



INDICADORES DE CALIDAD DEL SERVICIO DE INTERNET TRIMESTRE IV DE 2018 A TRIMESTRE I DE 2020

| | | |
|---------------------|--------------------|--------------------|
| OPERADOR: | COMCEL S.A. | RESIDENCIAL |
| TECNOLOGIA : | CABLE | |

Velocidad de transmisión de datos alcanzada (VTD)

| Trimestre | Tecnología Acceso | Plan Velocidad Ofrecida (Mbps) | | Velocidad máxima (Mbps) | | Velocidad media (Mbps) | | Velocidad mínima (Mbps) | | Desviación estándar | |
|-----------|-------------------|--------------------------------|-------|-------------------------|-------|------------------------|-------|-------------------------|-------|---------------------|-------|
| | | Down | Up | Down | Up | Down | Up | Down | Up | Down | Up |
| 4Q-2018 | HFC | 5,120 | 1,024 | 5,837 | 1,100 | 5,525 | 1,099 | 5,200 | 1,100 | 0,219 | 0,014 |
| 4Q-2018 | HFC | 10,240 | 2,048 | 11,488 | 2,200 | 10,945 | 2,138 | 10,700 | 2,100 | 0,758 | 0,062 |
| 1Q-2019 | HFC | 10,240 | 2,048 | 11,289 | 2,200 | 10,929 | 2,131 | 10,700 | 2,100 | 0,279 | 0,046 |
| 2Q-2019 | HFC | 10,240 | 2,048 | 11,900 | 2,200 | 11,333 | 2,132 | 10,700 | 2,100 | 0,339 | 0,047 |
| 3Q-2019 | HFC | 10,240 | 2,048 | 11,800 | 2,200 | 11,150 | 2,132 | 10,700 | 2,100 | 0,320 | 0,050 |
| 4Q-2019 | HFC | 10,240 | 2,048 | 10,700 | 2,300 | 10,660 | 2,160 | 10,270 | 1,900 | 0,100 | 0,100 |
| 1Q-2020 | HFC | 10,240 | 2,048 | 11,000 | 2,267 | 10,803 | 2,135 | 10,234 | 1,866 | 0,186 | 0,104 |

Retardo en un sentido

| Trimestre | Tecnología | Número de muestras | Tiempo retardo en un sentido | Desviación estándar |
|-----------|------------|--------------------|------------------------------|---------------------|
| 4Q-2018 | HFC | 197248 | 29,905 | 12,209 |
| 1Q-2019 | HFC | 202781 | 28,494 | 7,387 |
| 2Q-2019 | HFC | 206939 | 28,575 | 7,122 |
| 3Q-2019 | HFC | 204554 | 27,920 | 8,540 |
| 4Q-2019 | HFC | 202954 | 29,780 | 22,500 |
| 1Q-2020 | HFC | 198094 | 27,300 | 13,775 |