

| SECTORES | CONSULTAS | RECLAMACIONES | ACTUACIONES A QUE HAN DADO LUGAR LAS RECLAMACIONES | | | | | Total |
|--|----------------------------------|---------------|--|---------------------|-------------------------------|-------------------------------|-----------|---------------------------|
| | | | Sistema Arbitral | Mediación Favorable | Intervención de la Inspección | Envío al organismo competente | Archivo | consultas y reclamaciones |
| gas | 28 | 7 | | 7 | | | 0 | 35 |
| agua | 18 | 5 | | 4 | | | 1 | 23 |
| Electricidad | 63 | 14 | | 13 | | 1 | 0 | 77 |
| SAT electrodomésticos | 44 | 10 | | 10 | | | 0 | 54 |
| Teléfono fijo | 193 | 103 | | 102 | | 1 | 2 | 296 |
| Teléfono móvil | 282 | 213 | | 210 | | | 3 | 495 |
| Internet | 20 | 4 | | 4 | | | 0 | 24 |
| Servicios Postales | 4 | 3 | | 3 | | | 0 | 7 |
| Transporte publico | Ferroviario | 1 | 1 | 1 | | | 0 | 2 |
| | Carretera | 4 | 0 | 0 | | | 0 | 4 |
| | Urbano | 3 | 5 | 5 | | | 0 | 8 |
| | Aéreo | 18 | 6 | 5 | | 2 | 0 | 24 |
| comercio | 49 | 20 | | 20 | 1 | 1 | 0 | 69 |
| Banca/Financieros | 54 | 17 | | 17 | | | 0 | 71 |
| Agencias de Viaje | 30 | 14 | | 14 | | | 2 | 44 |
| Hostelería/Espectáculos | 8 | 8 | | 6 | 1 | 2 | 0 | 16 |
| Tintorerías | 5 | 3 | | 3 | | | 0 | 8 |
| Academias de enseñanza | 5 | 1 | | 0 | | | 1 | 6 |
| Sanidad | Pública | 1 | 0 | 0 | | | 0 | 1 |
| | Privada | 9 | 2 | 2 | | | 0 | 11 |
| | Concertada | 0 | 0 | 0 | | | 0 | 0 |
| Seguros | Del Hogar | 16 | 5 | 5 | | | 2 | 21 |
| | Automóviles | 19 | 6 | 6 | | | 0 | 25 |
| | Vida | 7 | | 0 | | | 0 | 7 |
| | Decesos | 2 | 3 | 3 | | | 0 | 5 |
| | Quirúrgicos y de y de Asistencia | 1 | 1 | 1 | | | 0 | 2 |
| Reparaciones automóviles | 29 | 11 | | 10 | | 1 | 1 | 40 |
| Gasolineras | 3 | 3 | | 2 | 1 | | 0 | 6 |
| Servicios a domicilio | 8 | 5 | | 5 | | | 0 | 13 |
| Administraciones Públicas | 7 | 1 | | 0 | | | 1 | 8 |
| Servicios Profesionales | 17 | 8 | | 7 | | | 1 | 25 |
| Servicios de intermediación inmobiliaria | Agencias Prop | 0 | 0 | 0 | | | 0 | 0 |
| | API | 0 | 0 | 0 | | | 0 | 0 |
| | Otros | 3 | 1 | 1 | | | 0 | 4 |
| Otros | 64 | 10 | | 9 | | | 2 | 74 |
| TOTAL SERVICIOS | 1015 | 490 | 0 | 475 | 3 | 8 | 16 | 1505 |
| Alimentación | 8 | 2 | | 2 | | 0 | 0 | 10 |
| Ropa | 12 | 2 | | 2 | | 0 | 0 | 14 |
| Calzado | 7 | 3 | | 3 | | 0 | 1 | 10 |
| Compra electrodomésticos | 14 | 2 | | 2 | | 0 | 1 | 16 |
| Vivienda | Compra/Venta | 23 | 4 | 4 | | 0 | 0 | 27 |
| | Arrendamientos | 25 | | | | 0 | 0 | 25 |
| | Otros | 38 | 15 | 15 | | 0 | 1 | 53 |
| Compra venta | 2 | | | | 0 | 0 | 2 | |
| Automóviles | 11 | 1 | | | 0 | 1 | 12 | |
| Productos Informáticos | 14 | 4 | | 4 | | 0 | 0 | 18 |
| Muebles | 12 | 5 | | 4 | | 0 | 1 | 17 |
| Otros | 3 | 1 | | 1 | | 0 | 0 | 4 |
| TOTAL PRODUCTOS (B) | 169 | 39 | 0 | 37 | 0 | 0 | 5 | 208 |
| TOTAL (C) | productos+servicios | | | 0 | | 0 | 0 | |
| GLOBAL | 1184 | 529 | 0 | 512 | 3 | 8 | 21 | 1713 |