

Empresa: América Movil S.A.C.
 Servicio: Telefonía Fija
 Año: 2023



| Indicador | Fórmula | Meta | Enero | Febrero | Marzo | Abril | Mayo | Junio | Julio | Agosto | Septiembre | Octubre | Noviembre | Diciembre | |
|------------------------------|--|----------|----------|---------|--------|--------|---------|---------|---------|---------|------------|---------|-----------|-----------|---------|
| Tasa de Incidencia de Fallas | Averías Reportadas / Líneas en Servicio | <=1.60% | 0.03% | 0.02% | 0.02% | 0.02% | 0.03% | 0.03% | 0.02% | 0.03% | 0.03% | 0.03% | 0.02% | 0.02% | |
| | Averías Reportadas del Total | <24 Hrs | - | 24.71% | 32.56% | 35.77% | 34.53% | 47.18% | 52.56% | 59.52% | 47.52% | 58.90% | 70.92% | 72.36% | 60.34% |
| Tasa de Llamadas Completadas | Llamadas Completadas / Total de Intentos de Llamadas | Local | >=95.00% | 99.90% | 99.94% | 96.64% | 99.78% | 99.85% | 98.04% | 97.89% | 99.63% | 40.73% | 98.02% | 98.21% | 99.82% |
| | | LDN | - | 100.00% | 98.23% | 99.28% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| | LDI | - | 99.26% | 97.04% | 95.32% | 97.28% | 97.89% | 99.71% | 98.85% | 98.22% | 98.25% | 96.21% | 96.21% | 90.49% | |
| | Telefonica del Peru | - | 2.74% | 39.91% | 32.29% | 39.05% | 47.21% | 34.64% | 53.19% | 22.29% | 25.86% | 26.77% | 4.71% | 27.70% | |
| | Telefonica Moviles | - | 54.12% | 43.18% | 48.13% | 50.51% | 45.61% | 42.11% | 55.92% | 55.28% | 30.97% | 47.11% | 37.91% | 48.79% | |
| | Convergencia | - | 9.09% | 28.40% | 85.71% | 6.56% | 6.90% | 26.67% | 38.64% | 73.49% | 61.33% | 55.00% | 29.94% | 13.75% | |
| | ASR | - | 99.14% | 99.11% | 97.30% | 98.10% | 97.62% | 96.97% | 97.71% | 100.00% | 97.63% | 95.39% | 100.00% | 98.89% | |
| | Llamadas Contestadas / Total de Intentos de Llamadas | >=70.00% | 99.50% | 98.36% | 92.26% | 95.54% | 98.41% | 98.20% | 99.70% | 97.25% | 98.58% | 97.41% | 97.38% | 94.19% | |
| | 10X | - | 34.48% | 43.33% | 90.48% | 30.43% | 67.74% | 48.88% | 41.18% | 11.90% | 23.81% | 40.91% | 44.44% | 50.00% | |
| | 19XX | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| 0 800 XXXX | - | - | 96.72% | 95.76% | 81.70% | 63.40% | 91.22% | 88.42% | 91.67% | 65.24% | 93.07% | 75.34% | 98.33% | 82.76% | |

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|----------------------------------|--|---------|---------------|---------|-------|-------|-------|-------|-------|--------|------------|---------|-----------|-----------|-------|-------|
| Tasa de Intentos No Establecidos | Número de Intentos No Establecidos / Total de Intentos | <=3.00% | AMAZONAS | 0.44% | 0.21% | 0.30% | 0.17% | 0.28% | 0.20% | 0.21% | 0.53% | 0.23% | 0.24% | 2.50% | 0.18% | |
| | | | ANCASH | 0.24% | 0.22% | 0.34% | 0.28% | 0.25% | 0.37% | 0.34% | 0.59% | 0.46% | 0.39% | 0.28% | 0.35% | |
| | | | APURIMAC | 0.19% | 0.19% | 0.26% | 0.27% | 0.35% | 0.23% | 0.22% | 0.23% | 0.21% | 0.22% | 0.22% | 0.29% | 0.23% |
| | | | AREQUIPA | 0.21% | 0.29% | 0.20% | 0.21% | 0.21% | 0.16% | 0.17% | 0.20% | 0.24% | 0.16% | 0.35% | 0.26% | |
| | | | AYACUCHO | 0.95% | 0.33% | 0.33% | 0.31% | 0.31% | 0.29% | 0.28% | 0.29% | 0.27% | 0.28% | 0.25% | 0.25% | |
| | | | CAJAMARCA | 0.37% | 0.62% | 0.42% | 0.33% | 0.29% | 0.27% | 0.32% | 0.33% | 0.33% | 0.36% | 0.35% | 0.31% | |
| | | | CUSCO | 0.23% | 0.23% | 0.26% | 0.27% | 0.25% | 0.25% | 0.25% | 0.25% | 0.28% | 0.27% | 0.25% | 0.25% | |
| | | | HUANCAVELICA | 0.19% | 0.25% | 0.21% | 0.21% | 0.21% | 1.20% | 0.35% | 0.67% | 0.20% | 0.30% | 0.20% | 0.19% | |
| | | | HUANUCO | 0.45% | 0.59% | 0.81% | 1.14% | 0.58% | 0.58% | 0.60% | 1.04% | 0.76% | 0.82% | 0.90% | 0.69% | |
| | | | ICA | 0.17% | 0.17% | 0.17% | 0.12% | 0.14% | 0.13% | 0.13% | 0.13% | 0.14% | 0.19% | 0.13% | 0.17% | |
| | | | JUNIN | 0.40% | 0.38% | 0.47% | 0.41% | 0.53% | 0.36% | 0.45% | 0.37% | 0.58% | 0.59% | 0.82% | 0.39% | |
| | | | LA LIBERTAD | 0.17% | 0.22% | 0.46% | 0.17% | 0.23% | 0.29% | 0.27% | 0.28% | 0.39% | 0.53% | 0.36% | 0.31% | |
| | | | LAMBAYEQUE | 0.16% | 0.26% | 0.38% | 0.22% | 0.14% | 0.09% | 0.18% | 1.60% | 0.38% | 0.31% | 0.28% | 0.91% | |
| | | | LIMA | 0.21% | 0.27% | 0.20% | 0.23% | 0.19% | 0.20% | 0.17% | 0.22% | 0.18% | 0.15% | 0.20% | 0.21% | |
| | | | LORETO | 0.32% | 0.37% | 0.37% | 0.36% | 0.38% | 0.40% | 0.31% | 0.39% | 0.35% | 0.35% | 0.38% | 0.39% | |
| | | | MADRE DE DIOS | 0.20% | 0.17% | 0.15% | 0.18% | 0.17% | 0.16% | 0.17% | 0.14% | 0.14% | 0.20% | 0.22% | 0.15% | |
| | | | MOQUEGUA | 0.10% | 0.11% | 0.11% | 0.19% | 0.59% | 0.11% | 0.11% | 0.11% | 0.14% | 0.15% | 0.40% | 0.44% | |
| | | | PASCO | 0.25% | 0.25% | 0.76% | 0.24% | 0.27% | 0.26% | 0.28% | 0.26% | 0.27% | 0.28% | 0.29% | 0.27% | |
| | | | PIURA | 0.15% | 0.17% | 0.19% | 0.17% | 0.14% | 0.12% | 0.14% | 0.18% | 0.16% | 0.19% | 0.17% | 0.15% | |
| | | | PUNO | 0.23% | 0.20% | 0.19% | 0.19% | 0.23% | 0.17% | 0.21% | 0.24% | 0.22% | 0.27% | 0.26% | 0.25% | |
| SAN MARTIN | 0.33% | 0.31% | 0.33% | 0.43% | 0.36% | 0.32% | 0.27% | 0.28% | 0.27% | 0.65% | 0.32% | 0.30% | | | | |
| TACNA | 0.09% | 0.09% | 0.08% | 0.12% | 0.11% | 0.09% | 0.09% | 0.09% | 0.21% | 0.10% | 0.10% | 0.09% | | | | |
| TUMBES | 0.10% | 0.07% | 0.60% | 0.09% | 0.09% | 0.07% | 0.08% | 0.13% | 0.07% | 0.07% | 0.11% | 0.15% | | | | |
| UCAYALI | 0.35% | 0.29% | 0.29% | 0.77% | 0.30% | 0.37% | 0.30% | 0.34% | 0.32% | 0.34% | 0.35% | 0.30% | | | | |

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 Servicio: Servicio Publico Movil
 Año: 2023

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|--------------------------------|---|---------|---------------|---------|-------|-------|-------|-------|-------|--------|------------|---------|-----------|-----------|-------|
| Tasa de Llamadas Interrumpidas | Número de Llamadas Interrumpidas del Total de Llamadas Establecidas | <=2.00% | AMAZONAS | 0.50% | 0.53% | 0.54% | 0.53% | 0.56% | 0.54% | 0.57% | 0.63% | 0.54% | 0.54% | 0.59% | 0.51% |
| | | | ANCASH | 0.42% | 0.41% | 0.51% | 0.47% | 0.47% | 0.49% | 0.49% | 0.52% | 0.54% | 0.53% | 0.51% | 0.53% |
| | | | APURIMAC | 0.63% | 0.67% | 0.75% | 0.76% | 0.74% | 0.75% | 0.75% | 0.73% | 0.70% | 0.69% | 0.73% | 0.83% |
| | | | AREQUIPA | 0.53% | 0.60% | 0.55% | 0.54% | 0.55% | 0.52% | 0.51% | 0.54% | 0.53% | 0.51% | 0.51% | 0.51% |
| | | | AYACUCHO | 0.94% | 1.04% | 1.02% | 1.68% | 1.02% | 0.95% | 0.93% | 0.95% | 0.94% | 0.94% | 0.94% | 0.94% |
| | | | CAJAMARCA | 0.71% | 0.86% | 0.83% | 0.86% | 0.76% | 0.75% | 0.78% | 0.80% | 0.78% | 0.80% | 0.81% | 0.72% |
| | | | CUSCO | 0.58% | 0.60% | 0.67% | 0.67% | 0.68% | 0.66% | 0.66% | 0.69% | 0.70% | 0.72% | 0.71% | 0.67% |
| | | | HUANCAVELICA | 0.95% | 1.05% | 1.01% | 1.92% | 1.06% | 1.03% | 1.01% | 1.06% | 1.02% | 1.11% | 1.08% | 1.04% |
| | | | HUANUCO | 0.81% | 0.83% | 0.94% | 1.01% | 0.98% | 0.96% | 0.94% | 0.93% | 0.99% | 0.98% | 1.00% | 0.92% |
| | | | ICA | 0.66% | 0.64% | 0.73% | 0.64% | 0.64% | 0.69% | 0.65% | 0.67% | 0.75% | 0.80% | 0.69% | 0.72% |
| | | | JUNIN | 0.63% | 0.62% | 0.69% | 0.70% | 0.74% | 0.70% | 0.67% | 0.69% | 0.71% | 0.77% | 0.76% | 0.67% |
| | | | LA LIBERTAD | 0.37% | 0.38% | 0.59% | 0.41% | 0.43% | 0.46% | 0.43% | 0.46% | 0.50% | 0.51% | 0.53% | 0.44% |
| | | | LAMBAYEQUE | 0.28% | 0.31% | 0.54% | 0.48% | 0.31% | 0.28% | 0.32% | 0.27% | 0.30% | 0.28% | 0.24% | 0.83% |
| | | | LIMA | 0.53% | 0.55% | 0.54% | 0.50% | 0.52% | 0.51% | 0.52% | 0.54% | 0.50% | 0.48% | 0.51% | 0.52% |
| | | | LORETO | 0.56% | 0.63% | 0.57% | 0.61% | 0.59% | 0.59% | 0.63% | 0.71% | 0.65% | 0.64% | 0.78% | 0.65% |
| | | | MADRE DE DIOS | 0.62% | 0.56% | 0.58% | 0.64% | 0.66% | 0.66% | 0.73% | 0.68% | 0.68% | 0.74% | 0.83% | 0.71% |
| | | | MOQUEGUA | 0.33% | 0.39% | 0.37% | 0.39% | 0.57% | 0.40% | 0.38% | 0.41% | 0.43% | 0.46% | 0.58% | 0.49% |
| PASCO | 0.65% | 0.69% | 0.82% | 0.68% | 0.71% | 0.70% | 0.73% | 0.71% | 0.74% | 0.77% | 0.77% | 0.73% | | | |

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 Servicio: Servicio Publico Movil
 Año: 2023

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|--------------------------------|---|---------|------------|---------|-------|-------|-------|-------|-------|--------|------------|---------|-----------|-----------|-------|
| Tasa de Llamadas Interrumpidas | Número de Llamadas Interrumpidas del Total de Llamadas Establecidas | <=2.00% | PIURA | 0.35% | 0.37% | 0.40% | 0.40% | 0.34% | 0.32% | 0.34% | 0.32% | 0.31% | 0.38% | 0.33% | 0.34% |
| | | | PUNO | 0.64% | 0.65% | 0.70% | 0.68% | 0.64% | 0.63% | 0.69% | 0.71% | 0.70% | 0.78% | 0.78% | 0.71% |
| | | | SAN MARTIN | 0.75% | 0.76% | 0.81% | 0.87% | 0.89% | 0.81% | 0.75% | 0.78% | 0.76% | 0.98% | 0.79% | 0.75% |
| | | | TACNA | 0.26% | 0.30% | 0.31% | 0.31% | 0.32% | 0.29% | 0.33% | 0.35% | 0.41% | 0.34% | 0.35% | 0.36% |
| | | | TUMBES | 0.23% | 0.20% | 0.30% | 0.21% | 0.22% | 0.19% | 0.27% | 0.35% | 0.18% | 0.20% | 0.29% | 0.21% |
| | | | UCAYALI | 0.64% | 0.65% | 0.60% | 0.80% | 0.70% | 0.74% | 0.73% | 0.77% | 0.70% | 0.69% | 0.74% | 0.60% |

Empresa: América Movil S.A.C.
 Servicio: Servicio de Acceso a Internet
 Año: 2023

| Indicador | Fórmula | Meta | Enero | Febrero | Marzo | Abril | Mayo | Junio | Julio | Agosto | Septiembre | Octubre | Noviembre | Diciembre |
|------------------------------|--|---------|--------|---------|--------|--------|--------|--------|--------|--------|------------|---------|-----------|-----------|
| Tasa de incidencia de Fallas | Averías Reportadas / Líneas en Servicio | <=2.00% | 0.09% | 0.08% | 0.09% | 0.08% | 0.09% | 0.08% | 0.07% | 0.08% | 0.08% | 0.11% | 0.08% | 0.07% |
| | Averías Reparadas del total de averías reportadas | <24 Hrs | 34.36% | 31.30% | 36.70% | 30.66% | 49.46% | 61.40% | 60.75% | 57.09% | 61.81% | 64.13% | 65.59% | 56.07% |
| Tasa de Ocupación de Enlaces | http://www.claro.com.pe/wps/portal/pe/sc/personas/internet/mide-tu-velocidad http://www.claro.com.pe/portal/recursos/pe/pdf/Tasa-de-ocupacion.pdf | | | | | | | | | | | | | |

Empresa: América Movil S.A.C.
 Servicio: Telefonía de Uso Público
 Año: 2023

| 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% | 82.27% | 81.77% | 83.23% | 84.04% | 84.18% | 80.41% | 86.46% | 87.64% | 86.67% | 87.06% | 80.77% | 82.86% |

Empresa: América Movil S.A.C.
 Servicio: Distribución de radiodifusión por Cable
 Año: 2023

| 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% | 0.23% | 0.24% | 0.24% | 0.22% | 0.21% | 0.16% | 0.20% | 0.22% | 0.18% | 0.21% | 0.18% | 0.18% |