

EMPRESA: América Móvil Perú S.A.C
SERVICIO: Servicio de Telefonía Fija
AÑO: 2021



INDICADOR	FÓRMULA	META	ENE	FEB	MAR	ABR	MAY	JUN	JUL	AGO	SEP	OCT	NOV	DIC
TASA DE INCIDENCIA DE FALLAS	Averías Reportadas / Líneas en Servicio	<= 1.60 %	0.03%	0.03%	0.03%	0.02%	0.03%	0.09%	0.03%	0.06%	0.06%	0.04%	0.04%	0.02%
	Averías Reparadas del Total de Averías Reportadas	< 24 Hrs	66.67%	62.07%	42.33%	38.02%	51.18%	54.99%	59.62%	57.43%	53.13%	55.02%	62.41%	60.39%
TASA DE LLAMADAS COMPLETADAS	Local	>=95%	99.81%	96.19%	99.80%	99.77%	99.76%	99.75%	99.71%	99.66%	99.81%	99.77%	99.65%	99.82%
	Llamadas Completadas/Total de Intentos de Llamadas		98.96%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	LDI		95.77%	95.95%	96.03%	99.63%	96.92%	94.78%	99.62%	87.13%	84.88%	85.96%	100.00%	94.72%
	Telefonía del Perú		37.98%	6.64%	29.86%	22.10%	27.77%	35.99%	29.99%	17.8%	54.89%	38.36%	60.18%	39.36%
	Telefonía Móviles		17.08%	11.25%	44.93%	46.13%	58.92%	45.66%	47.39%	100.00%	85.53%	93.16%	91.96%	47.71%
	Convergencia		17.16%	11.25%	43.01%	31.88%	27.46%	31.30%	27.01%	100.00%	23.11%	10.84%	61.36%	78.75%
	ASR		98.69%	7.88%	72.41%	39.62%	98.37%	88.68%	96.96%	6.60%	33.13%	45.57%	97.92%	67.44%
	Llamadas Contestadas/ Total de Intentos de Llamadas	>= 70%	96.93%	96.18%	95.21%	96.74%	95.04%	97.92%	96.96%	5.66%	39.73%	10.79%	96.18%	93.77%
	18XX		70.83%	53.37%	63.89%	77.14%	82.86%	100.00%	97.63%	37.50%	28.79%	58.46%	67.57%	77.14%
	0 800 XXXX		63.20%	84.33%	87.81%	73.88%	79.25%	62.75%	66.63%	100.00%	62.37%	92.37%	44.42%	48.00%

EMPRESA: América Móvil Perú S.A.C
SERVICIO: Servicio de Telefonía Móvil
AÑO: 2021

INDICADOR	FÓRMULA	META	ENE	FEB	MAR	ABR	MAY	JUN	JUL	AGO	SEP	OCT	NOV	DIC				
TNE	Número de Intentos No Establecidos / Total de Intentos (por departamento y la Provincia Constitucional del Callao)	<=3%	AMAZONAS	0.21%	0.21%	0.19%	0.18%	0.18%	0.17%	0.18%	0.17%	0.18%	0.16%	0.16%	0.17%			
			ANCASH	0.14%	0.17%	0.19%	0.21%	0.19%	0.22%	0.18%	0.21%	0.20%	0.20%	0.17%	0.22%			
			APIRIMAC	0.17%	0.17%	0.17%	0.18%	0.17%	0.18%	0.17%	0.18%	0.17%	0.18%	0.15%	0.15%	0.26%		
			AREQUIPA	0.17%	0.12%	0.12%	0.12%	0.14%	0.13%	0.15%	0.13%	0.13%	0.13%	0.12%	0.11%	0.17%		
			AYACUCHO	0.29%	0.37%	0.33%	0.32%	0.30%	0.27%	0.27%	0.28%	0.27%	0.28%	0.32%	0.32%	0.30%		
			CAJAMARCA	0.27%	0.24%	0.25%	0.32%	0.29%	0.30%	0.28%	0.27%	0.27%	0.27%	0.23%	0.48%	0.21%		
			CUSCO	0.15%	0.16%	0.16%	0.17%	0.23%	0.16%	0.16%	0.17%	0.17%	0.17%	0.17%	0.20%	0.17%		
			HUANCAVELICA	0.18%	0.17%	0.19%	0.28%	0.19%	0.19%	0.17%	0.19%	0.18%	0.17%	0.17%	0.17%	0.17%		
			HUANUCO	0.47%	0.32%	0.27%	0.24%	0.28%	0.38%	0.26%	0.27%	0.27%	0.32%	0.28%	0.37%	0.25%		
			ICA	0.15%	0.14%	0.11%	0.12%	0.26%	0.13%	0.11%	0.11%	0.10%	0.11%	0.13%	0.13%	0.63%		
			JUNIN	0.20%	0.30%	0.18%	0.16%	0.16%	0.20%	0.15%	0.24%	0.53%	0.31%	0.80%	0.29%			
			LA LIBERTAD	0.12%	0.13%	0.13%	0.14%	0.23%	0.14%	0.21%	0.23%	0.24%	0.25%	0.31%	0.17%			
			LAMBAYEQUE	0.10%	0.09%	0.12%	0.11%	0.09%	0.10%	1.26%	0.21%	0.12%	0.14%	0.42%	0.16%			
			LIMA	0.11%	0.13%	0.13%	0.13%	0.12%	0.22%	0.13%	0.13%	0.13%	0.13%	0.13%	0.13%	0.13%		
			LORETO	0.62%	0.63%	0.51%	0.38%	0.38%	0.36%	0.40%	0.41%	0.27%	0.36%	0.77%	0.50%			
			MADRE DE DIOS	0.22%	0.13%	0.13%	0.13%	0.14%	0.14%	0.14%	0.16%	0.15%	0.24%	0.15%	0.13%			
			MOQUEGUA	0.08%	0.09%	0.09%	0.08%	0.09%	0.09%	0.11%	0.09%	0.15%	0.08%	0.09%	0.09%	0.18%		
			PASCO	0.17%	0.18%	0.16%	0.13%	0.14%	0.16%	0.15%	0.19%	0.87%	0.14%	1.27%	1.42%			
			PIURA	0.11%	0.10%	0.13%	0.11%	0.11%	0.11%	0.11%	0.11%	0.11%	0.11%	0.13%	0.15%	0.11%		
			PUÑO	0.15%	0.16%	0.16%	0.18%	0.16%	0.26%	0.26%	0.18%	0.16%	0.19%	0.24%	0.37%			
			SAN MARTIN	0.20%	0.21%	0.23%	0.23%	0.35%	0.25%	0.22%	0.21%	0.22%	0.22%	0.46%	0.25%			
			TACNA	0.07%	0.08%	0.08%	0.09%	0.09%	0.08%	0.09%	0.09%	0.09%	0.09%	0.10%	0.10%			
			TUMBES	0.06%	0.07%	0.08%	0.07%	0.06%	0.07%	1.18%	0.06%	0.09%	0.07%	0.06%	0.06%			
			UCAYALI	0.25%	0.19%	0.20%	0.17%	0.18%	0.16%	0.17%	0.18%	0.17%	0.18%	0.18%	0.18%	0.17%		
			TLU	Total de Llamadas Interrumpidas del Total de Llamadas Establecidas (por departamento y la Provincia Constitucional del Callao)	<=2%	AMAZONAS	0.52%	0.49%	0.46%	0.42%	0.42%	0.41%	0.41%	0.41%	0.41%	0.40%	0.42%	0.45%
						ANCASH	0.30%	0.30%	0.33%	0.35%	0.36%	0.38%	0.35%	0.36%	0.39%	0.39%	0.38%	0.36%
						APIRIMAC	0.52%	0.49%	0.49%	0.54%	0.52%	0.52%	0.53%	0.54%	0.49%	0.48%	0.49%	0.52%
						AREQUIPA	0.43%	0.38%	0.39%	0.39%	0.41%	0.34%	0.36%	0.38%	0.38%	0.39%	0.36%	0.36%
						AYACUCHO	0.82%	0.83%	0.83%	0.84%	0.77%	0.73%	0.70%	0.70%	0.71%	0.72%	0.72%	0.69%
						CAJAMARCA	0.46%	0.45%	0.48%	0.57%	0.60%	0.56%	0.53%	0.55%	0.53%	0.51%	0.54%	0.47%
						CUSCO	0.39%	0.40%	0.42%	0.46%	0.44%	0.41%	0.42%	0.42%	0.42%	0.43%	0.44%	0.41%
						HUANCAVELICA	0.81%	0.78%	0.83%	0.88%	0.90%	0.89%	0.86%	0.85%	0.86%	0.84%	0.80%	0.79%
						HUANUCO	0.77%	0.69%	0.71%	0.75%	0.79%	0.73%	0.73%	0.74%	0.73%	0.72%	0.76%	0.73%
						ICA	0.49%	0.44%	0.43%	0.45%	0.43%	0.48%	0.44%	0.46%	0.45%	0.44%	0.51%	0.56%
JUNIN	0.55%	0.50%				0.55%	0.61%	0.58%	0.56%	0.53%	0.55%	0.58%	0.56%	0.59%	0.52%			
LA LIBERTAD	0.26%	0.27%				0.29%	0.30%	0.34%	0.30%	0.29%	0.30%	0.32%	0.30%	0.32%	0.27%			
LAMBAYEQUE	0.18%	0.17%				0.18%	0.19%	0.19%	0.21%	0.29%	0.24%	0.24%	0.22%	0.23%	0.47%			
LIMA	0.34%	0.34%				0.34%	0.33%	0.34%	0.35%	0.35%	0.36%	0.36%	0.36%	0.37%	0.36%			
LORETO	0.78%	0.77%				0.73%	0.80%	0.68%	0.60%	0.60%	0.75%	0.65%	0.58%	0.67%	0.71%			
MADRE DE DIOS	0.36%	0.32%				0.31%	0.30%	0.30%	0.31%	0.35%	0.35%	0.35%	0.35%	0.32%	0.31%			
MOQUEGUA	0.37%	0.36%	0.37%	0.38%	0.37%	0.37%	0.37%	0.39%	0.39%	0.39%	0.39%	0.37%	0.35%					
PASCO	0.51%	0.50%	0.47%	0.50%	0.54%	0.50%	0.52%	0.53%	0.66%	0.48%	0.61%	0.60%						
PIURA	0.26%	0.23%	0.28%	0.28%	0.25%	0.24%	0.24%	0.25%	0.25%	0.27%	0.28%	0.24%						
PUÑO	0.52%	0.51%	0.53%	0.48%	0.48%	0.44%	0.46%	0.47%	0.48%	0.52%	0.55%	0.55%						
SAN MARTIN	0.59%	0.60%	0.60%	0.65%	0.62%	0.59%	0.59%	0.58%	0.58%	0.60%	0.67%	0.60%						
TACNA	0.29%	0.28%	0.30%	0.27%	0.29%	0.31%	0.29%	0.31%	0.28%	0.29%	0.28%	0.26%	0.27%					
TUMBES	0.15%	0.13%	0.14%	0.15%	0.14%	0.13%	0.14%	0.14%	0.14%	0.15%	0.15%	0.13%						
UCAYALI	0.59%	0.48%	0.51%	0.53%	0.54%	0.53%	0.54%	0.53%	0.50%	0.52%	0.52%	0.49%						

EMPRESA: América Móvil Perú S.A.C
SERVICIO: Servicio Acceso a Internet
AÑO: 2021

INDICADOR	FÓRMULA	META	ENE	FEB	MAR	ABR	MAY	JUN	JUL	AGO	SEP	OCT	NOV	DIC
TASA DE INCIDENCIA DE FALLAS	Averías Reportadas / Líneas en Servicio	<=2.00%	0.00%	0.02%	0.03%	0.01%	0.01%	0.01%	0.01%	0.01%	0.01%	0.01%	0.01%	0.00%
	Averías Reparadas del Total de averías reportadas	< 24 Hrs	93.10%	94.74%	96.26%	68.75%	63.46%	36.21%	85.71%	88.24%	90.28%	75.88%	91.84%	90.48%
TASA DE OCUPACIÓN DE ENLACES			http://www.claro.com.pe/wps/portal/pe/sc/personas/internet/mide-tu-velocidad											
TASA DE TRANSFERENCIA DE PAQUETES			https://static.claro.com.pe/imo/otros/manual_mide_tu_velocidad.pdf											

EMPRESA: América Móvil Perú S.A.C
SERVICIO: Telefonía de Uso Público
AÑO: 2021

INDICADOR	FÓRMULA	META	ENE	FEB	MAR	ABR	MAY	JUN	JUL	AGO	SEP	OCT	NOV	DIC
TASA DE REPARACIONES	Averías Reparadas en <24 hrs. del total de reportadas o detectadas	<24 horas >=80.00%	62.12%	81.42%	63.57%	84.01%	81.04%	81.21%	83.94%	82.16%	81.41%	82.20%	83.25%	81.03%

EMPRESA: América Móvil Perú S.A.C
SERVICIO: Distribución de radiodifusión por cable
AÑO: 2021

INDICADOR	FÓRMULA	META	ENE	FEB	MAR	ABR	MAY	JUN	JUL	AGO	SEP	OCT	NOV	DIC
TASA DE INCIDENCIA DE FALLAS	Fallas o averías reportadas en el mes / Cantidad de servicios activos en el mes	<=2.00%	0.02%	0.03%	0.03%	0.05%	0.03%	0.04%	0.02%	0.02%	0.01%	0.02%	0.03%	0.00%