

Empresa: América Movil S.A.C.
 Servicio: Telefonía Fija
 Año: 2016



Indicador	Fórmula	Meta	Enero	Febrero	Marzo	Abril	Mayo	Junio	Julio	Agosto	Setiembre	Octubre	Noviembre	Diciembre	
Tasa de Incidencia de Fallas	Averías Reportadas / Líneas en Servicio	<=1.60%	0.06%	0.04%	0.03%	0.04%	0.03%	0.02%	0.02%	0.02%	0.02%	0.02%	0.52%	0.41%	
	Averías Reportadas del Total	<24 Hrs	-	29.24%	23.21%	41.78%	34.08%	41.33%	55.56%	60.16%	70.41%	39.20%	39.60%	45.80%	46.03%
Tasa de Llamadas Completadas	Llamadas Completadas / Total de Intentos de Llamadas	Local	>=95.00%	99.10%	88.19%	94.49%	98.68%	99.17%	99.01%	98.96%	92.81%	98.98%	99.29%	99.26%	99.46%
		LDN	-	99.01%	90.58%	99.16%	99.53%	99.10%	98.84%	99.05%	99.26%	97.47%	98.66%	95.99%	96.15%
		LDI	-	96.81%	83.93%	98.39%	96.29%	98.07%	96.76%	96.90%	87.54%	99.53%	90.59%	96.25%	99.73%
	ASR Llamadas Contestadas / Total de Intentos de Llamadas	Telefonica del Perú	-	58.10%	57.25%	58.13%	25.81%	61.41%	62.70%	64.16%	55.67%	15.62%	51.62%	59.10%	65.62%
		Telefonica Moviles	-	39.95%	41.60%	38.50%	39.43%	28.40%	34.97%	38.43%	30.95%	32.99%	18.38%	10.46%	82.38%
		Convergencia	-	2.66%	8.92%	26.06%	66.01%	51.46%	65.95%	7.45%	93.31%	45.11%	46.44%	66.86%	28.20%
		10X	>=70.00%	89.52%	34.19%	54.71%	82.97%	94.92%	98.29%	98.77%	32.23%	76.61%	97.95%	98.76%	98.59%
		1XY	-	85.59%	35.41%	53.75%	80.72%	95.84%	98.85%	99.34%	97.42%	98.88%	98.80%	99.25%	96.64%
		19XX	-	48.81%	48.54%	48.35%	51.08%	56.50%	56.38%	60.58%	37.84%	78.63%	65.45%	50.41%	57.05%
		0 800 XXXX	-	72.22%	97.00%	95.37%	90.53%	92.32%	95.22%	96.44%	85.08%	97.09%	21.00%	97.39%	76.38%

Empresa: América Movil S.A.C.
 Servicio: Servicio Publico Movil
 Año: 2016

Indicador	Fórmula	Meta	Enero	Febrero	Marzo	Abril	Mayo	Junio	Julio	Agosto	Setiembre	Octubre	Noviembre	Diciembre		
Tasa de Intentos No Establecidos	Número de Intentos No Establecidos / Total de Intentos	<=3.00%	AMAZONAS	1.18%	1.60%	1.53%	1.48%	2.66%	2.39%	1.98%	1.10%	0.45%	0.36%	0.47%		
			ANCASH	1.04%	1.80%	1.00%	1.20%	0.84%	0.95%	1.12%	1.04%	1.25%	0.74%	0.91%	1.72%	
			APURIMAC	1.22%	1.81%	1.26%	1.04%	1.93%	1.34%	1.10%	1.09%	1.57%	0.75%	0.78%	0.81%	
			AREQUIPA	0.59%	0.71%	0.71%	0.73%	0.78%	0.61%	0.44%	0.40%	0.45%	0.42%	0.34%	0.36%	
			AYACUCHO	1.39%	1.38%	1.79%	1.27%	2.14%	1.27%	1.24%	1.27%	1.23%	1.23%	0.70%	0.53%	0.56%
			CAJAMARCA	1.45%	2.29%	1.60%	1.66%	1.59%	1.24%	1.30%	1.13%	1.08%	0.87%	0.55%	0.67%	
			CUSCO	1.67%	1.60%	2.14%	1.69%	1.19%	1.07%	0.72%	0.95%	0.74%	0.74%	0.68%	0.64%	
			HUANCAVELICA	1.15%	1.62%	1.24%	1.09%	2.49%	1.52%	1.86%	1.29%	0.95%	1.05%	1.24%	1.09%	
			HUANUCO	1.11%	1.06%	1.12%	1.17%	1.71%	1.41%	1.19%	1.90%	0.78%	0.68%	0.72%	0.78%	
			ICA	0.98%	0.90%	0.92%	0.74%	0.97%	0.78%	0.58%	0.80%	0.50%	0.74%	0.68%	0.37%	
			JUNIN	1.06%	1.63%	1.09%	1.12%	1.88%	1.01%	0.76%	1.44%	0.75%	0.61%	0.59%	0.66%	
			LA LIBERTAD	0.82%	0.92%	0.79%	0.92%	0.90%	2.63%	2.48%	2.14%	0.88%	0.92%	0.46%	0.45%	
			LAMBAYEQUE	0.91%	0.82%	0.75%	0.61%	0.57%	0.61%	0.65%	0.70%	0.61%	0.44%	0.38%	0.41%	
			LIMA	0.69%	0.70%	0.52%	0.67%	0.47%	0.46%	0.44%	0.43%	0.37%	0.65%	0.27%	0.28%	
			LORETO	0.99%	1.16%	1.15%	1.10%	0.93%	0.85%	0.83%	0.93%	0.84%	0.71%	0.65%	1.45%	
			MADRE DE DIOS	0.74%	0.77%	0.76%	0.94%	2.42%	0.77%	0.81%	0.74%	0.72%	0.74%	0.63%	0.42%	
			MOQUEGUA	0.58%	0.49%	0.43%	0.46%	0.45%	0.88%	0.41%	0.46%	0.46%	0.43%	0.38%	0.36%	
			PASCO	1.20%	0.86%	0.87%	0.87%	1.45%	1.08%	0.83%	1.50%	0.55%	0.56%	0.50%	0.46%	
			PIURA	1.17%	1.07%	1.20%	1.25%	1.26%	1.11%	1.12%	1.15%	0.83%	0.61%	0.94%	0.53%	
			PUNO	1.27%	1.22%	2.86%	1.34%	1.85%	1.17%	0.98%	0.98%	0.70%	0.77%	0.71%	0.64%	
			SAN MARTIN	1.22%	1.33%	1.23%	1.29%	1.31%	2.34%	1.42%	1.42%	1.26%	1.15%	0.78%	0.64%	
			TACNA	0.48%	0.50%	0.45%	0.45%	0.94%	2.23%	0.48%	0.42%	0.28%	0.27%	0.23%	0.20%	
			TUMBES	0.60%	0.61%	0.82%	0.63%	0.60%	0.68%	0.81%	0.77%	2.11%	0.41%	0.24%	0.24%	
UCAYALI	0.94%	1.06%	1.88%	1.15%	1.08%	1.03%	1.06%	1.76%	0.57%	0.51%	0.62%	0.56%				

Empresa: América Movil S.A.C.
 Servicio: Servicio Publico Movil
 Año: 2016

Indicador	Fórmula	Meta	Enero	Febrero	Marzo	Abril	Mayo	Junio	Julio	Agosto	Setiembre	Octubre	Noviembre	Diciembre	
Tasa de Llamadas Interrumpidas	Número de Llamadas Interrumpidas del Total de Llamadas Establecidas	<=2.00%	AMAZONAS	0.67%	0.63%	0.70%	0.75%	0.86%	0.96%	0.85%	0.72%	0.76%	0.74%	0.64%	0.84%
			ANCASH	0.53%	0.63%	0.56%	0.57%	0.59%	0.61%	0.62%	0.70%	0.71%	0.78%	0.73%	0.90%
			APURIMAC	0.56%	0.58%	0.65%	0.62%	0.68%	0.73%	0.75%	0.82%	0.78%	0.67%	0.66%	0.76%
			AREQUIPA	0.31%	0.32%	0.38%	0.39%	0.43%	0.39%	0.30%	0.39%	0.41%	0.39%	0.36%	0.40%
			AYACUCHO	0.66%	0.71%	0.69%	0.62%	0.65%	0.65%	0.67%	0.74%	0.87%	0.83%	0.72%	0.83%
			CAJAMARCA	0.74%	0.75%	0.78%	0.88%	0.96%	0.89%	0.88%	0.88%	0.95%	1.04%	0.89%	1.10%
			CUSCO	0.92%	0.97%	1.00%	0.91%	0.82%	0.78%	0.74%	0.70%	0.65%	0.62%	0.57%	0.63%
			HUANCAVELICA	0.93%	0.86%	0.84%	0.76%	0.86%	0.95%	1.00%	0.99%	1.12%	1.19%	1.07%	1.17%
			HUANUCO	0.78%	0.81%	0.88%	0.86%	0.89%	0.85%	0.84%	0.91%	0.87%	0.96%	0.99%	1.23%
			ICA	0.56%	0.50%	0.42%	0.45%	0.52%	0.51%	0.49%	0.42%	0.51%	0.52%	0.43%	0.48%
			JUNIN	0.55%	0.55%	0.58%	0.51%	0.56%	0.61%	0.54%	0.66%	0.64%	0.64%	0.56%	0.64%
			LA LIBERTAD	0.59%	0.58%	0.58%	0.63%	0.72%	0.77%	0.65%	0.65%	0.63%	0.78%	0.64%	0.71%
			LAMBAYEQUE	0.42%	0.48%	0.48%	0.49%	0.48%	0.51%	0.51%	0.53%	0.40%	0.46%	0.43%	0.57%
			LIMA	0.61%	0.61%	0.59%	0.56%	0.53%	0.58%	0.53%	0.50%	0.54%	0.56%	0.44%	0.49%
			LORETO	0.81%	0.64%	0.79%	0.69%	0.61%	0.54%	0.69%	0.68%	0.70%	0.83%	0.65%	0.76%
			MADRE DE DIOS	0.46%	0.50%	0.51%	0.56%	0.58%	0.54%	0.60%	0.53%	0.51%	0.57%	0.63%	0.53%
			MOQUEGUA	0.36%	0.29%	0.29%	0.30%	0.33%	0.39%	0.31%	0.35%	0.43%	0.51%	0.33%	0.35%
PASCO	0.57%	0.71%	0.73%	0.64%	0.76%	0.91%	0.76%	0.85%	0.72%	0.67%	0.55%	0.61%			

Empresa: América Movil S.A.C.
 Servicio: Servicio Publico Movil
 Año: 2016

Indicador	Fórmula	Meta	Enero	Febrero	Marzo	Abril	Mayo	Junio	Julio	Agosto	Setiembre	Octubre	Noviembre	Diciembre	
Tasa de Llamadas Interrumpidas	Número de Llamadas Interrumpidas del Total de Llamadas Establecidas	<=2.00%	PIURA	0.60%	0.58%	0.64%	0.68%	0.72%	0.77%	0.74%	0.78%	0.71%	0.78%	0.76%	0.66%
			PUNO	0.64%	0.73%	0.73%	0.63%	0.63%	0.67%	0.64%	0.64%	0.52%	0.51%	0.55%	0.56%
			SAN MARTIN	0.92%	0.92%	0.88%	0.94%	0.96%	0.96%	0.98%	1.00%	0.98%	1.02%	0.92%	1.01%
			TACNA	0.29%	0.30%	0.29%	0.30%	0.31%	0.40%	0.33%	0.33%	0.31%	0.28%	0.27%	0.26%
			TUMBES	0.39%	0.46%	0.40%	0.47%	0.52%	0.57%	0.50%	0.51%	0.57%	0.59%	0.42%	0.44%
			UCAYALI	0.78%	0.83%	0.95%	0.79%	0.76%	0.79%	0.78%	0.83%	0.77%	0.82%	0.88%	0.86%

Empresa: América Movil S.A.C.
 Servicio: Servicio de Acceso a Internet
 Año: 2016

Indicador	Fórmula	Meta	Enero	Febrero	Marzo	Abril	Mayo	Junio	Julio	Agosto	Setiembre	Octubre	Noviembre	Diciembre
Tasa de incidencia de Fallas	Averías Reportadas / Líneas en Servicio	<=2.00%	0.02%	0.01%	0.01%	0.01%	0.01%	0.01%	0.01%	0.01%	0.00%	0.00%	0.00%	0.00%
	Averías Reparadas del total de averías reportadas	<24 Hrs	-	25.71%	24.37%	50.00%	31.21%	36.08%	53.69%	61.95%	58.98%	42.34%	50.19%	58.25%
Tasa de Ocupacion de Enlaces	http://www.claro.com.pe/wps/portal/pe/sc/personas/internet/mide-tu-velocidad													

Empresa: América Movil S.A.C.
 Servicio: Telefonía de Uso Público
 Año: 2016

Indicador	Fórmula	Meta	Enero	Febrero	Marzo	Abril	Mayo	Junio	Julio	Agosto	Setiembre	Octubre	Noviembre	Diciembre	
Tasa de Reparaciones	Averías Reparadas en <24 hrs. Del total de reportadas o detectadas	<24 horas	>=80.00%	80.01%	81.21%	81.71%	82.24%	82.37%	80.29%	80.41%	80.49%	82.63%	84.57%	84.44%	84.00%

Empresa: América Movil S.A.C.
 Servicio: Distribución de radiodifusión por Cable
 Año: 2016

Indicador	Fórmula	Meta	Enero	Febrero	Marzo	Abril	Mayo	Junio	Julio	Agosto	Setiembre	Octubre	Noviembre	Diciembre
Tasa de incidencia de Fallas	Fallas o averías reportadas en el mes / Cantidad de servicios en el mes	<=2.00%	0.52%	0.33%	0.24%	0.20%	0.36%	0.24%	0.03%	0.04%	0.04%	0.03%	0.01%	0.01%