

Empresa: América Movil S.A.C.  
 Servicio: Telefonía Fija  
 Año: 2017



Indicador	Fórmula	Meta	Enero	Febrero	Marzo	Abril	Mayo	Junio	Julio	Agosto	Septiembre	Octubre	Noviembre	Diciembre	
Tasa de Incidencia de Falias	Lineas en Servicio	<=1.60%	0.47%	0.46%	0.38%	0.32%	0.35%	0.46%	0.27%	0.24%	0.28%	0.29%	0.30%	0.26%	
	Averias Reportadas del Total	<24 Hrs	39.44%	37.40%	30.84%	37.62%	50.14%	41.34%	50.31%	54.77%	50.91%	49.65%	55.03%	44.91%	
Tasa de Llamadas Completadas	Llamadas Completadas / Total de Intentos de Llamadas	Local	>=95.00%	99.40%	99.62%	97.31%	87.67%	80.13%	94.29%	93.02%	98.54%	98.19%	97.14%	97.81%	87.59%
		LDN	-	98.92%	99.23%	99.84%	99.18%	99.77%	99.25%	99.66%	100.00%	100.00%	99.95%	99.91%	98.71%
		LDI	-	99.65%	99.30%	96.99%	97.37%	99.64%	99.51%	99.70%	99.46%	99.75%	99.61%	96.63%	99.05%
	ASR Llamadas Contestadas / Total de Intentos de Llamadas	Telefonica del Perú	-	60.10%	61.63%	38.64%	27.59%	59.51%	59.11%	58.45%	11.82%	54.74%	54.65%	57.26%	12.98%
		Telefonica Moviles	-	88.19%	82.19%	89.85%	89.23%	52.87%	41.00%	63.56%	75.92%	49.85%	80.17%	60.02%	68.83%
		Convergencia	-	66.89%	8.57%	81.82%	62.96%	35.40%	73.13%	1.69%	33.93%	58.28%	6.48%	88.56%	95.13%
		10X	-	82.51%	98.06%	98.89%	99.26%	99.27%	93.97%	97.26%	78.72%	97.98%	97.56%	96.76%	99.58%
		1XY	>=70.00%	99.24%	98.02%	99.11%	99.31%	93.47%	85.15%	97.92%	16.88%	99.15%	98.92%	98.96%	17.38%
		19XX	-	59.72%	25.17%	57.29%	52.75%	46.84%	48.48%	58.71%	54.00%	50.00%	41.98%	39.53%	82.24%
		0 800 XXXX	-	91.92%	97.66%	97.90%	98.33%	98.50%	92.81%	78.37%	55.29%	93.14%	59.12%	96.00%	54.40%

Empresa: América Movil S.A.C.  
 Servicio: Servicio Publico Movil  
 Año: 2017

Indicador	Fórmula	Meta	Enero	Febrero	Marzo	Abril	Mayo	Junio	Julio	Agosto	Septiembre	Octubre	Noviembre	Diciembre	
Tasa de Intentos No Establecidos	Número de Intentos No Establecidos / Total de Intentos	<=3.00%	AMAZONAS	0.41%	0.48%	0.75%	0.78%	0.64%	0.86%	0.78%	1.93%	1.41%	0.40%	1.31%	2.17%
			ANCASH	0.81%	0.59%	1.54%	0.68%	0.39%	0.38%	0.73%	0.34%	0.52%	0.31%	0.40%	0.38%
			APURIMAC	0.69%	0.69%	0.64%	0.62%	0.66%	0.67%	0.70%	0.65%	0.56%	0.59%	0.54%	0.74%
			AREQUIPA	0.39%	0.31%	0.36%	0.44%	0.35%	0.34%	1.54%	0.31%	0.27%	0.25%	0.23%	0.26%
			AYACUCHO	0.57%	0.52%	0.59%	0.57%	0.51%	0.56%	0.58%	0.67%	0.56%	0.62%	0.83%	1.18%
			CAJAMARCA	0.74%	1.15%	0.67%	0.75%	0.76%	1.08%	0.78%	2.68%	0.64%	0.75%	0.59%	0.59%
			CUSCO	0.52%	0.51%	0.53%	0.59%	0.52%	0.59%	0.48%	0.45%	0.44%	0.42%	0.46%	0.45%
			HUANCAVELICA	1.06%	0.78%	0.86%	0.92%	1.04%	0.85%	0.91%	1.02%	0.68%	0.56%	0.80%	0.98%
			HUANUCO	0.70%	0.68%	1.43%	0.71%	0.71%	0.58%	0.56%	0.69%	0.69%	0.55%	0.60%	0.94%
			ICA	0.40%	0.38%	0.34%	0.40%	0.28%	0.23%	0.21%	0.27%	0.18%	0.25%	0.27%	0.30%
			JUNIN	0.62%	0.51%	0.41%	0.48%	0.47%	0.49%	0.52%	0.52%	0.51%	0.52%	0.92%	1.21%
			LA LIBERTAD	0.46%	0.41%	1.66%	0.54%	0.52%	0.43%	0.50%	0.44%	0.33%	0.36%	0.32%	0.39%
			LAMBAYEQUE	0.40%	0.84%	0.43%	0.36%	0.35%	0.30%	0.30%	0.36%	0.28%	0.25%	0.20%	0.21%
			LIMA	0.27%	0.27%	0.29%	0.23%	0.24%	0.23%	0.33%	2.08%	0.19%	0.19%	0.18%	0.19%
			LORETO	1.04%	0.55%	0.67%	0.54%	0.56%	0.48%	0.48%	1.05%	0.48%	0.54%	0.39%	0.51%
			MADRE DE DIOS	0.37%	0.42%	0.48%	0.41%	0.42%	0.35%	0.35%	0.31%	0.27%	0.25%	0.26%	0.24%
			MOQUEGUA	0.38%	0.37%	0.62%	0.76%	0.66%	0.29%	0.41%	0.25%	0.30%	0.24%	0.41%	0.34%
			PASCO	0.67%	0.59%	0.66%	0.48%	0.38%	0.36%	0.40%	0.45%	0.29%	1.22%	1.65%	0.34%
			PIURA	0.87%	0.79%	1.00%	0.51%	0.48%	0.43%	0.48%	0.83%	0.59%	0.33%	0.42%	0.39%
			PUNO	0.46%	0.47%	0.43%	0.50%	0.37%	0.43%	0.33%	0.34%	0.34%	0.31%	0.44%	0.41%
SAN MARTIN	0.88%	0.76%	0.65%	0.96%	0.85%	0.55%	0.85%	0.50%	0.41%	0.71%	0.35%	0.27%			
TACNA	0.18%	0.18%	0.51%	0.26%	0.22%	0.27%	0.23%	0.22%	0.20%	0.19%	0.49%	0.34%			
TUMBES	0.25%	0.24%	0.26%	0.28%	0.27%	0.24%	0.24%	0.27%	0.29%	0.23%	0.20%	0.20%			
UCAYALI	0.52%	0.50%	1.79%	0.37%	0.31%	0.33%	0.29%	0.31%	0.38%	0.59%	0.41%	0.50%			

Empresa: América Movil S.A.C.  
 Servicio: Servicio Publico Movil  
 Año: 2017

Indicador	Fórmula	Meta	Enero	Febrero	Marzo	Abril	Mayo	Junio	Julio	Agosto	Septiembre	Octubre	Noviembre	Diciembre	
Tasa de Llamadas Interrumpidas	Número de Llamadas Interrumpidas del Total de Llamadas Establecidas	<=2.00%	AMAZONAS	0.68%	0.75%	0.71%	0.79%	0.85%	0.69%	0.77%	0.76%	0.68%	0.62%	0.74%	0.60%
			ANCASH	0.80%	0.75%	0.83%	0.79%	0.56%	0.52%	0.61%	0.51%	0.44%	0.40%	0.37%	0.37%
			APURIMAC	0.86%	0.76%	0.56%	0.64%	0.58%	0.53%	0.51%	0.52%	0.49%	0.61%	0.58%	0.55%
			AREQUIPA	0.37%	0.35%	0.37%	0.42%	0.37%	0.34%	0.38%	0.33%	0.34%	0.37%	0.37%	0.32%
			AYACUCHO	0.83%	0.77%	0.89%	0.84%	0.72%	0.69%	0.77%	0.81%	0.73%	0.80%	0.69%	0.81%
			CAJAMARCA	1.04%	1.03%	0.97%	1.26%	0.87%	0.75%	0.76%	0.74%	0.56%	0.63%	0.60%	0.55%
			CUSCO	0.53%	0.53%	0.52%	0.56%	0.51%	0.52%	0.50%	0.52%	0.52%	0.53%	0.54%	0.48%
			HUANCAVELICA	1.17%	1.03%	1.15%	1.18%	1.08%	0.92%	1.02%	1.24%	0.89%	0.86%	0.84%	1.01%
			HUANUCO	1.09%	1.11%	1.05%	1.02%	0.93%	0.78%	0.75%	0.73%	0.75%	0.79%	0.78%	0.95%
			ICA	0.49%	0.67%	0.55%	0.49%	0.36%	0.32%	0.29%	0.29%	0.32%	0.32%	0.33%	0.36%
			JUNIN	0.63%	0.59%	0.65%	0.66%	0.64%	0.55%	0.58%	0.55%	0.55%	0.59%	0.61%	0.74%
			LA LIBERTAD	0.67%	0.69%	1.28%	0.83%	0.73%	0.65%	0.63%	0.63%	0.64%	0.61%	0.56%	0.50%
			LAMBAYEQUE	0.56%	0.83%	0.56%	0.56%	0.47%	0.46%	0.48%	0.42%	0.33%	0.30%	0.28%	0.28%
			LIMA	0.46%	0.43%	0.43%	0.40%	0.40%	0.36%	0.36%	0.35%	0.40%	0.40%	0.38%	0.35%
			LORETO	1.81%	0.59%	0.61%	0.59%	2.56%	0.51%	0.49%	0.51%	0.48%	0.50%	0.48%	0.95%
			MADRE DE DIOS	0.54%	1.97%	0.57%	0.66%	0.51%	0.49%	0.44%	0.44%	0.37%	0.36%	0.38%	0.34%
MOQUEGUA	0.43%	0.41%	0.36%	0.36%	0.27%	0.28%	0.36%	0.27%	0.23%	0.24%	0.26%	0.28%			
PASCO	0.69%	0.59%	0.64%	0.57%	0.53%	0.46%	0.49%	0.51%	0.48%	0.64%	0.51%	0.60%			

Empresa: América Movil S.A.C.  
 Servicio: Servicio Publico Movil  
 Año: 2017

Indicador	Fórmula	Meta	Enero	Febrero	Marzo	Abril	Mayo	Junio	Julio	Agosto	Septiembre	Octubre	Noviembre	Diciembre	
Tasa de Llamadas Interrumpidas	Número de Llamadas Interrumpidas del Total de Llamadas Establecidas	<=2.00%	PIURA	0.68%	0.78%	0.89%	0.66%	0.47%	0.44%	0.46%	0.45%	0.37%	0.37%	0.37%	0.33%
			PUNO	0.56%	0.47%	0.46%	0.57%	0.42%	0.41%	0.40%	0.41%	0.39%	0.39%	0.40%	0.40%
			SAN MARTIN	1.09%	0.98%	0.88%	1.17%	0.88%	0.80%	0.89%	0.80%	0.74%	0.70%	0.62%	0.57%
			TACNA	0.26%	0.25%	0.28%	0.21%	0.18%	0.19%	0.17%	0.19%	0.18%	0.19%	0.21%	0.20%
			TUMBES	0.52%	0.44%	0.40%	0.41%	0.34%	0.30%	0.37%	0.32%	0.34%	0.32%	0.31%	0.32%
			UCAYALI	0.80%	0.72%	0.77%	0.66%	0.70%	0.59%	0.53%	0.58%	0.57%	0.59%	0.54%	0.63%

Empresa: América Movil S.A.C.  
 Servicio: Servicio de Acceso a Internet  
 Año: 2017

Indicador	Fórmula	Meta	Enero	Febrero	Marzo	Abril	Mayo	Junio	Julio	Agosto	Septiembre	Octubre	Noviembre	Diciembre
Tasa de incidencia de Fallas	Averías Reportadas / Lineas en Servicio	<=2.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	Averías Reparadas del total de averías reportadas	<24 Hrs	36.36%	55.36%	43.75%	41.95%	65.41%	59.63%	32.46%	64.20%	60.94%	63.64%	64.34%	50.79%
Tasa de Ocupación de Enlaces	<a href="http://www.claro.com.pe/wps/portal/pe/sc/personas/internet/mide-tu-velocidad">http://www.claro.com.pe/wps/portal/pe/sc/personas/internet/mide-tu-velocidad</a> <a href="http://www.claro.com.pe/portal/recursos/pe/pdf/Tasa-de-ocupacion.pdf">http://www.claro.com.pe/portal/recursos/pe/pdf/Tasa-de-ocupacion.pdf</a>													

Empresa: América Movil S.A.C.  
 Servicio: Telefonía de Uso Público  
 Año: 2017

Indicador	Fórmula	Meta	Enero	Febrero	Marzo	Abril	Mayo	Junio	Julio	Agosto	Septiembre	Octubre	Noviembre	Diciembre	
Tasa de Reparaciones	Averías Reparadas en <24 hrs. Del total de reportadas o detectadas	<24 horas	>=80.00%	85.32%	84.58%	85.10%	82.63%	81.42%	82.53%	80.99%	81.25%	84.88%	82.25%	81.27%	80.12%

Empresa: América Movil S.A.C.  
 Servicio: Distribución de radiodifusión por Cable  
 Año: 2017

Indicador	Fórmula	Meta	Enero	Febrero	Marzo	Abril	Mayo	Junio	Julio	Agosto	Septiembre	Octubre	Noviembre	Diciembre
Tasa de incidencia de Fallas	Fallas o averías reportadas en el mes / Cantidad de servicios en el mes	<=2.00%	0.01%	0.02%	0.02%	0.02%	0.01%	0.01%	0.01%	0.01%	0.01%	0.04%	0.03%	0.02%