

Empresa: América Movil S.A.C.  
 Servicio: Telefonía Fija  
 Año: 2024



| 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%            | 0.02%    | 0.02%   | 0.02%   | 0.02%   | 0.03%  | 0.04%   | 0.04%   | 0.03%  | 0.03%      | -       | -         |           |
|                              | Averías Reportadas del Total                             | <24 Hrs            | -        | 39.81%  | 27.88%  | 35.04%  | 34.15% | 30.84%  | 24.75%  | 36.00% | 40.27%     |         |           |           |
| Tasa de Llamadas Completadas | Llamadas Completadas / Total de Intentos de Llamadas     | Local              | >=95.00% | 97.06%  | 98.27%  | 98.13%  | 98.78% | 97.77%  | 97.88%  | 97.99% | 97.27%     | 96.88%  |           |           |
|                              |  | LDN                | -        | 100.00% | 100.00% | 100.00% | 98.44% | 100.00% | 98.70%  | 98.51% | 92.31%     | 100.00% |           |           |
|                              |  | LDI                | -        | 98.10%  | 97.39%  | 96.17%  | 94.58% | 97.53%  | 99.62%  | 99.80% | 99.85%     | 99.02%  |           |           |
|                              |  | Telefonía del Perú | -        | 32.66%  | 22.42%  | 21.45%  | 19.97% | 22.61%  | 14.91%  | 13.77% | 12.12%     | 10.49%  |           |           |
|                              | ASR Llamadas Contestadas / Total de Intentos de Llamadas | Telefonía Móviles  | -        | 35.47%  | 38.22%  | 32.11%  | 33.96% | 37.02%  | 27.93%  | 30.61% | 28.67%     | 24.63%  |           |           |
|                              |  | Convergia          | -        | 24.51%  | 43.95%  | 29.62%  | 29.56% | 90.83%  | 93.48%  | 99.40% | 67.13%     | 97.37%  |           |           |
|                              |  | 10X                | >=70.00% | 97.22%  | 100.00% | 96.40%  | 97.60% | 97.26%  | 36.07%  | 92.98% | 44.79%     | 88.07%  |           |           |
|                              |  | 1XY                | -        | 98.97%  | 99.51%  | 100.00% | 99.18% | 99.57%  | 100.00% | 79.61% | 97.28%     | 97.23%  |           |           |
|                              |  | 19XX               | -        | 7.14%   | 66.67%  | 42.11%  | 18.75% | 28.97%  | 64.71%  | 32.09% | 23.28%     | 44.44%  |           |           |
|                              |  | 0 800 XXXX         | -        | 82.50%  | 86.01%  | 55.00%  | 90.53% | 86.50%  | 31.93%  | 77.91% | 86.92%     | 42.11%  |           |           |

Empresa: América Movil S.A.C.  
 Servicio: Servicio Público Móvil  
 Año: 2024

| 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      | 0.18%   | 0.35% | 0.17% | 0.20% | 0.17% | 0.19% | 0.17%  | 0.09%      | 0.21%   | 1.37%     | 0.09%     |  |
|                                  |  |         | ANCASH        | 0.23%   | 0.19% | 0.22% | 0.21% | 0.29% | 0.21% | 0.17%  | 0.11%      | 0.09%   | 0.14%     | 0.11%     |  |
|                                  |  |         | APURIMAC      | 0.22%   | 0.22% | 0.23% | 0.23% | 0.22% | 0.21% | 0.20%  | 0.17%      | 0.16%   | 0.16%     | 0.13%     |  |
|                                  |  |         | AREQUIPA      | 0.19%   | 0.23% | 0.39% | 0.40% | 0.15% | 0.20% | 0.19%  | 0.14%      | 0.18%   | 0.14%     | 0.13%     |  |
|                                  |  |         | AYACUCHO      | 0.25%   | 0.26% | 0.31% | 0.31% | 0.28% | 0.28% | 0.25%  | 0.25%      | 0.25%   | 0.21%     | 0.24%     |  |
|                                  |  |         | CAJAMARCA     | 0.31%   | 0.30% | 0.44% | 0.31% | 0.43% | 0.27% | 0.29%  | 0.19%      | 0.29%   | 0.20%     | 0.12%     |  |
|                                  |  |         | CUSCO         | 0.23%   | 0.23% | 0.27% | 0.28% | 0.26% | 0.27% | 0.24%  | 0.24%      | 0.24%   | 0.23%     | 0.22%     |  |
|                                  |  |         | HUANCAVELICA  | 0.20%   | 0.26% | 0.29% | 0.29% | 0.28% | 0.29% | 0.39%  | 0.09%      | 0.10%   | 0.08%     | 0.07%     |  |
|                                  |  |         | HUANUCO       | 0.44%   | 0.63% | 1.06% | 0.78% | 0.68% | 0.60% | 5.05%  | 0.34%      | 1.34%   | 0.76%     | 0.34%     |  |
|                                  |  |         | ICA           | 0.14%   | 0.11% | 0.13% | 0.10% | 0.10% | 0.10% | 0.12%  | 0.17%      | 0.16%   | 0.12%     | 0.10%     |  |
|                                  |  |         | JUNIN         | 0.43%   | 0.44% | 0.45% | 0.45% | 0.53% | 0.47% | 6.61%  | 0.50%      | 0.51%   | 0.29%     | 0.44%     |  |
|                                  |  |         | LA LIBERTAD   | 0.23%   | 0.20% | 0.21% | 0.20% | 0.23% | 0.34% | 0.18%  | 0.08%      | 0.07%   | 0.12%     | 0.09%     |  |
|                                  |  |         | LAMBAYEQUE    | 0.31%   | 0.36% | 0.20% | 0.28% | 0.20% | 0.18% | 0.26%  | 0.09%      | 0.06%   | 0.08%     | 0.10%     |  |
|                                  |  |         | LIMA          | 0.15%   | 0.17% | 0.16% | 0.16% | 0.17% | 0.17% | 0.47%  | 0.26%      | 0.24%   | 0.21%     | 0.21%     |  |
|                                  |  |         | LORETO        | 0.46%   | 0.98% | 0.38% | 0.61% | 0.42% | 0.57% | 1.13%  | 0.40%      | 0.38%   | 0.63%     | 0.65%     |  |
|                                  |  |         | MADRE DE DIOS | 0.15%   | 0.16% | 0.19% | 0.17% | 0.15% | 0.19% | 0.18%  | 0.88%      | 1.10%   | 0.92%     | 0.54%     |  |
|                                  |  |         | MOQUEGUA      | 0.22%   | 0.21% | 0.14% | 0.21% | 0.30% | 0.36% | 0.22%  | 0.56%      | 0.07%   | 0.11%     | 0.16%     |  |
|                                  |  |         | PASCO         | 0.28%   | 0.63% | 0.28% | 0.29% | 0.46% | 0.32% | 5.27%  | 0.28%      | 0.29%   | 0.27%     | 0.24%     |  |
|                                  |  |         | PIURA         | 0.14%   | 0.13% | 0.12% | 0.12% | 0.13% | 0.14% | 0.13%  | 0.07%      | 0.06%   | 0.05%     | 0.06%     |  |
|                                  |  |         | PUNO          | 0.20%   | 0.21% | 0.30% | 0.27% | 0.29% | 0.21% | 0.19%  | 0.11%      | 0.11%   | 0.12%     | 0.21%     |  |
|                                  |  |         | SAN MARTIN    | 0.31%   | 0.30% | 0.31% | 0.35% | 0.37% | 0.29% | 0.26%  | 0.17%      | 0.14%   | 0.16%     | 0.19%     |  |
|                                  |  |         | TACNA         | 0.09%   | 0.14% | 0.19% | 0.10% | 0.27% | 0.13% | 0.25%  | 0.15%      | 0.14%   | 0.08%     | 0.07%     |  |
|                                  |  |         | TUMBES        | 0.07%   | 0.07% | 0.07% | 0.07% | 0.07% | 0.06% | 0.07%  | 0.09%      | 0.05%   | 0.05%     | 0.08%     |  |
|                                  |  |         | UCAYALI       | 0.31%   | 0.43% | 0.31% | 0.42% | 0.32% | 0.38% | 4.86%  | 0.25%      | 0.42%   | 0.33%     | 0.36%     |  |

Empresa: América Movil S.A.C.  
 Servicio: Servicio Publico Movil  
 Año: 2024

| 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      | 0.53%   | 0.89% | 0.57% | 0.55% | 0.56% | 0.57% | 0.53%  | 0.30%      | 0.43%   | 0.89%     | 0.29%     |  |
|                                |   |         | ANCASH        | 0.51%   | 0.48% | 0.53% | 0.54% | 0.55% | 0.54% | 0.49%  | 0.22%      | 0.21%   | 0.23%     | 0.24%     |  |
|                                |   |         | APURIMAC      | 0.71%   | 0.77% | 0.81% | 0.81% | 0.80% | 0.77% | 0.73%  | 0.40%      | 0.41%   | 0.38%     | 0.40%     |  |
|                                |   |         | AREQUIPA      | 0.53%   | 0.55% | 0.66% | 0.53% | 0.51% | 0.57% | 0.53%  | 0.40%      | 0.40%   | 0.42%     | 0.36%     |  |
|                                |   |         | AYACUCHO      | 0.96%   | 0.94% | 1.03% | 1.04% | 1.01% | 1.00% | 0.99%  | 0.67%      | 0.78%   | 0.71%     | 0.73%     |  |
|                                |   |         | CAJAMARCA     | 0.67%   | 0.71% | 0.73% | 0.78% | 0.83% | 0.74% | 0.72%  | 0.29%      | 0.37%   | 0.44%     | 0.38%     |  |
|                                |   |         | CUSCO         | 0.62%   | 0.64% | 0.72% | 0.75% | 0.71% | 0.70% | 0.70%  | 0.46%      | 0.47%   | 0.47%     | 0.49%     |  |
|                                |   |         | HUANCAVELICA  | 1.00%   | 1.06% | 1.11% | 1.13% | 1.11% | 1.12% | 1.03%  | 0.52%      | 0.58%   | 0.45%     | 0.42%     |  |
|                                |   |         | HUANUCO       | 0.94%   | 0.92% | 0.99% | 1.02% | 1.04% | 1.03% | 0.94%  | 0.54%      | 0.62%   | 0.66%     | 0.55%     |  |
|                                |   |         | ICA           | 0.71%   | 0.61% | 0.65% | 0.62% | 0.59% | 0.58% | 0.58%  | 0.45%      | 0.64%   | 0.51%     | 0.54%     |  |
|                                |   |         | JUNIN         | 0.66%   | 0.66% | 0.68% | 0.70% | 0.74% | 0.69% | 0.69%  | 0.46%      | 0.46%   | 0.35%     | 0.44%     |  |
|                                |   |         | LA LIBERTAD   | 0.43%   | 0.44% | 0.42% | 0.45% | 0.46% | 0.48% | 0.43%  | 0.22%      | 0.22%   | 0.27%     | 0.23%     |  |
|                                |   |         | LAMBAYEQUE    | 0.29%   | 0.46% | 0.29% | 0.31% | 0.26% | 0.21% | 0.27%  | 0.31%      | 0.19%   | 0.19%     | 0.22%     |  |
|                                |   |         | LIMA          | 0.50%   | 0.48% | 0.49% | 0.50% | 0.50% | 0.50% | 0.51%  | 0.46%      | 0.45%   | 0.44%     | 0.46%     |  |
|                                |   |         | LORETO        | 0.67%   | 0.74% | 0.63% | 1.00% | 0.77% | 0.80% | 0.73%  | 0.57%      | 0.52%   | 1.02%     | 0.74%     |  |
|                                |   |         | MADRE DE DIOS | 0.74%   | 0.82% | 0.81% | 0.78% | 0.73% | 0.82% | 0.85%  | 0.49%      | 0.54%   | 0.52%     | 0.53%     |  |
|                                |   |         | MOQUEGUA      | 0.47%   | 0.47% | 0.48% | 0.50% | 0.51% | 0.61% | 0.50%  | 0.39%      | 0.22%   | 0.30%     | 0.31%     |  |
| PASCO                          | 0.78%   | 0.73%   | 0.69%         | 0.74%   | 0.81% | 0.81% | 0.74% | 0.26% | 0.35% | 0.49%  | 0.44%      |         |           |           |  |

Empresa: América Movil S.A.C.  
 Servicio: Servicio Publico Movil  
 Año: 2024

| 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      | 0.35%   | 0.36% | 0.35% | 0.33% | 0.35% | 0.39% | 0.42%  | 0.24%      | 0.20%   | 0.18%     | 0.17%     |
|                                |   |         | PUNO       | 0.69%   | 0.74% | 0.81% | 0.82% | 0.74% | 0.73% | 0.42%  | 0.36%      | 0.36%   | 0.38%     | 0.47%     |
|                                |   |         | SAN MARTIN | 0.81%   | 0.78% | 0.80% | 0.86% | 0.85% | 0.82% | 0.82%  | 0.52%      | 0.51%   | 0.60%     | 0.62%     |
|                                |   |         | TACNA      | 0.34%   | 0.39% | 0.45% | 0.38% | 0.55% | 0.42% | 0.45%  | 0.34%      | 0.44%   | 0.25%     | 0.24%     |
|                                |   |         | TUMBES     | 0.20%   | 0.21% | 0.22% | 0.21% | 0.21% | 0.21% | 0.23%  | 0.22%      | 0.17%   | 0.17%     | 0.31%     |
|                                |   |         | UCAYALI    | 0.63%   | 0.69% | 0.61% | 0.72% | 0.64% | 0.70% | 0.69%  | 0.46%      | 0.50%   | 0.51%     | 0.53%     |

Empresa: América Movil S.A.C.  
 Servicio: Servicio de Acceso a Internet  
 Año: 2024

| 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% | 0.07%  | 0.07%   | 0.09%  | 0.12%  | 0.12%  | 0.09%  | 0.08%  | 0.08%  | 0.07%      | *       | *         |           |
|                              | Averías Reparadas del total de averías reportadas | <24 Hrs | 39.56%   | 36.35%  | 34.17% | 33.57% | 36.57% | 38.01% | 37.79% | 37.76% | 46.33%     | *       | *         |           |
| 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><br><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: 2024

| 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% | 83.33%  | 84.21% | 81.48% | 82.14% | 80.77% | 84.78% | 93.16% | 86.67%     | 83.87%  | *         | *         |

Empresa: América Movil S.A.C.  
 Servicio: Distribución de radiodifusión por Cable  
 Año: 2024

| 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% | 0.21% | 0.30%   | 0.24% | 0.15% | 0.17% | 0.18% | 0.17% | 0.12%  | 0.10%      | *       | *         |           |

\*: "De acuerdo a lo establecido en la Resolución de Consejo Directivo N° 214-2024-CD/OSIPTEL se eliminaron los indicadores de Calidad Tasa de Reparaciones (TR), Tasa de Incidencia de Fallas (TIF), Tasa de Llamadas Completadas (TLLC), Tasa de Ocupación de Enlaces (TOE), entre otros, por lo que ya no se publicaran dichos indicadores."