |                           | Personal                               | 41.92%      | N/A    |
|  |  |                           | Telefónica                             | S/R         | N/A    |
|  |  | Urbano:                   | Internet                               | S/R         | N/A    |
|  |  |                           | Personal                               | S/R         | N/A    |
|  |  |                           | Telefónica                             | S/R         | N/A    |
|  |  |                           | Internet                               | S/R         | N/A    |
|  |  |                           | Personal                               | S/R         | N/A    |
| 2.6  | Percepción del servicio*   |                           | 94.05%                                 |             |        |

N/A No aplica

S/R Sin Registro