

ANEXO14

EMPRESA: América Móvil Perú S.A.C
 SERVICIO: Servicio de Telefonía Fija
 AÑO : 2023

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%	0.02%	0.02%	0.02%	0.03%	0.03%	0.02%	0.03%	0.03%	0.03%	0.02%	0.02%	
	Averías Reparadas del Total de Averías Reportadas	< 24 Hrs	24.71%	32.56%	35.77%	34.53%	47.18%	52.56%	47.52%	58.90%	47.52%	58.90%	70.92%	60.34%	
TASA DE LLAMADAS COMPLETADAS	Llamadas Completadas/Total de Intentos de Llamadas	Local	>=95%	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%	98.22%	98.25%	98.25%	96.21%	96.21%	90.49%
	ASR Llamadas Contestadas/ Total de Intentos de Llamadas	Telefonica del Perú	-	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%
		10X	>= 70%	99.14%	99.11%	97.30%	98.10%	97.62%	96.97%	97.71%	100.00%	97.63%	95.39%	100.00%	98.89%
		1XY	-	99.50%	98.36%	92.26%	95.54%	98.41%	96.20%	99.70%	97.25%	98.58%	97.41%	97.38%	94.19%
		19XX	-	34.48%	43.33%	90.48%	30.43%	67.74%	46.88%	41.18%	11.90%	23.81%	40.91%	44.44%	50.00%
		0800 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%

EMPRESA: América Móvil Perú S.A.C
 SERVICIO: Servicio de Telefonía Móvil
 AÑO : 2023

INDICADOR	FÓRMULA	META	ENE	FEB	MAR	ABR	MAY	JUN	JUL	AGO	SEP	OCT	NOV	DIC		
TINE	Número de Intentos No Establecidos / Total de Intentos (por departamento y la Provincia Constitucional del Callao)	<=3%	AMAZONAS	0.44%	0.21%	0.30%	0.17%	0.28%	0.20%	0.21%	0.53%	0.23%	0.11%	2.23%	0.08%	
			ANCASH	0.24%	0.22%	0.34%	0.28%	0.25%	0.37%	0.34%	0.59%	0.46%	0.11%	0.08%	0.14%	
			APURIMAC	0.19%	0.19%	0.26%	0.27%	0.35%	0.23%	0.22%	0.23%	0.21%	0.24%	0.48%	0.25%	
			AREQUIPA	0.21%	0.29%	0.20%	0.21%	0.21%	0.16%	0.17%	0.20%	0.24%	0.15%	0.36%	0.15%	
			AYACUCHO	0.95%	0.33%	0.33%	0.31%	0.31%	0.29%	0.28%	0.29%	0.27%	0.23%	0.22%	0.22%	
			CAJAMARCA	0.37%	0.62%	0.42%	0.33%	0.33%	0.29%	0.32%	0.33%	0.29%	0.33%	0.12%	1.08%	0.12%
			CUSCO	0.23%	0.23%	0.26%	0.27%	0.25%	0.25%	0.25%	0.25%	0.28%	0.25%	0.25%	0.25%	0.25%
			HUANCAVELICA	0.19%	0.25%	0.21%	0.21%	0.21%	1.20%	0.35%	0.67%	0.20%	0.12%	0.11%	0.11%	0.10%
			HUANUCO	0.45%	0.59%	0.80%	1.14%	0.58%	0.60%	0.58%	1.04%	0.76%	0.31%	0.31%	0.78%	0.59%
			ICA	0.17%	0.17%	0.17%	0.12%	0.14%	0.13%	0.13%	0.13%	0.14%	0.12%	0.09%	0.18%	
			JUNIN	0.40%	0.38%	0.47%	0.40%	0.53%	0.36%	0.45%	0.37%	0.58%	0.67%	0.52%	0.35%	
			LA LIBERTAD	0.17%	0.22%	0.46%	0.17%	0.23%	0.29%	0.27%	0.28%	0.39%	0.12%	0.08%	0.09%	
			LAMBAYEQUE	0.16%	0.26%	0.38%	0.22%	0.14%	0.09%	0.18%	1.60%	0.38%	0.08%	0.13%	1.04%	
			LIMA	0.21%	0.27%	0.20%	0.23%	0.19%	0.20%	0.17%	0.22%	0.18%	0.15%	0.19%	0.20%	
			LORETO	0.32%	0.37%	0.37%	0.36%	0.38%	0.40%	0.31%	0.39%	0.35%	0.32%	0.31%	0.33%	
			MADRE DE DIOS	0.20%	0.17%	0.15%	0.18%	0.17%	0.16%	0.17%	0.14%	0.14%	0.20%	0.21%	0.16%	
			MOQUEGUA	0.10%	0.11%	0.11%	0.19%	0.59%	0.11%	0.11%	0.11%	0.14%	0.07%	0.53%	0.07%	
			PASCO	0.25%	0.25%	0.76%	0.24%	0.27%	0.26%	0.28%	0.26%	0.27%	0.17%	0.16%	0.15%	
			PIURA	0.15%	0.17%	0.19%	0.17%	0.14%	0.12%	0.14%	0.18%	0.16%	0.11%	0.07%	0.08%	
			PUNO	0.23%	0.20%	0.19%	0.19%	0.23%	0.17%	0.21%	0.24%	0.22%	0.16%	0.19%	0.25%	
			SAN MARTIN	0.33%	0.31%	0.33%	0.43%	0.36%	0.32%	0.27%	0.28%	0.27%	0.98%	0.31%	0.29%	
			TACNA	0.09%	0.09%	0.08%	0.12%	0.11%	0.09%	0.09%	0.09%	0.09%	0.21%	0.09%	0.11%	
			TUMBES	0.10%	0.07%	0.60%	0.09%	0.09%	0.07%	0.08%	0.13%	0.07%	0.07%	0.11%	0.19%	
UCAYALI	0.35%	0.29%	0.29%	0.77%	0.30%	0.37%	0.30%	0.34%	0.32%	0.28%	0.30%	0.27%				
TLLI	Total de Llamadas Interrumpidas del Total de Llamadas Establecidas(por departamento y la Provincia Constitucional del Callao)	<=2%	AMAZONAS	0.50%	0.53%	0.54%	0.53%	0.56%	0.54%	0.57%	0.63%	0.54%	0.37%	0.37%	0.32%	
			ANCASH	0.42%	0.41%	0.51%	0.47%	0.47%	0.49%	0.52%	0.49%	0.54%	0.54%	0.22%	0.21%	0.25%
			APURIMAC	0.63%	0.67%	0.75%	0.76%	0.74%	0.75%	0.73%	0.70%	0.38%	0.39%	0.49%		
			AREQUIPA	0.53%	0.60%	0.55%	0.54%	0.55%	0.52%	0.51%	0.54%	0.53%	0.37%	0.36%	0.36%	
			AYACUCHO	0.94%	1.04%	1.02%	1.68%	1.02%	0.95%	0.93%	0.94%	0.62%	0.61%	0.57%		
			CAJAMARCA	0.71%	0.86%	0.83%	0.86%	0.76%	0.75%	0.78%	0.80%	0.78%	0.34%	0.35%	0.34%	
			CUSCO	0.58%	0.60%	0.67%	0.67%	0.68%	0.66%	0.66%	0.69%	0.70%	0.52%	0.52%	0.46%	
			HUANCAVELICA	0.95%	1.05%	1.01%	1.92%	1.06%	1.03%	1.02%	1.06%	0.62%	0.60%	0.63%		
			HUANUCO	0.81%	0.83%	0.94%	1.01%	0.98%	0.96%	0.94%	0.93%	0.99%	0.52%	0.60%	0.49%	
			ICA	0.66%	0.64%	0.73%	0.64%	0.64%	0.69%	0.65%	0.67%	0.75%	0.52%	0.46%	0.48%	
			JUNIN	0.63%	0.62%	0.69%	0.70%	0.74%	0.70%	0.67%	0.69%	0.71%	0.64%	0.55%	0.44%	
			LA LIBERTAD	0.37%	0.38%	0.59%	0.41%	0.43%	0.46%	0.43%	0.46%	0.50%	0.21%	0.22%	0.22%	
			LAMBAYEQUE	0.28%	0.31%	0.54%	0.48%	0.31%	0.28%	0.32%	0.27%	0.30%	0.20%	0.22%	1.12%	
LIMA	0.53%	0.55%	0.54%	0.50%	0.52%	0.51%	0.52%	0.54%	0.50%	0.45%	0.48%	0.49%				

	LORETO	0.56%	0.63%	0.57%	0.61%	0.59%	0.59%	0.63%	0.71%	0.65%	0.50%	0.60%	0.50%
	MADRE DE DIOS	0.62%	0.56%	0.58%	0.64%	0.66%	0.66%	0.73%	0.68%	0.68%	0.59%	0.63%	0.55%
	MOQUEGUA	0.33%	0.39%	0.37%	0.39%	0.57%	0.40%	0.38%	0.41%	0.43%	0.19%	0.44%	0.19%
	PASCO	0.65%	0.69%	0.82%	0.68%	0.71%	0.70%	0.73%	0.71%	0.74%	0.35%	0.29%	0.27%
	PIURA	0.35%	0.37%	0.40%	0.40%	0.34%	0.32%	0.34%	0.32%	0.31%	0.24%	0.15%	0.19%
	PUNO	0.64%	0.65%	0.70%	0.68%	0.64%	0.63%	0.69%	0.71%	0.70%	0.41%	0.44%	0.43%
	SAN MARTIN	0.75%	0.76%	0.81%	0.87%	0.89%	0.81%	0.75%	0.78%	0.76%	0.90%	0.58%	0.54%
	TACNA	0.26%	0.30%	0.31%	0.31%	0.32%	0.29%	0.33%	0.35%	0.41%	0.25%	0.26%	0.26%
	TUMBES	0.23%	0.20%	0.30%	0.21%	0.22%	0.19%	0.27%	0.35%	0.18%	0.20%	0.25%	0.22%
	UCAYALI	0.64%	0.65%	0.60%	0.80%	0.70%	0.74%	0.73%	0.77%	0.70%	0.50%	0.57%	0.48%

EMPRESA: América Móvil Perú S.A.C
SERVICIO: Servicio Acceso a Internet
AÑO : 2023

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%	0.09%	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%
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													
TASA DE TRANSFERENCIA DE PAQUETES	https://midetuvelocidad.claro.com.pe													
	https://static.claro.com.pe/img/otros/manual_mide_tu_velocidad.pdf													

EMPRESA: América Móvil Perú S.A.C
SERVICIO: Telefonía de Uso Público
AÑO : 2023

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 de	<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 Móvil Perú S.A.C
SERVICIO: Distribución de radiodifusión por cable
AÑO : 2023

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