



Avaliação Trimestral do Plano Nacional de Ação de Melhoria da Prestação do Serviço Móvel Pessoal

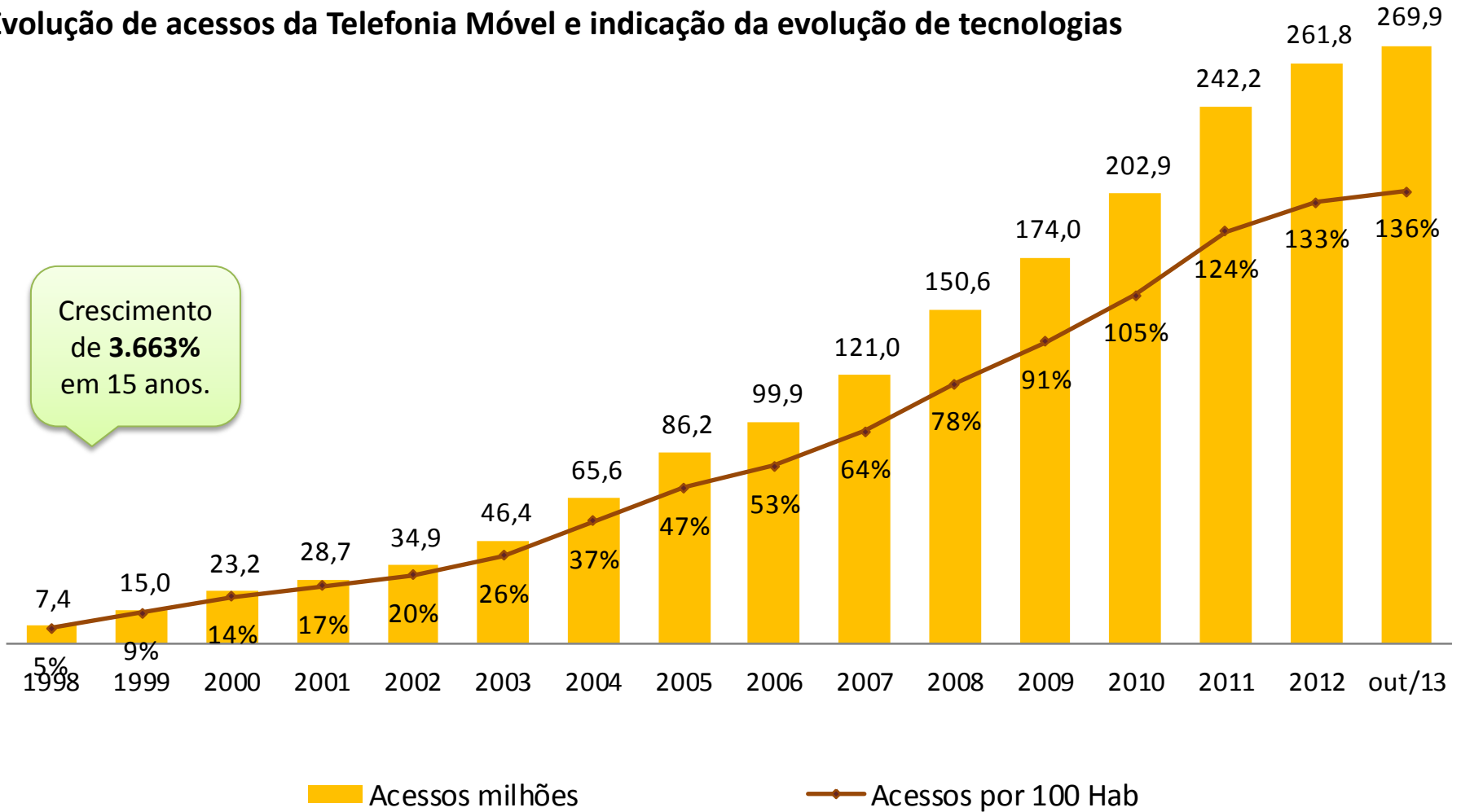
5º Ciclo

Agosto a Outubro de 2013



Evolução de acessos da Telefonia Móvel e indicação da evolução de tecnologias

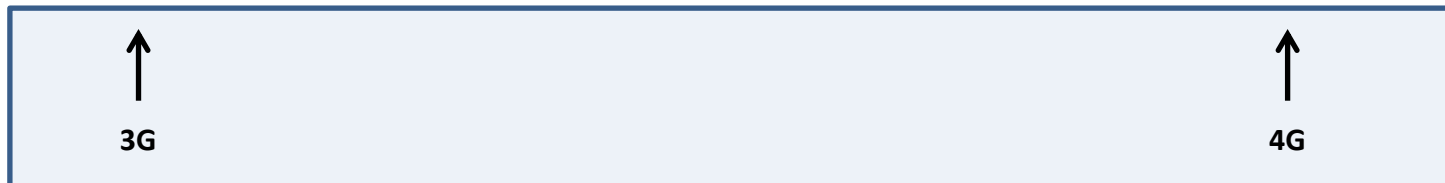
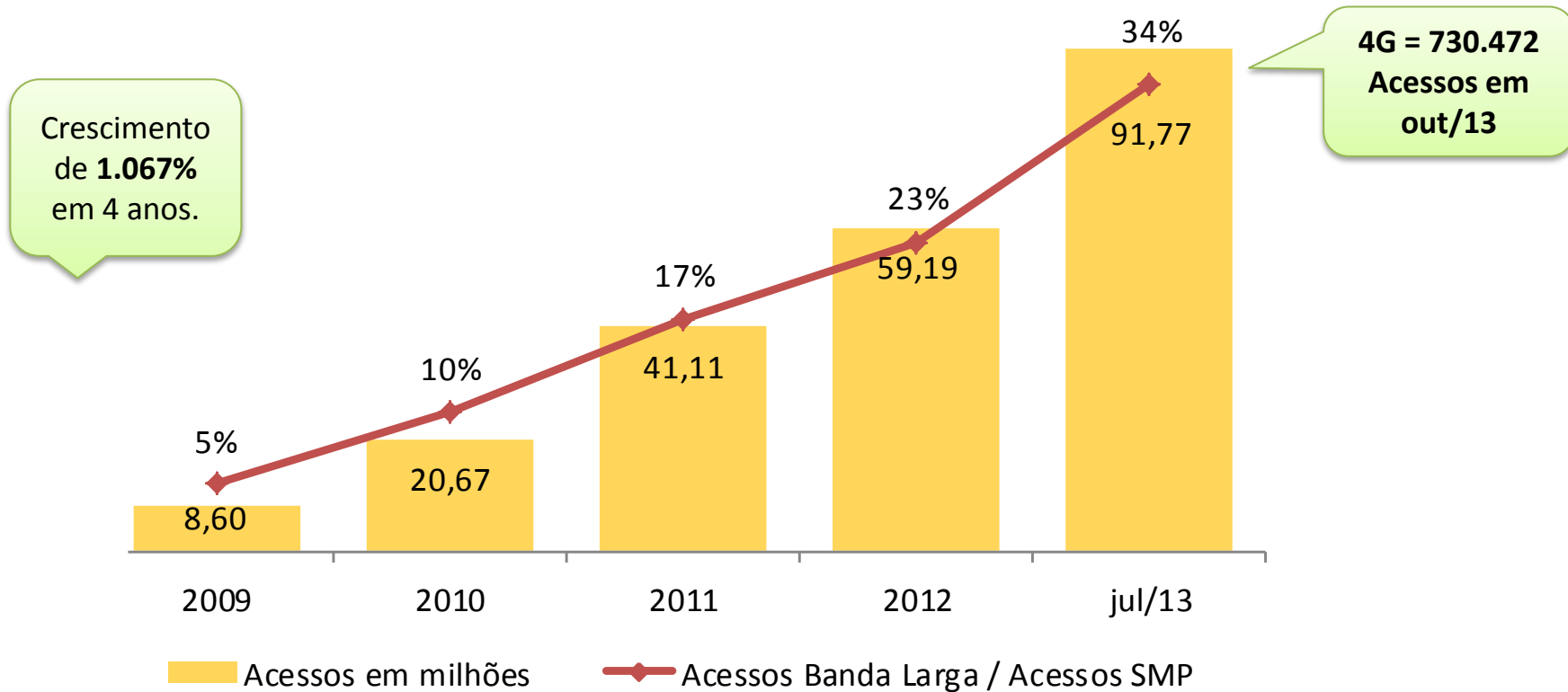
Crescimento de **3.663%** em 15 anos.



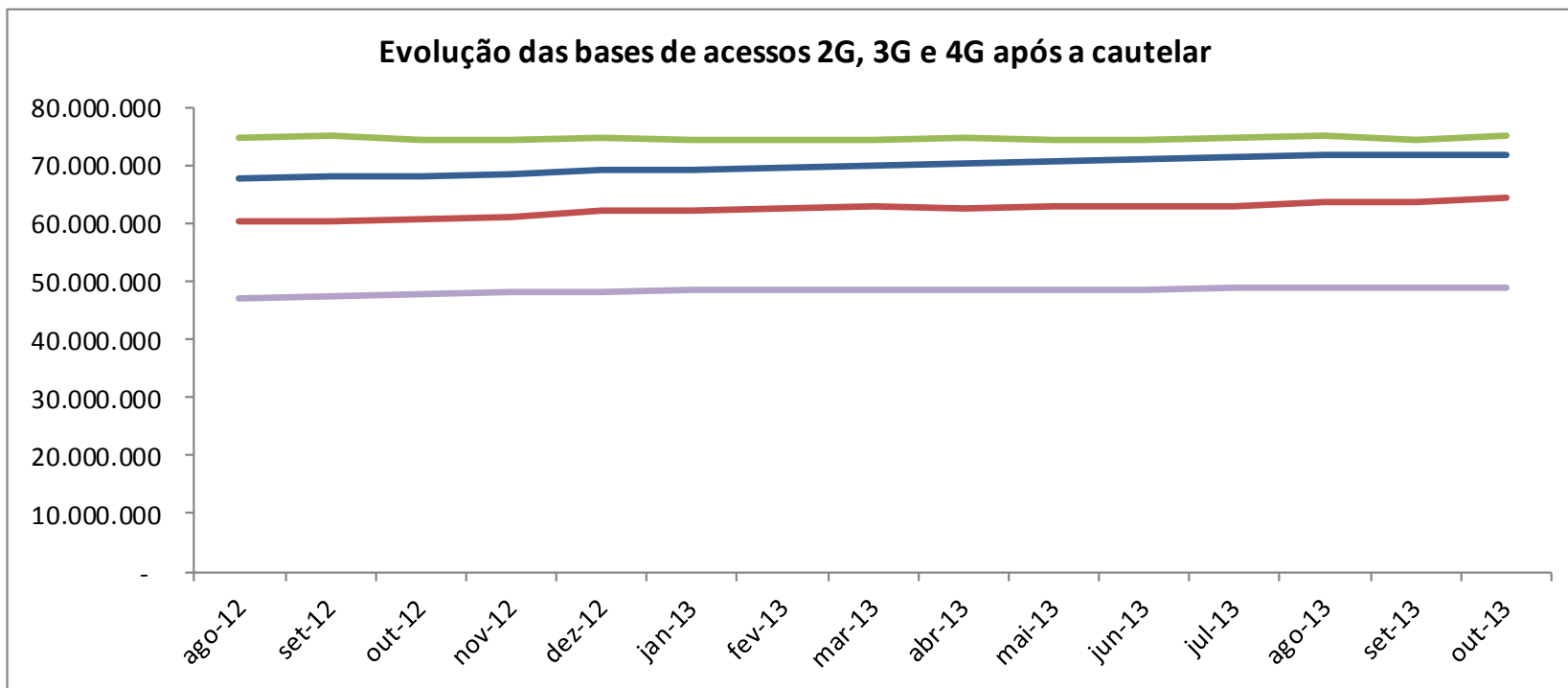
→ Avanço de tecnologias na telefonia móvel.

*5.565 municípios atendidos

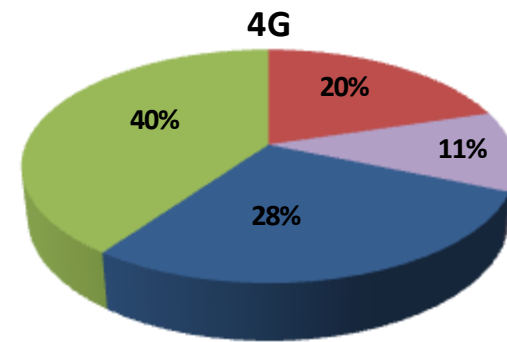
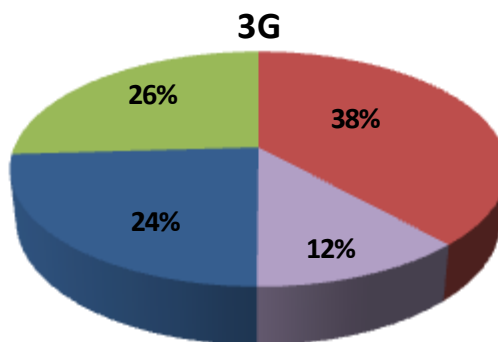
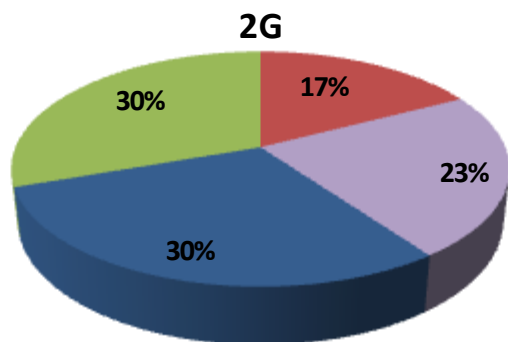
Evolução de acessos da Banda Larga Móvel e indicação da evolução de tecnologias



→ Avanço de tecnologias de banda larga móvel.

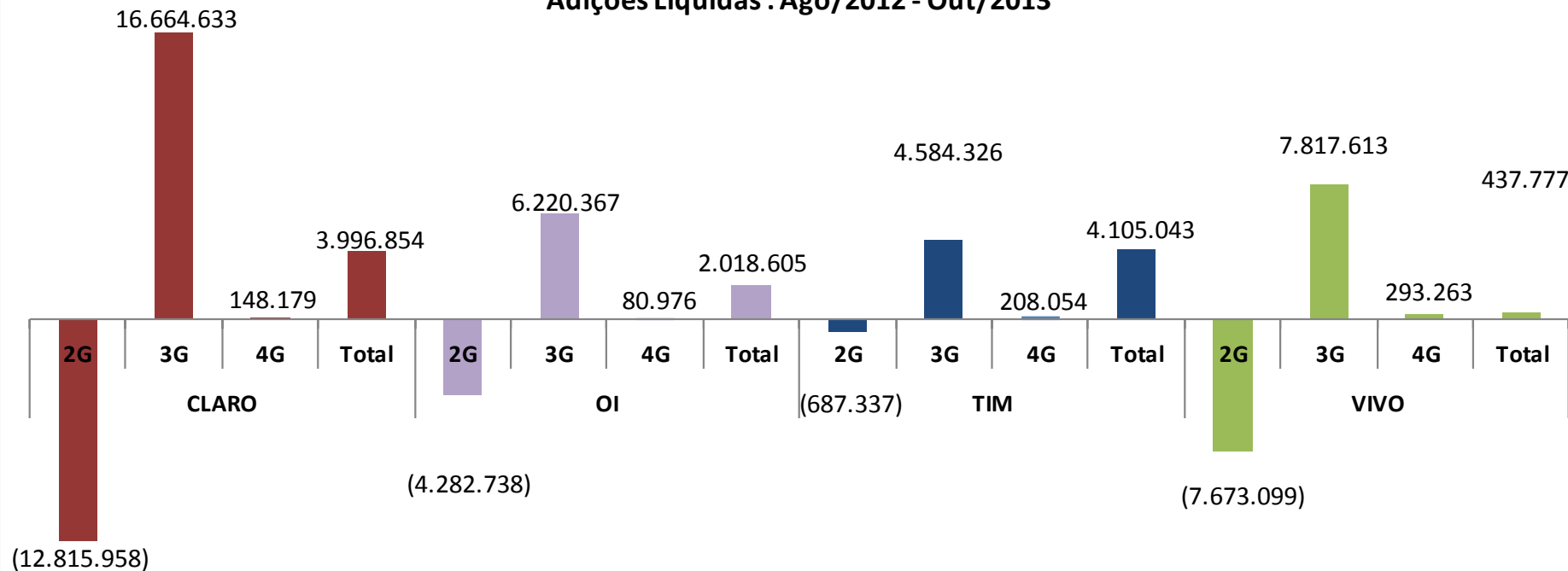


Participação de mercado em Out/13:

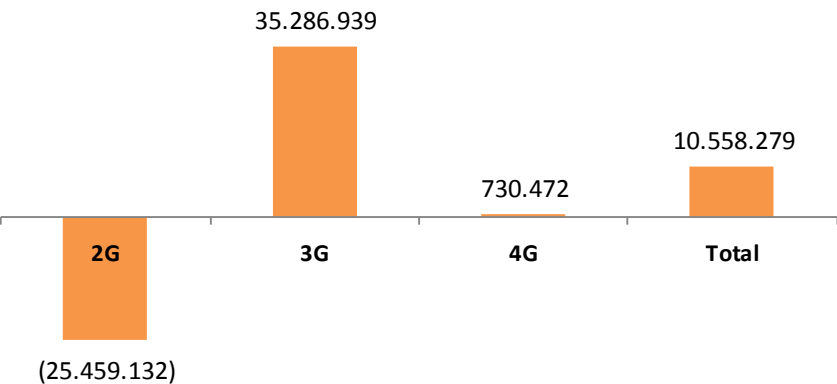




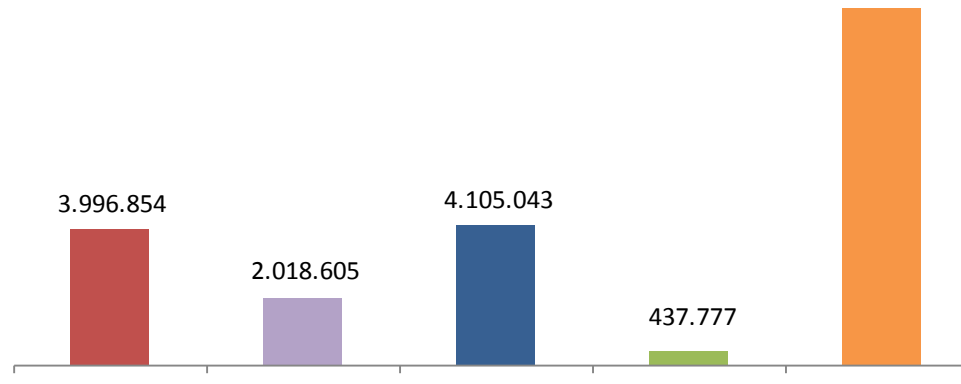
Adições Líquidas : Ago/2012 - Out/2013



Adições Líquidas: Ago/2012 - Out/2013 - Total



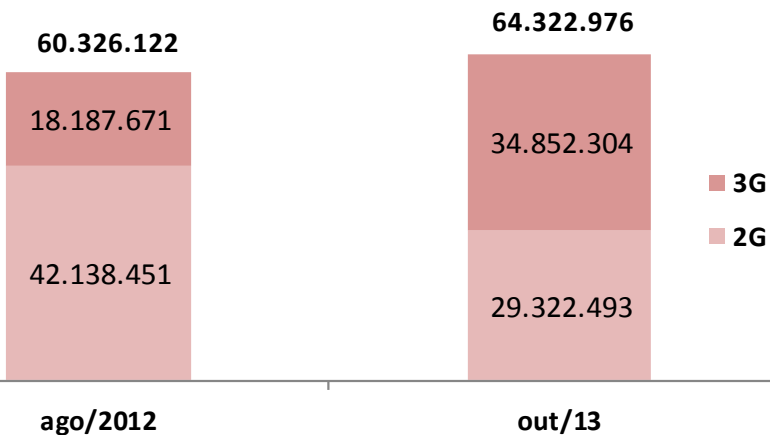
Adições Líquidas 2G, 3G e 4G (ago/12 - Out/13)



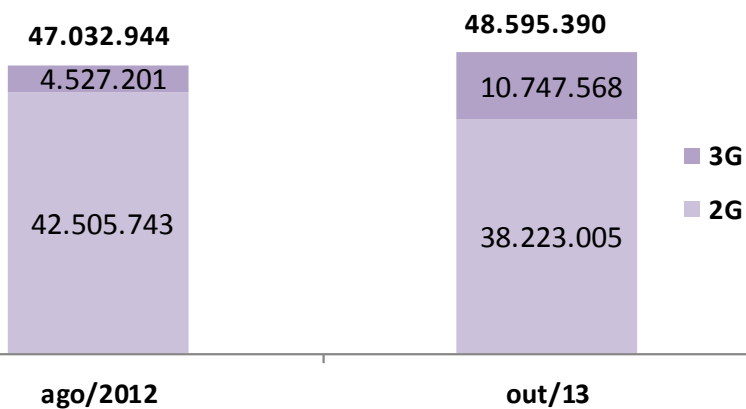
*Não contabiliza dados de M2M e CDMA



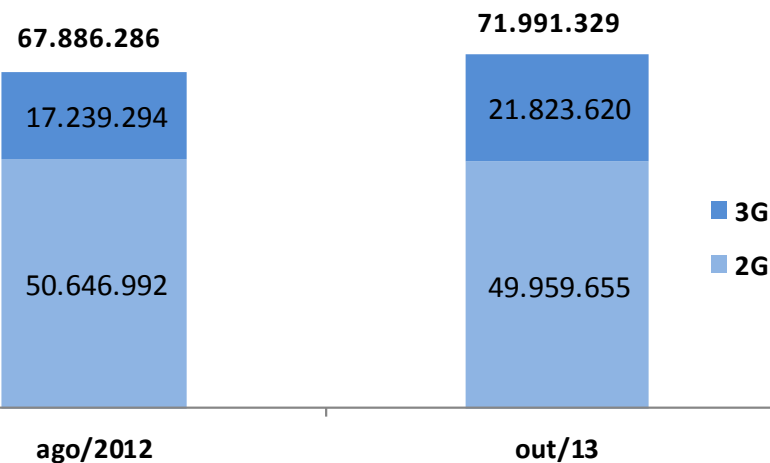
Claro



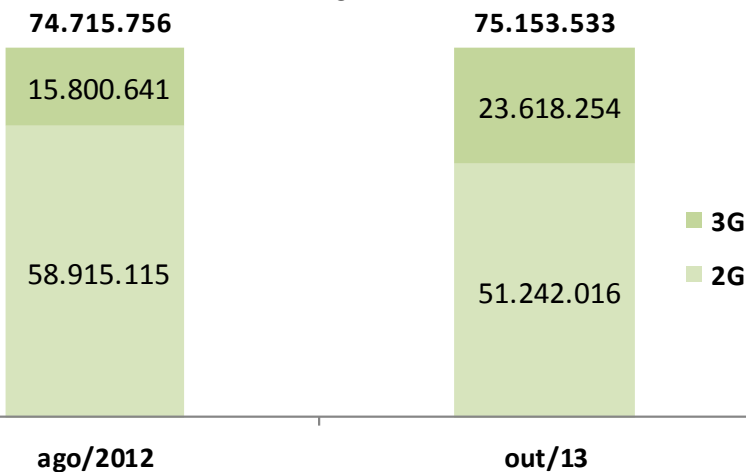
Oi



TIM

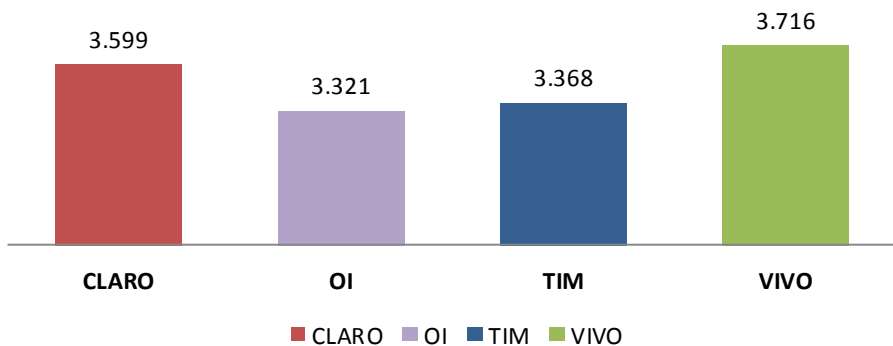


Vivo

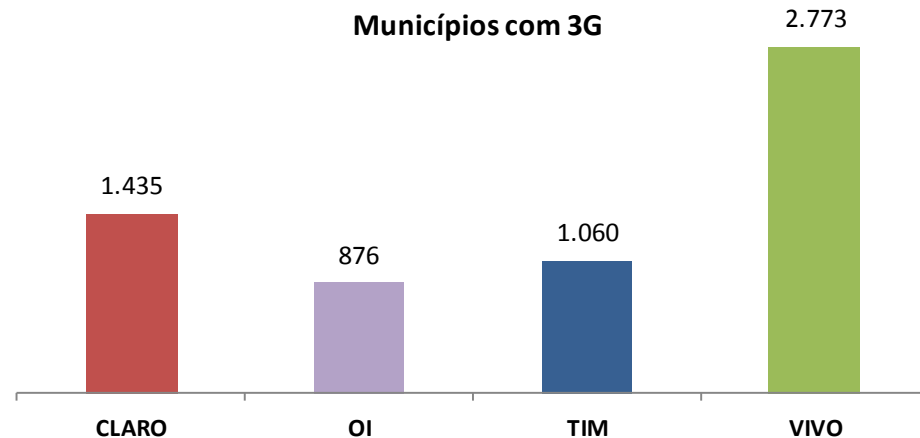




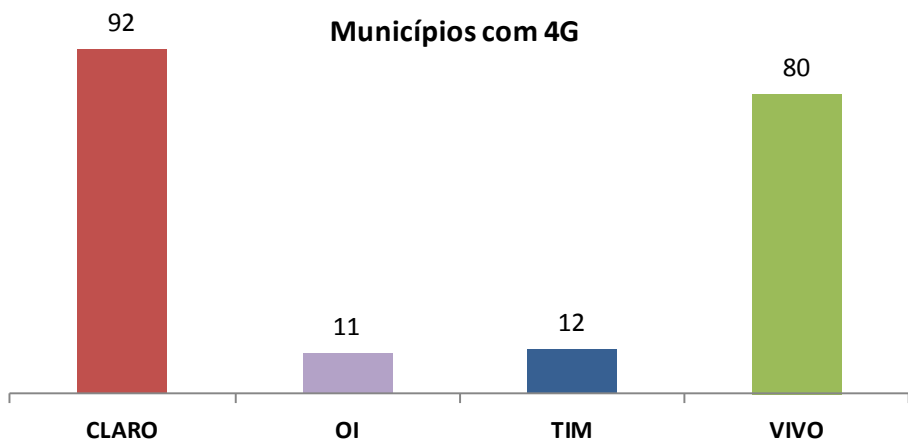
Municípios com 2G



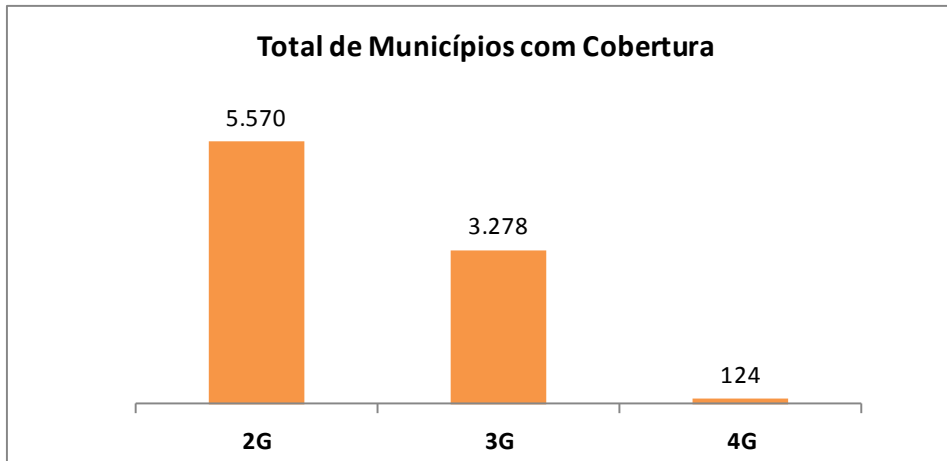
Municípios com 3G



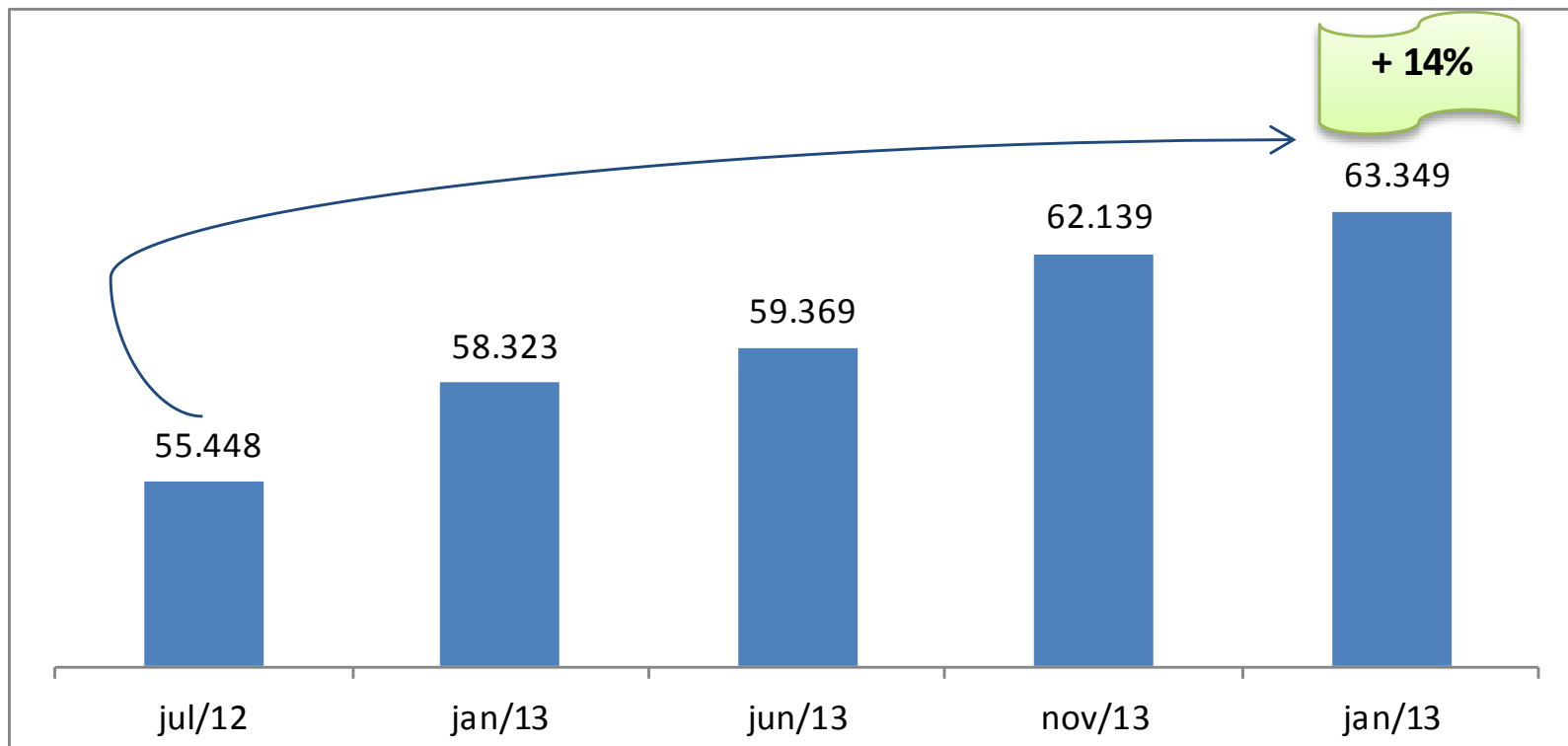
Municípios com 4G



Total de Municípios com Cobertura

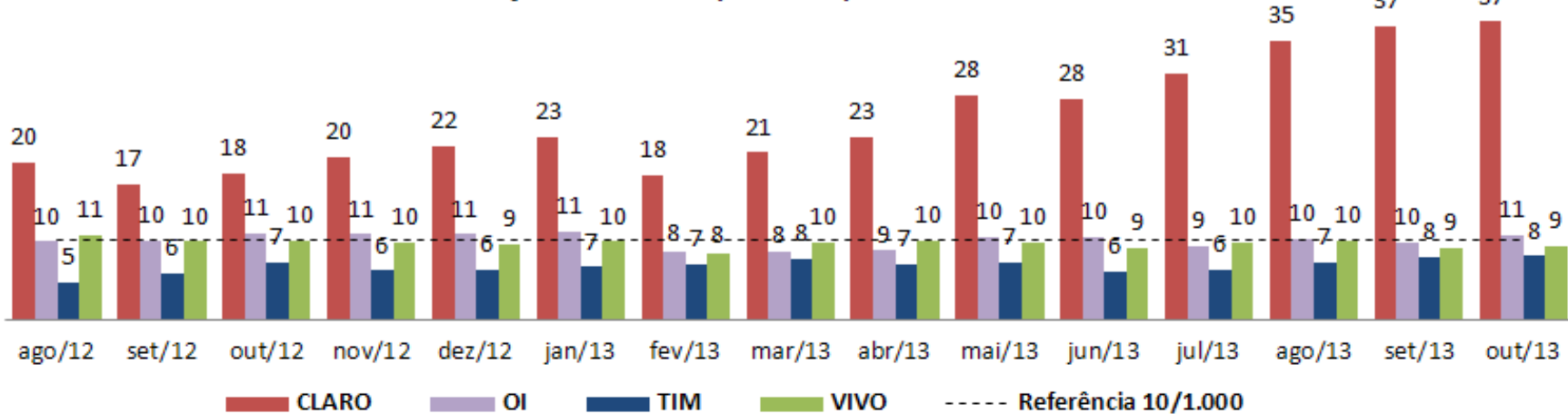


→ Antenas habilitadas na Anatel, não significa necessariamente prestação comercial do serviço

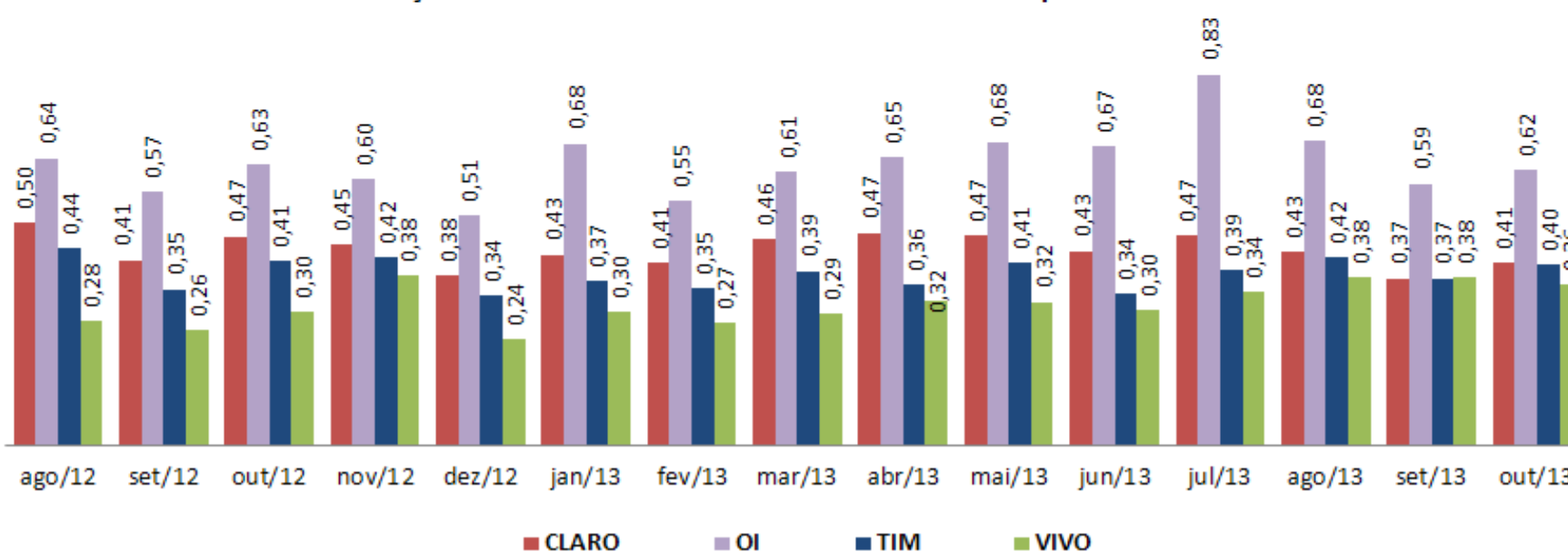


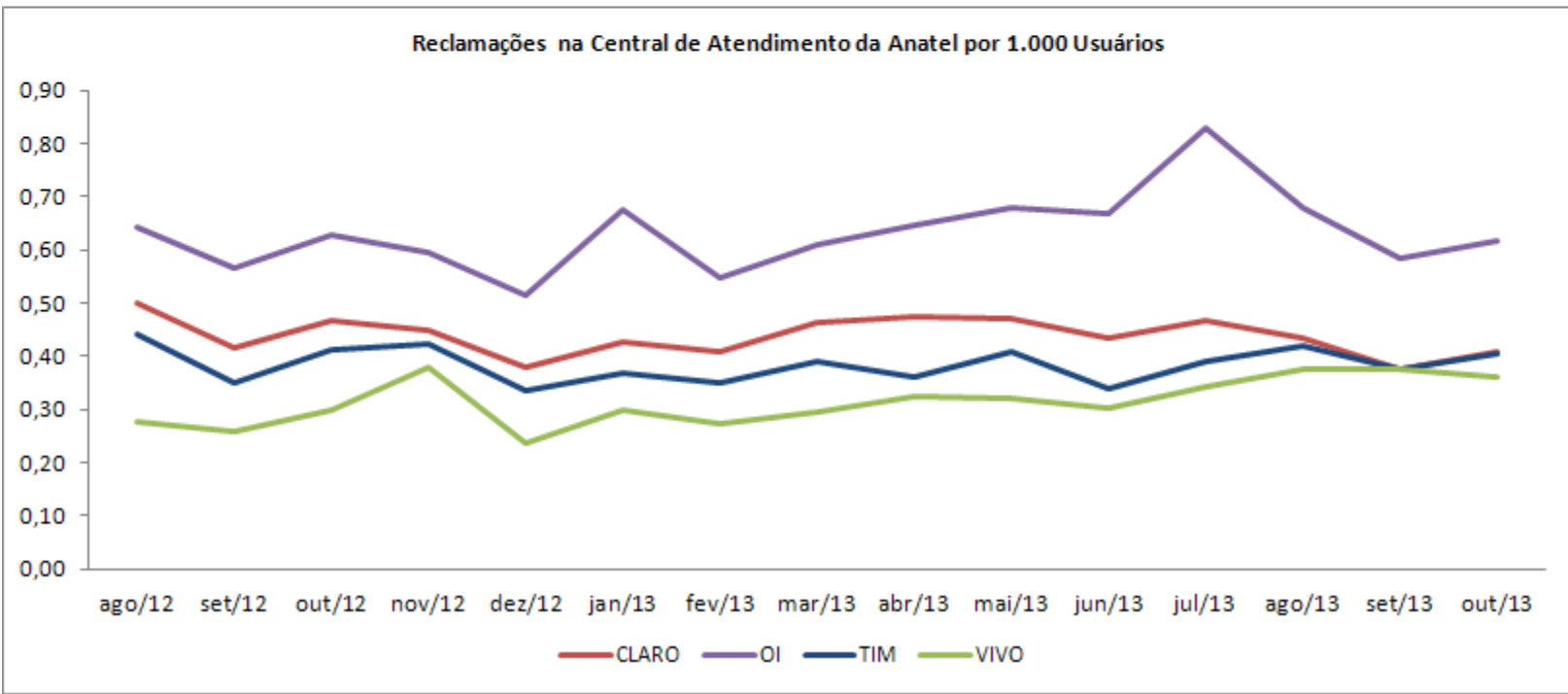
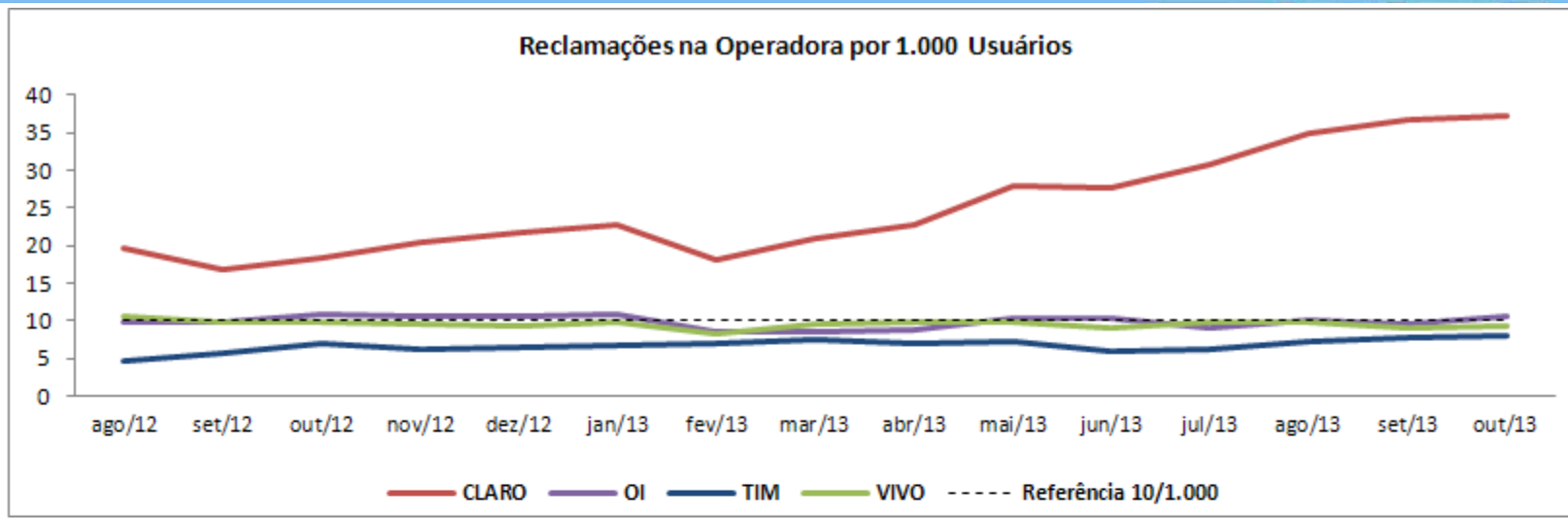


Reclamações Gerais na Operadora por 1.000 Usuários



Reclamações Gerais na Central de Atendimento da Anatel por 1.000 Usuários



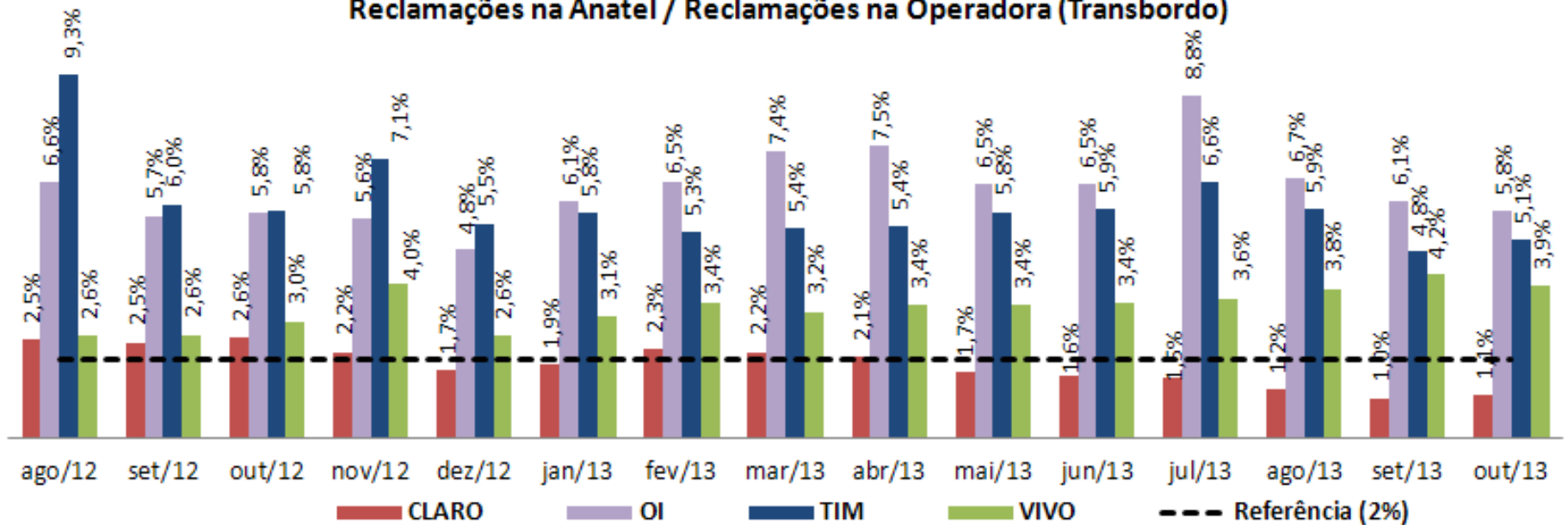


* Considera todos os tipos de reclamações, recebidas de todos os canais.



● Claro ● Oi ● Tim ● Vivo

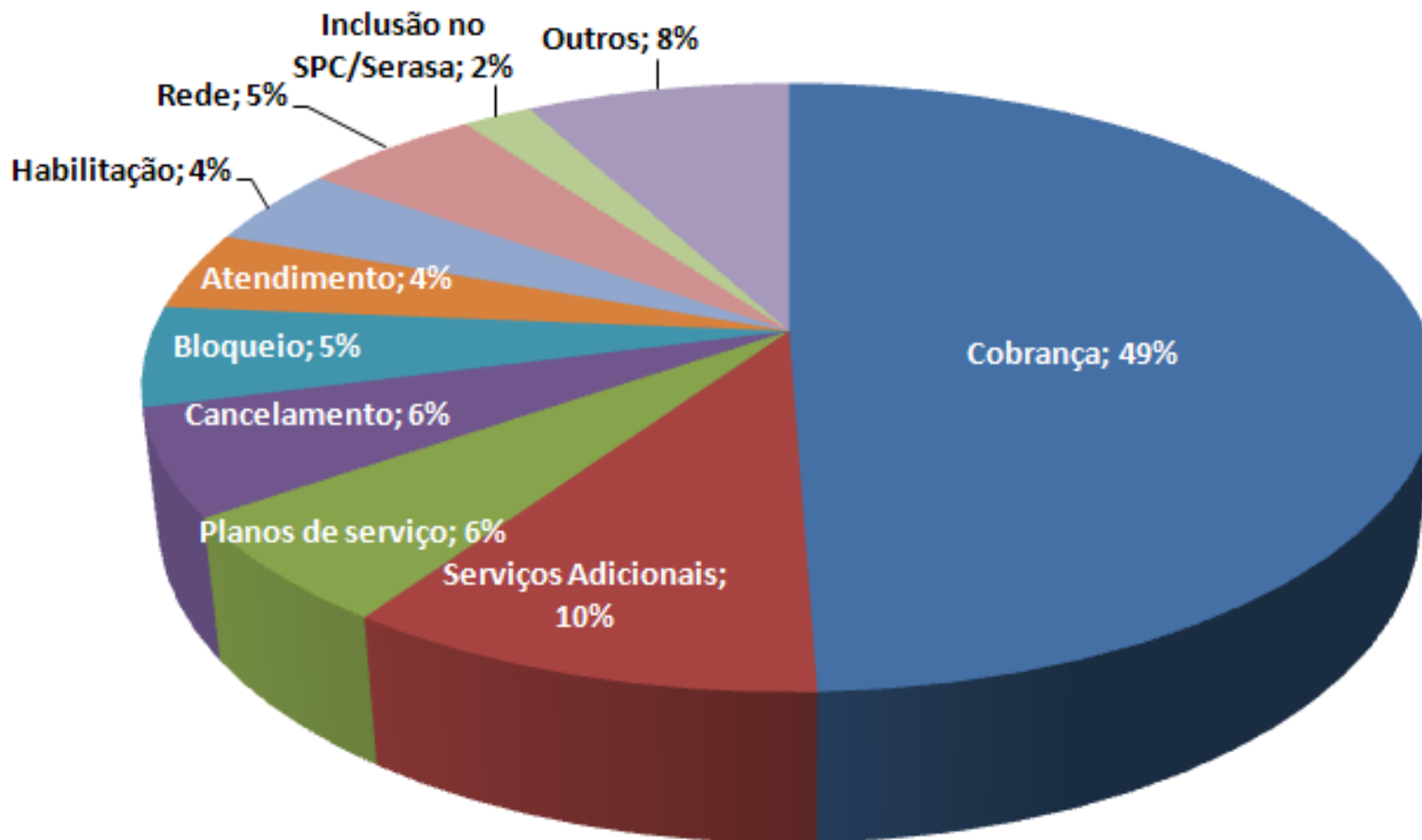
Reclamações na Anatel / Reclamações na Operadora (Transbordo)



* Considera todos os tipos de reclamações, recebidas de todos os canais.



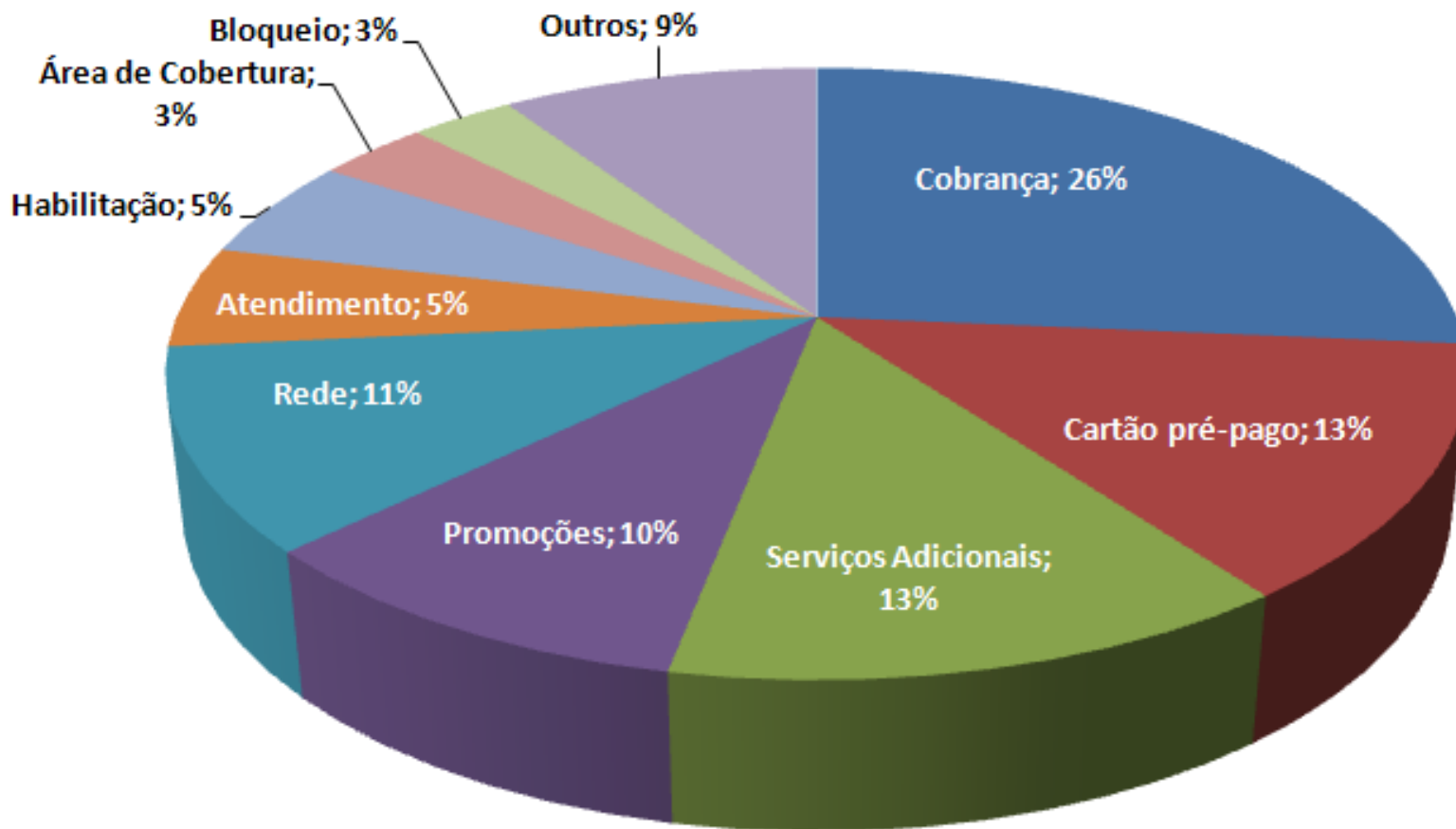
Reclamações na Central de Atendimento da Anatel



Total de 79.140 reclamações em outubro/2013



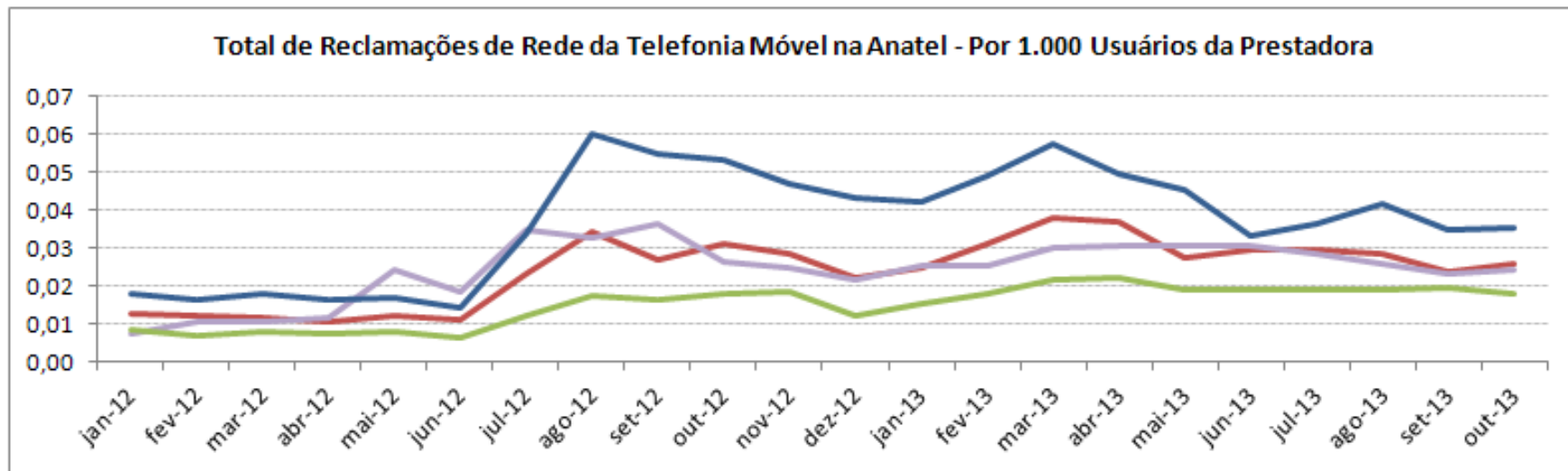
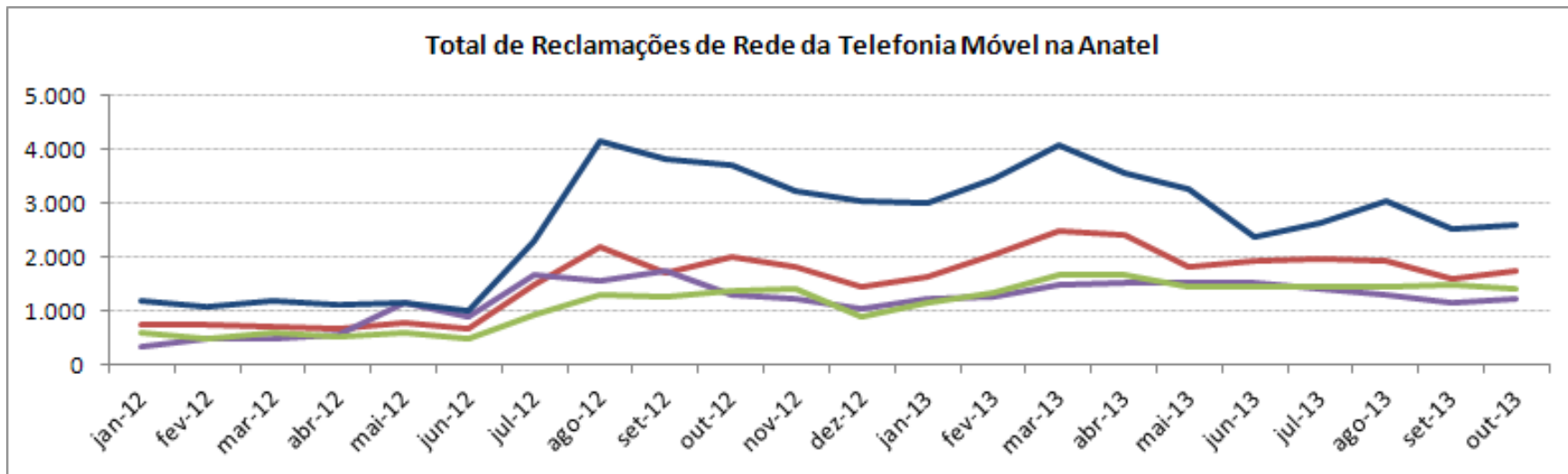
Reclamações na Central de Atendimento da Anatel



Total de 37.643 reclamações em outubro/2013

Reclamações de Rede na Central de Atendimento da Anatel

● Claro ● Oi ● Tim ● Vivo



Reclamações de Rede na Central de Atendimento da Anatel, por UF:

| UF | CLARO | | | | OI | | | | TIM | | | | VIVO | | | |
|---------------|------------|------------|------------|---------------|------------|------------|------------|---------------|------------|------------|------------|---------------|------------|------------|------------|---------------|
| | ago/12 | jul/13 | out/13 | Δ% Out/Ago | ago/12 | jul/13 | out/13 | Δ% Out/Ago | ago/12 | jul/13 | out/13 | Δ% Out/Ago | ago/12 | jul/13 | out/13 | Δ% Out/Ago |
| AC | 0,0 | 0,5 | 0,0 | - | 2,4 | 2,5 | 0,0 | -100% | 1,3 | 1,5 | 0,0 | -100% | 0,4 | 0,4 | 0,4 | -7% |
| AL | 1,0 | 1,1 | 0,3 | -69% | 1,7 | 1,8 | 0,7 | -60% | 3,7 | 2,3 | 1,6 | -56% | 0,4 | 0,4 | 0,8 | 76% |
| AM | 3,4 | 2,4 | 0,4 | -88% | 1,6 | 1,3 | 0,5 | -66% | 2,2 | 0,9 | 2,2 | 0% | 3,8 | 2,4 | 0,8 | -80% |
| AP | 0,0 | 0,0 | 0,0 | - | 0,9 | 0,0 | 0,9 | -4% | 0,9 | 0,5 | 0,0 | -100% | 0,0 | 0,0 | 1,0 | - |
| BA | 4,5 | 3,4 | 3,6 | -19% | 9,7 | 4,6 | 2,8 | -72% | 8,0 | 5,3 | 5,4 | -33% | 1,5 | 2,0 | 1,8 | 23% |
| CE | 0,8 | 1,2 | 0,5 | -38% | 1,4 | 2,4 | 1,8 | 34% | 3,6 | 5,5 | 2,8 | -22% | 0,5 | 0,2 | 0,8 | 75% |
| DF | 3,0 | 2,5 | 2,2 | -26% | 1,9 | 1,3 | 1,4 | -24% | 7,6 | 5,3 | 3,4 | -56% | 1,4 | 1,1 | 2,1 | 56% |
| ES | 4,6 | 5,6 | 3,6 | -22% | 2,9 | 3,0 | 1,7 | -43% | 2,3 | 2,2 | 3,6 | 58% | 1,7 | 2,1 | 1,8 | 2% |
| GO | 2,1 | 2,0 | 2,2 | 8% | 2,3 | 2,2 | 1,9 | -19% | 6,0 | 2,9 | 4,0 | -33% | 1,2 | 1,4 | 2,4 | 92% |
| MA | 2,2 | 0,9 | 0,2 | -89% | 0,7 | 1,5 | 0,8 | 12% | 1,8 | 1,0 | 2,4 | 28% | 0,7 | 0,4 | 0,4 | -38% |
| MG | 5,0 | 3,8 | 3,0 | -41% | 3,8 | 6,0 | 3,8 | -1% | 11,6 | 5,2 | 6,6 | -43% | 2,0 | 2,7 | 2,5 | 25% |
| MS | 1,5 | 1,9 | 2,6 | 79% | 2,6 | 2,5 | 3,0 | 16% | 1,2 | 2,4 | 2,4 | 102% | 0,8 | 2,0 | 0,6 | -22% |
| MT | 1,8 | 1,0 | 1,6 | -13% | 1,0 | 1,3 | 0,2 | -79% | 3,5 | 1,4 | 1,8 | -50% | 0,7 | 0,5 | 0,5 | -34% |
| PA | 1,8 | 1,3 | 0,6 | -65% | 0,9 | 0,9 | 0,4 | -57% | 3,0 | 1,9 | 2,6 | -13% | 0,3 | 0,8 | 0,5 | 36% |
| PB | 0,6 | 0,8 | 0,2 | -60% | 2,2 | 0,8 | 1,3 | -39% | 2,4 | 3,7 | 2,9 | 21% | 0,2 | 0,7 | 1,1 | 373% |
| PE | 1,6 | 1,4 | 1,0 | -40% | 5,9 | 2,6 | 3,4 | -43% | 5,0 | 5,1 | 2,6 | -47% | 1,7 | 0,9 | 1,7 | 1% |
| PI | 0,3 | 1,3 | 0,7 | 148% | 0,2 | 0,8 | 0,0 | -100% | 1,6 | 1,9 | 1,2 | -22% | 0,6 | 0,6 | 0,0 | -100% |
| PR | 2,5 | 2,1 | 1,0 | -62% | 2,4 | 1,7 | 1,7 | -29% | 6,8 | 2,3 | 2,4 | -65% | 0,7 | 1,0 | 1,1 | 59% |
| RJ | 5,8 | 5,8 | 5,1 | -12% | 4,7 | 4,4 | 5,0 | 6% | 8,9 | 5,5 | 5,8 | -35% | 2,7 | 2,9 | 3,5 | 31% |
| RN | 2,5 | 1,3 | 0,7 | -74% | 2,2 | 1,6 | 1,3 | -38% | 3,2 | 1,9 | 2,0 | -38% | 1,2 | 1,8 | 2,4 | 110% |
| RO | 0,0 | 1,1 | 0,6 | - | 1,7 | 0,8 | 0,8 | -52% | 1,6 | 0,3 | 0,9 | -41% | 0,4 | 0,5 | 1,1 | 199% |
| RR | 3,1 | 0,0 | 0,0 | -100% | 0,0 | 0,0 | 0,0 | - | 2,7 | 0,0 | 0,0 | -100% | 0,3 | 0,3 | 0,6 | 92% |
| RS | 2,3 | 1,9 | 1,4 | -39% | 3,1 | 1,5 | 1,8 | -42% | 4,2 | 2,4 | 2,4 | -44% | 1,1 | 0,9 | 0,9 | -20% |
| SC | 2,7 | 2,6 | 1,9 | -31% | 2,0 | 2,1 | 1,7 | -15% | 3,3 | 3,0 | 2,2 | -33% | 1,1 | 1,1 | 1,2 | 1% |
| SE | 3,5 | 2,3 | 1,0 | -71% | 3,1 | 1,4 | 1,6 | -49% | 4,7 | 6,3 | 2,4 | -49% | 3,9 | 1,9 | 2,0 | -49% |
| SP | 5,4 | 3,8 | 3,6 | -32% | 3,0 | 2,5 | 2,6 | -13% | 7,4 | 3,7 | 3,7 | -51% | 2,4 | 2,4 | 2,2 | -6% |
| TO | 0,0 | 0,5 | 0,6 | - | 2,8 | 0,5 | 0,9 | -69% | 3,9 | 0,7 | 0,4 | -91% | 0,5 | 0,0 | 0,3 | -100% |
| BRASIL | 3,6 | 2,9 | 2,6 | ✓ -28% | 3,4 | 2,9 | 2,4 | ✓ -30% | 6,3 | 3,6 | 3,5 | ✓ -44% | 1,8 | 1,9 | 1,8 | ✗ 1% |

Número de Reclamações de Rede na Anatel por 100.000 acessos

Maiores Motivos de Reclamações do SMP na Anatel por Empresa

| CLARO |
|---------------------|
| Cobrança |
| Serviços Adicionais |
| Cancelamento |
| Reparo |
| Planos de serviço |
| Atendimento |
| Bloqueio |
| Cartão pré-pago |
| Habilitação |
| Promoções |

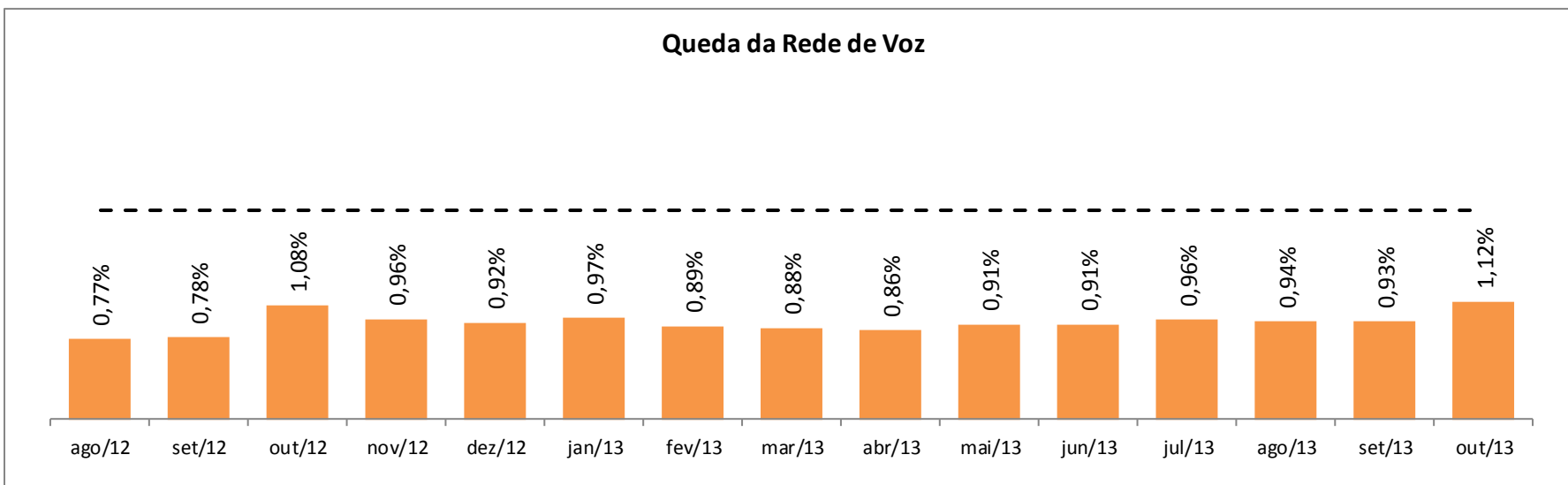
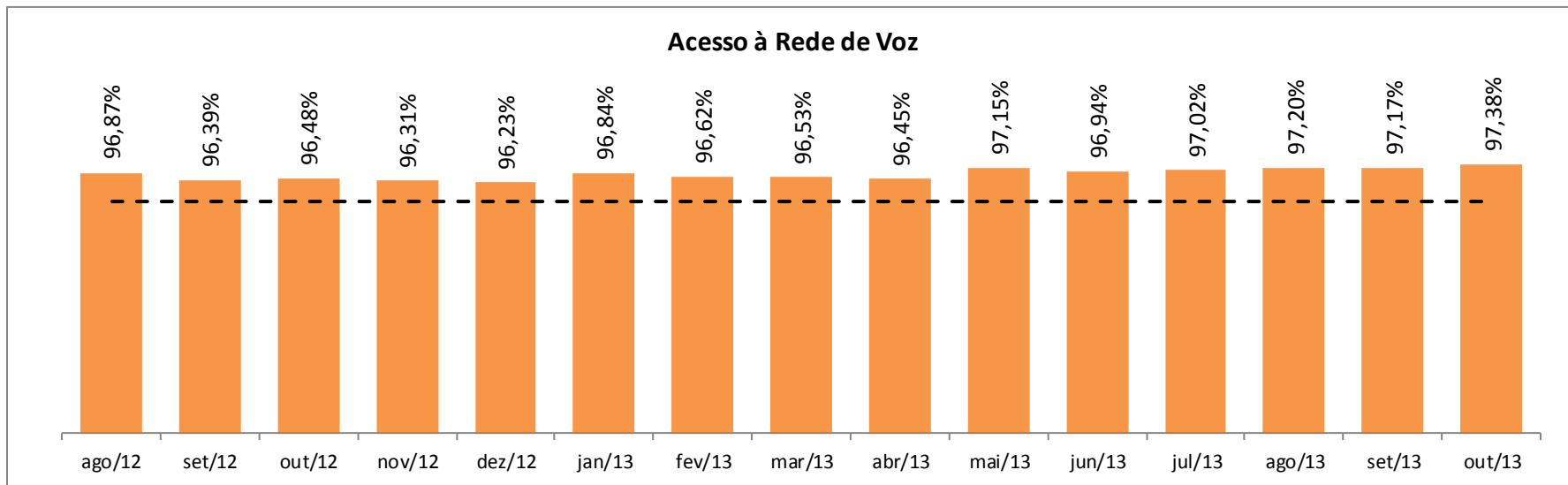
| OI |
|---------------------|
| Cobrança |
| Promoções |
| Serviços Adicionais |
| Bloqueio |
| Planos de serviço |
| Cancelamento |
| Atendimento |
| Habilitação |
| Reparo |
| Cartão pré-pago |

| TIM |
|---------------------|
| Cobrança |
| Serviços Adicionais |
| Reparo |
| Habilitação |
| Cartão pré-pago |
| Planos de serviço |
| Bloqueio |
| Atendimento |
| Cancelamento |
| Área de Cobertura |

| VIVO |
|---------------------|
| Cobrança |
| Serviços Adicionais |
| Atendimento |
| Reparo |
| Planos de serviço |
| Cancelamento |
| Bloqueio |
| Habilitação |
| Cartão pré-pago |
| Área de Cobertura |

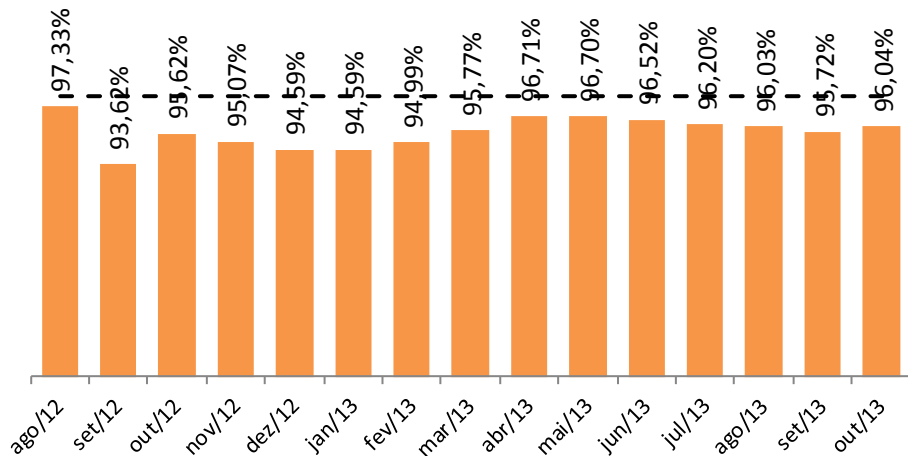
| CTBC |
|---------------------------|
| Cobrança |
| Cartão pré-pago |
| Serviços Adicionais |
| Reparo |
| Bloqueio |
| Cancelamento |
| Planos de serviço |
| Atendimento |
| Área de Cobertura |
| Completamento de Chamadas |

| SERCOMTEL |
|------------------------|
| Reparo |
| Cobrança |
| Inclusão no SPC/Serasa |
| Serviços Adicionais |

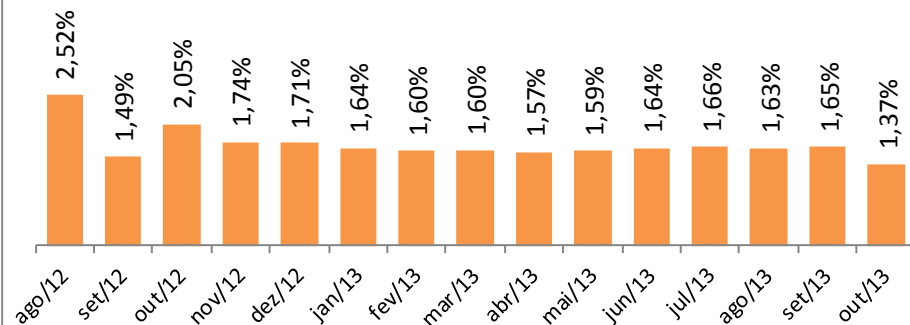




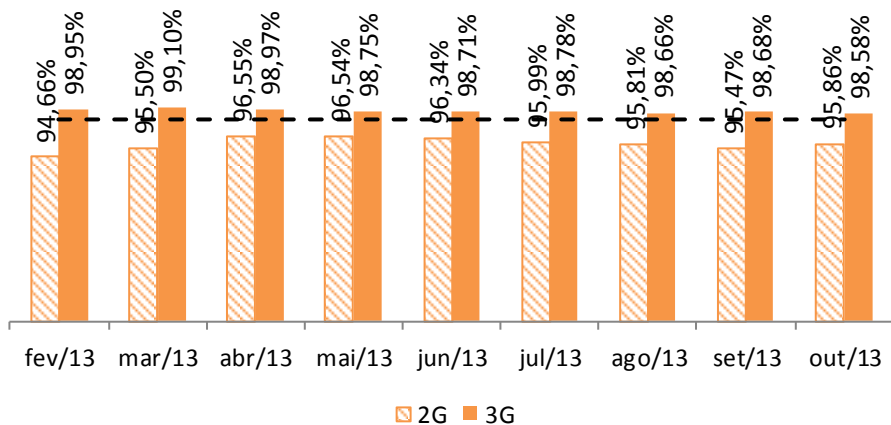
Acesso à Rede de Dados



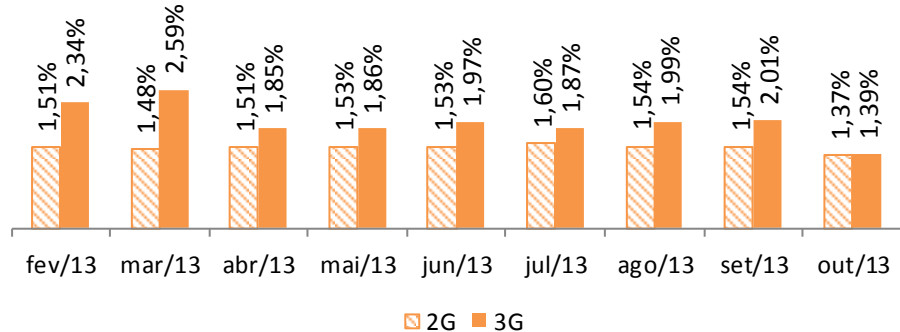
Queda da Rede de Dados



Acesso à Rede de Dados (2G e 3G)



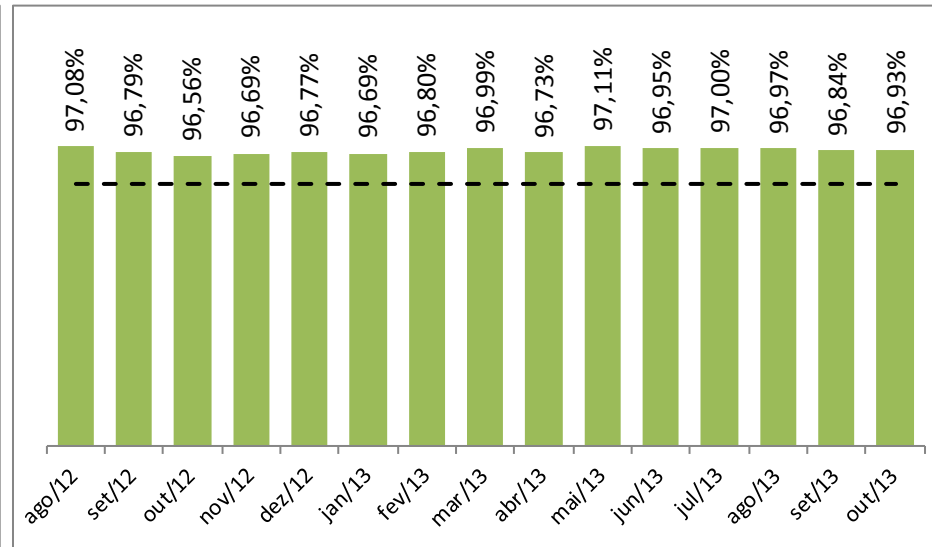
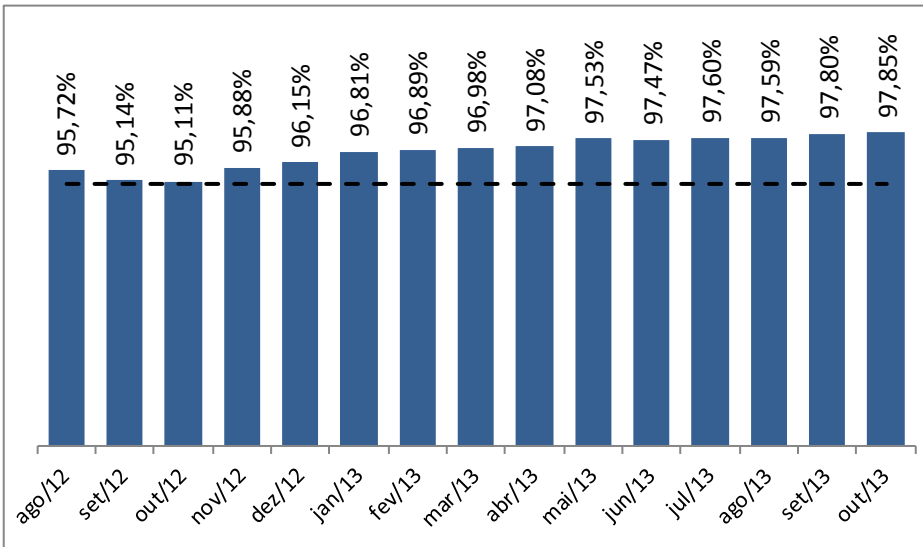
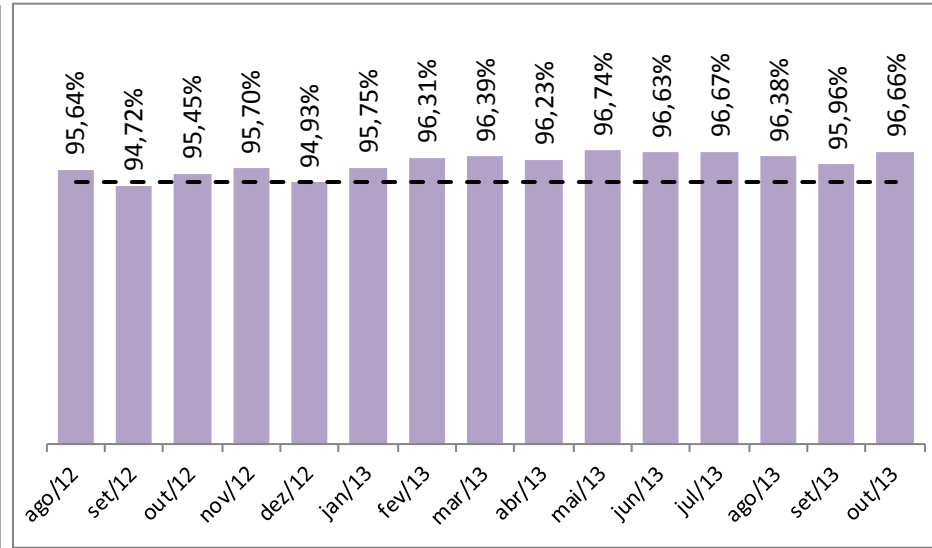
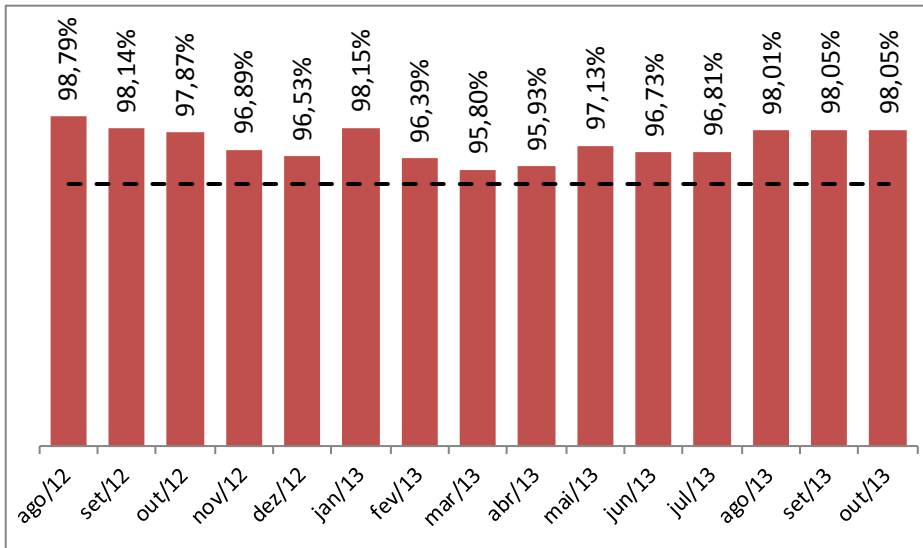
Queda da Rede de Dados (2G e 3G)





Taxa de acesso à rede de voz – Referência $\geq 95\%$

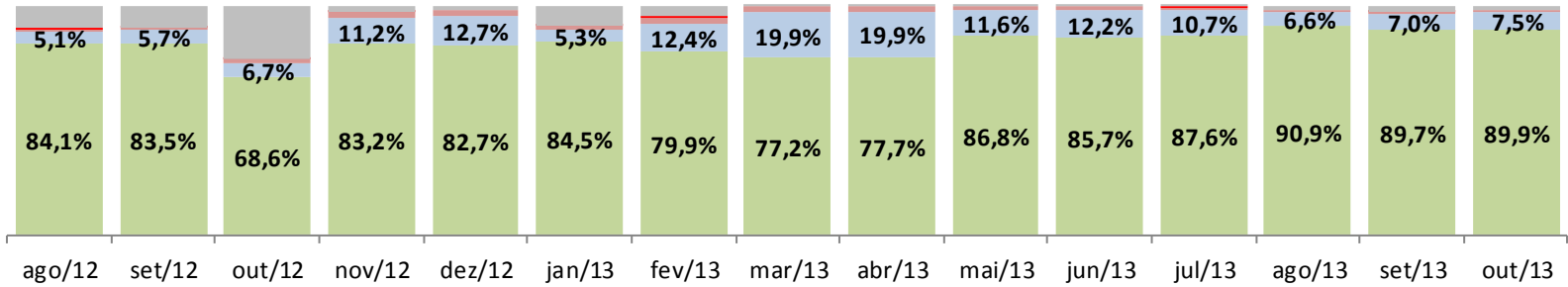
● Claro ● Oi ● Tim ● Vivo



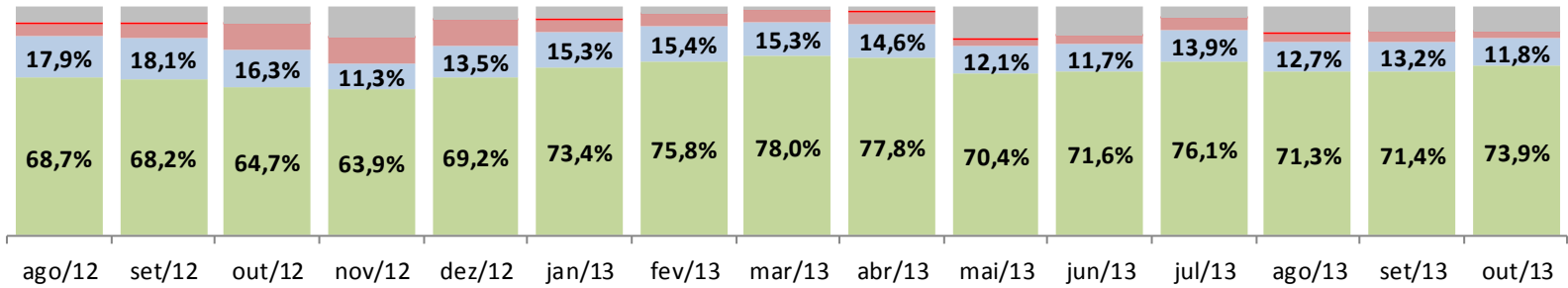
Total de chamadas completadas sobre o total de tentativas – Coleta de dados de 24h por dia, mês inteiro



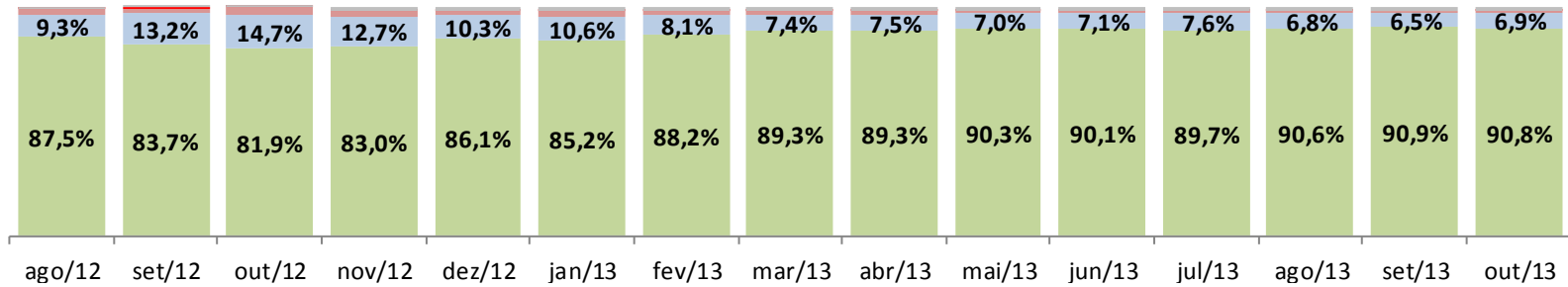
Claro



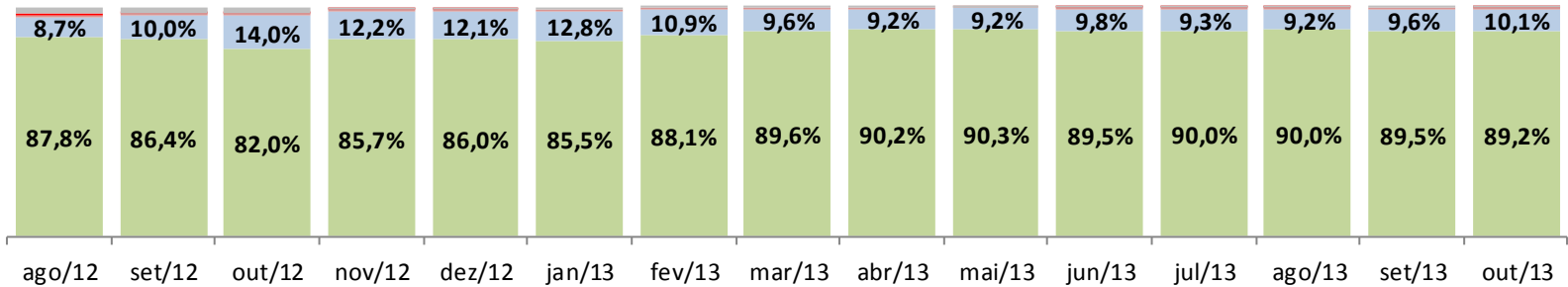
Oi



Tim



Vivo

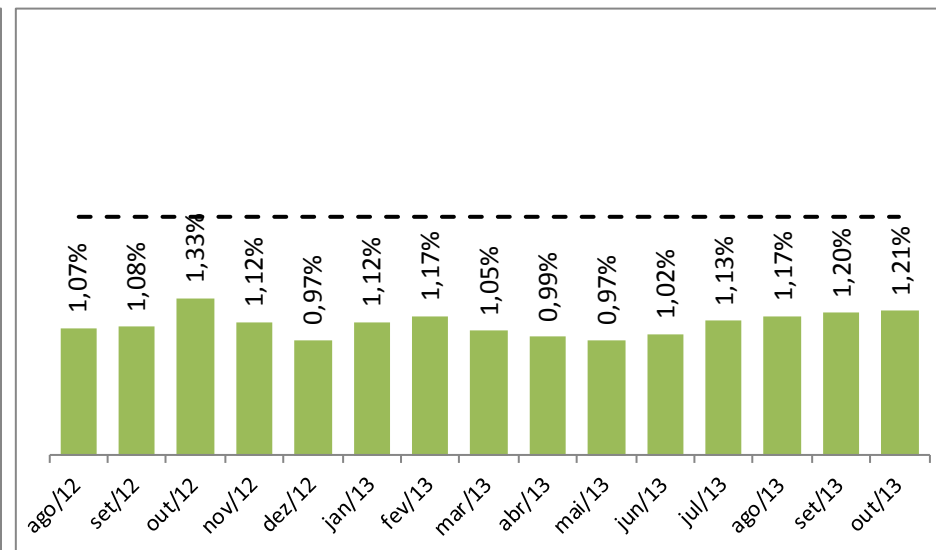
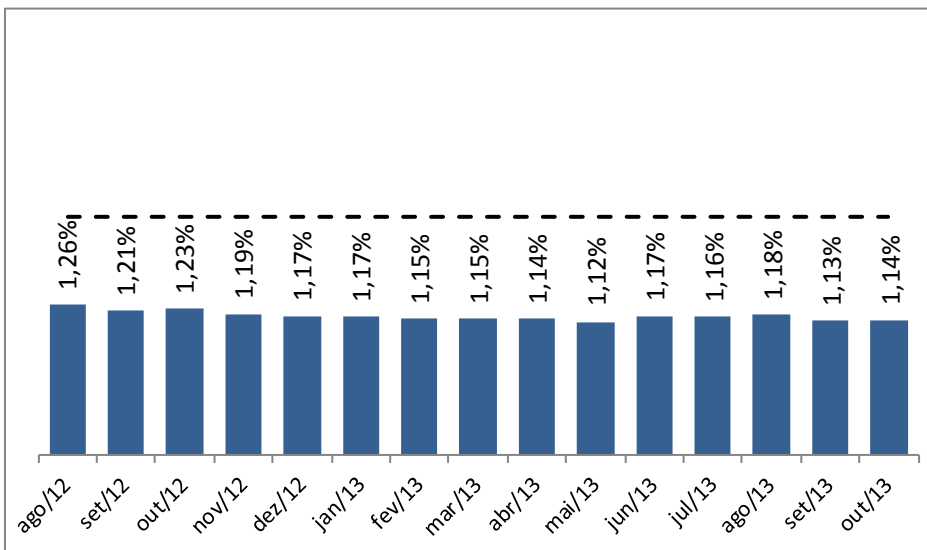
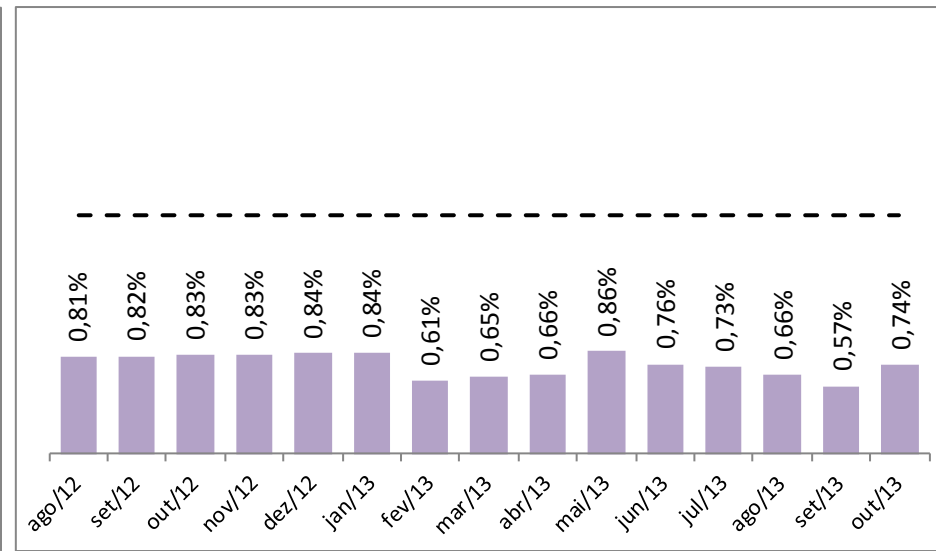
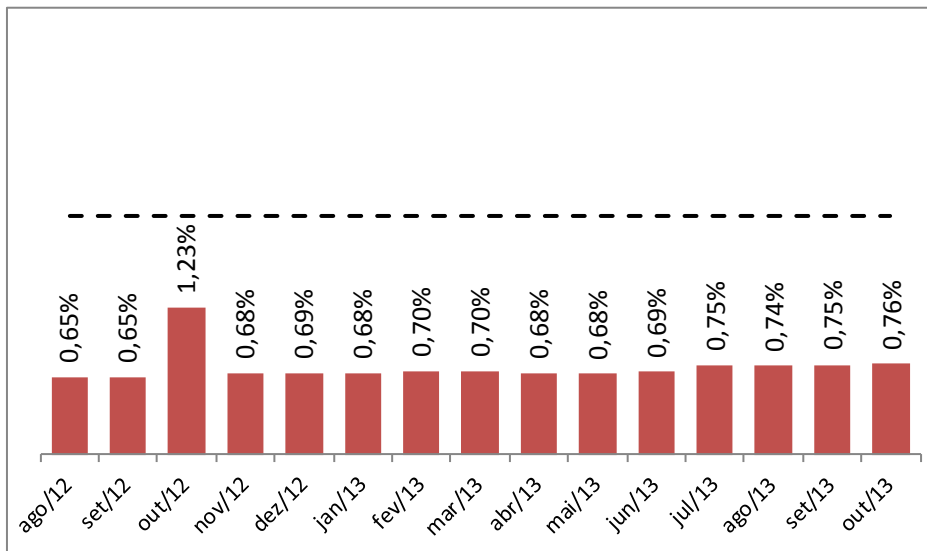


■ Maior ou Igual a 95% ■ Entre 85% e 95% ■ Entre 50% e 85% ■ Menor que 50% ■ Não Medido



Taxa de queda da rede de voz – Referência <= 2%

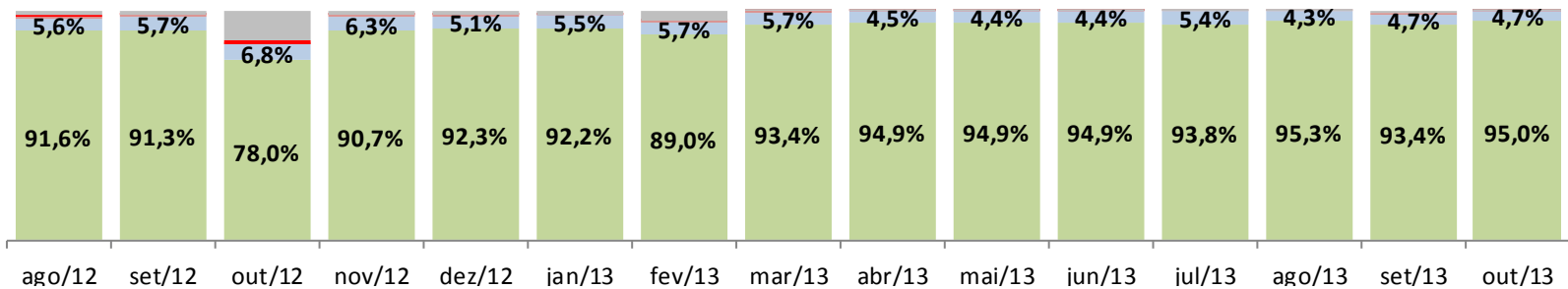
● Claro ● Oi ● Tim ● Vivo



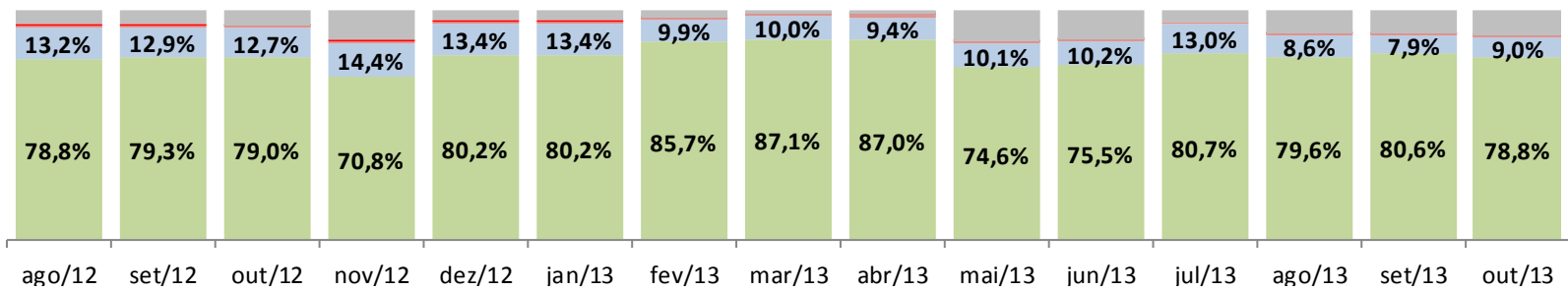
Total de chamadas interrompidas sobre o total de chamadas – Coleta de dados de 24h por dia, mês inteiro



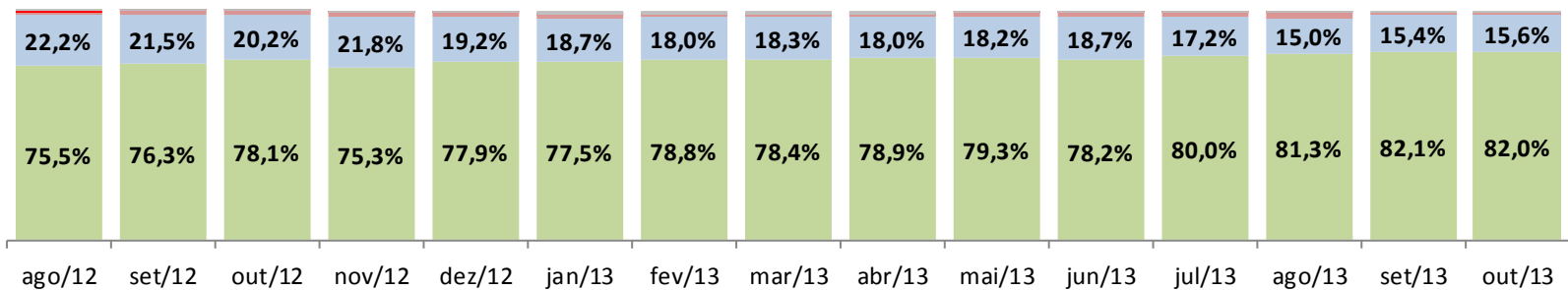
Claro



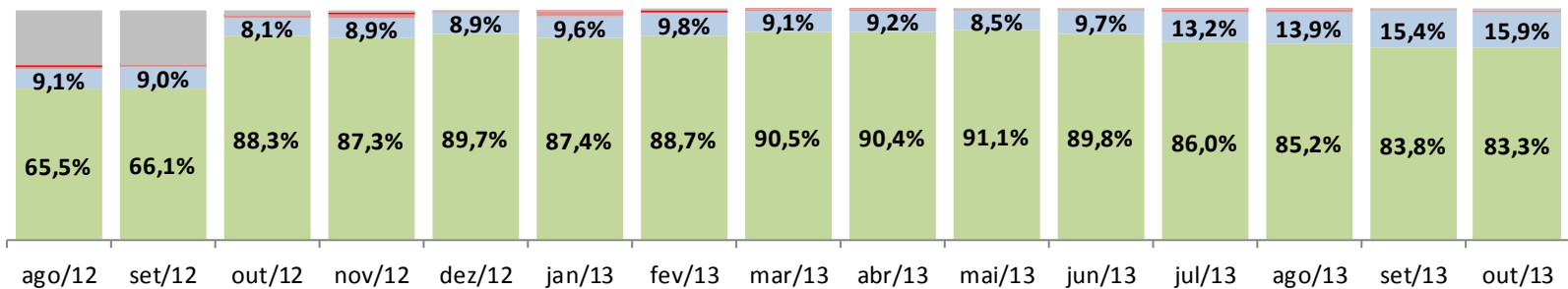
Oi



Tim



Vivo

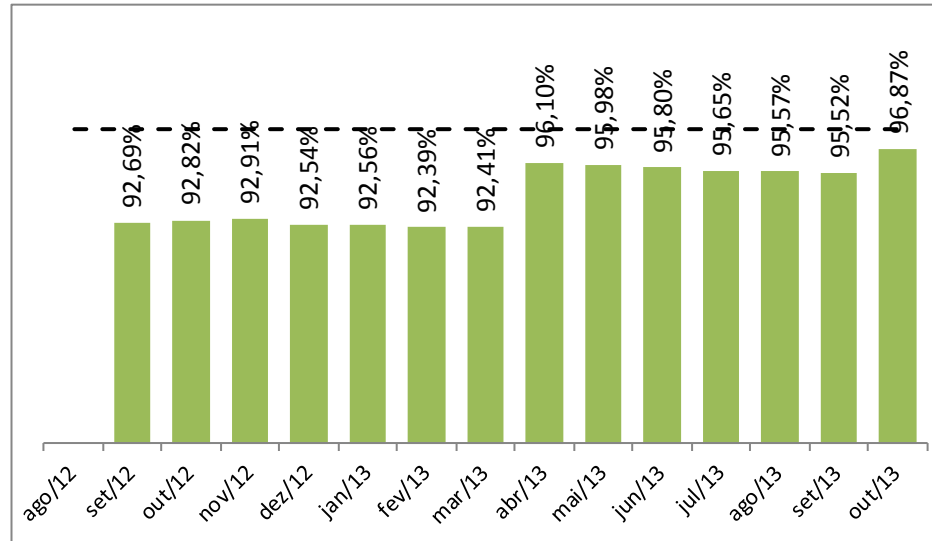
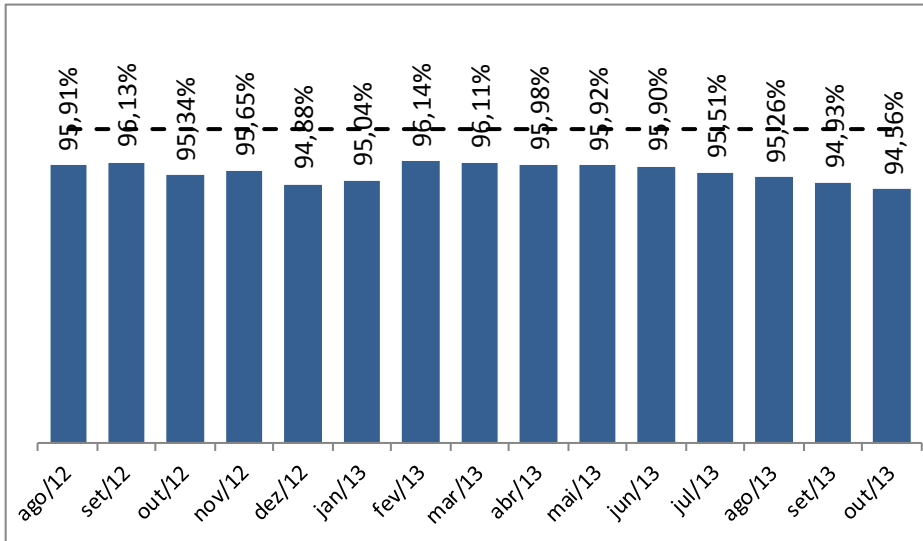
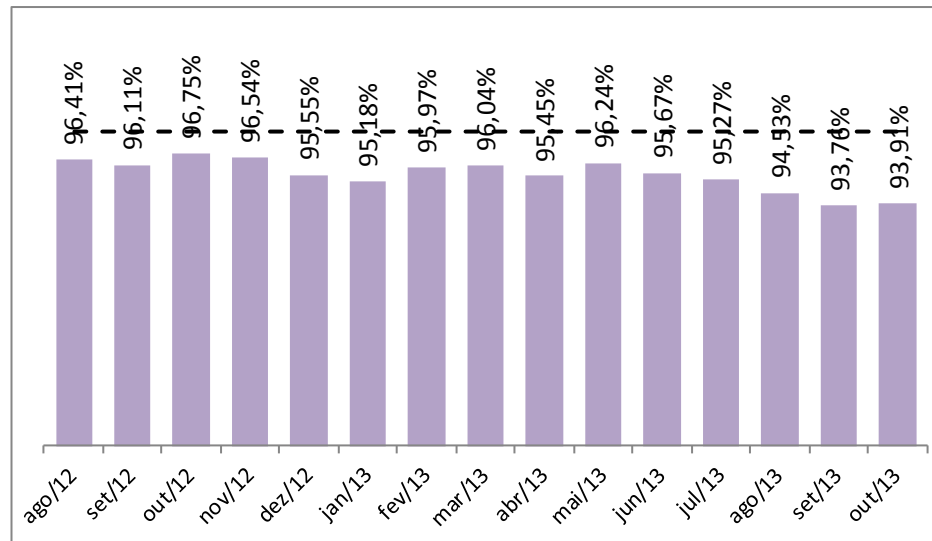
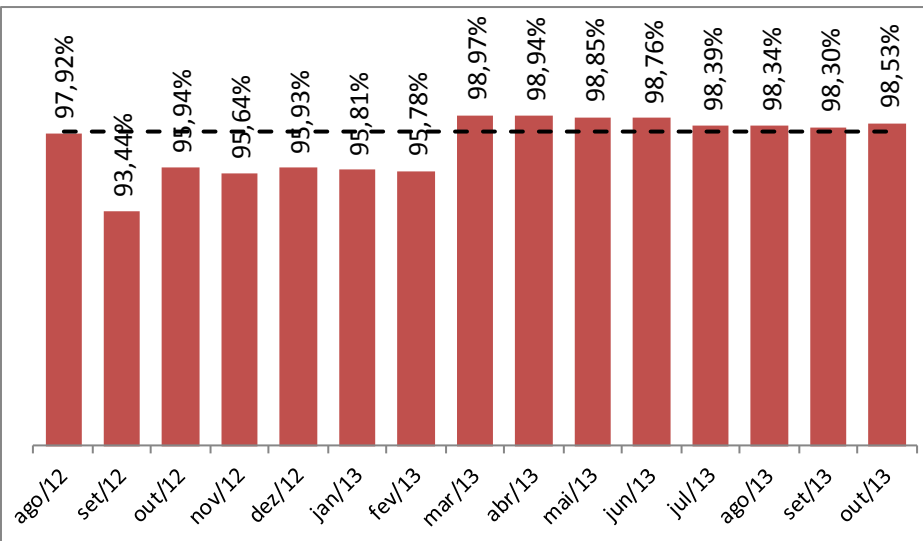


■ Menor ou Igual a 2% ■ Entre 2% e 5% ■ Entre 5% e 10% ■ Maior do que 10% ■ Não medido



Taxa de acesso à rede de dados – Referência $\geq 98\%$

● Claro ● Oi ● Tim ● Vivo

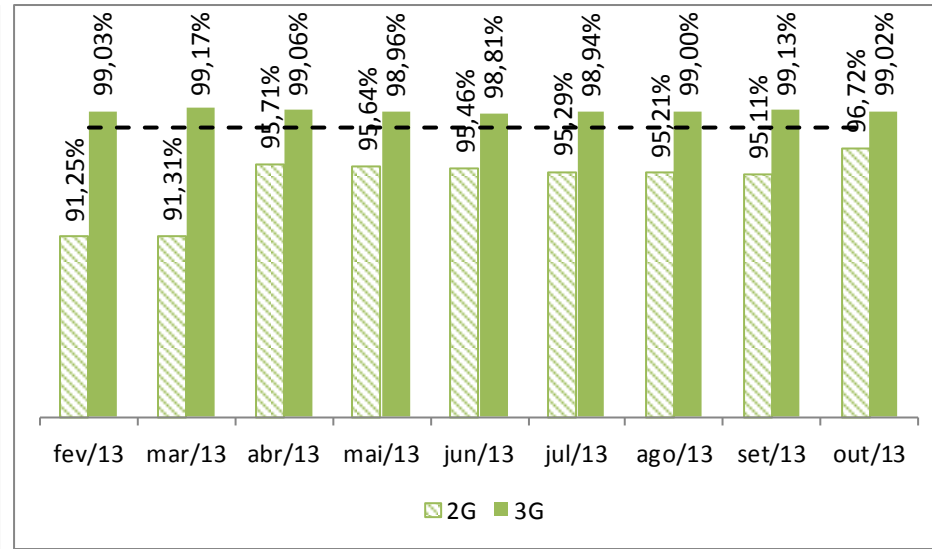
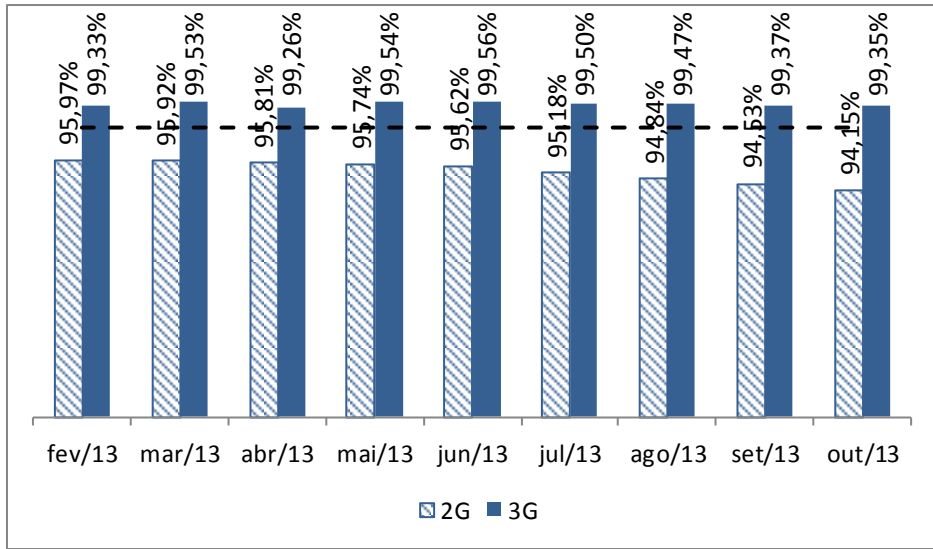
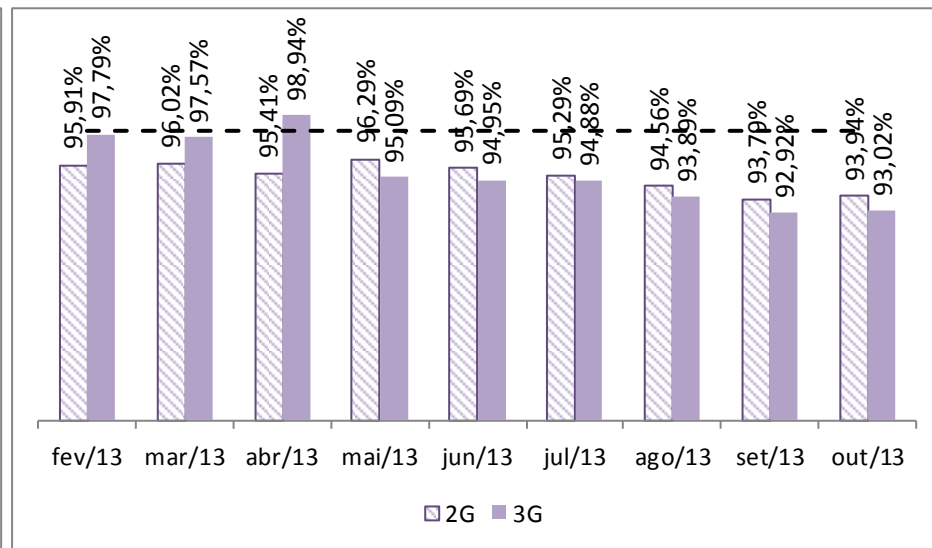
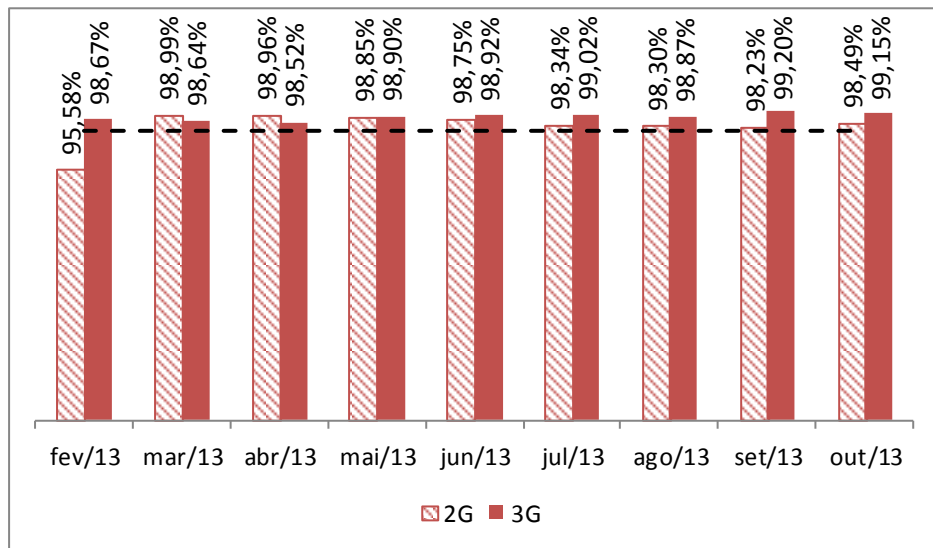


Total de conexões de dados sobre o total de tentativas – Coleta de dados de 24h por dia, mês inteiro



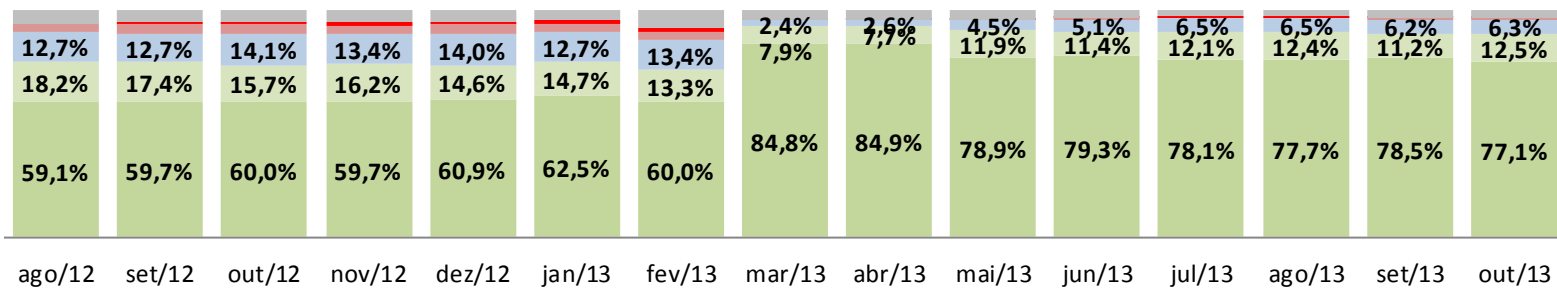
Taxa de acesso à rede de dados (visão 2G e 3G) – Referência $\geq 98\%$

● Claro ● Oi ● Tim ● Vivo

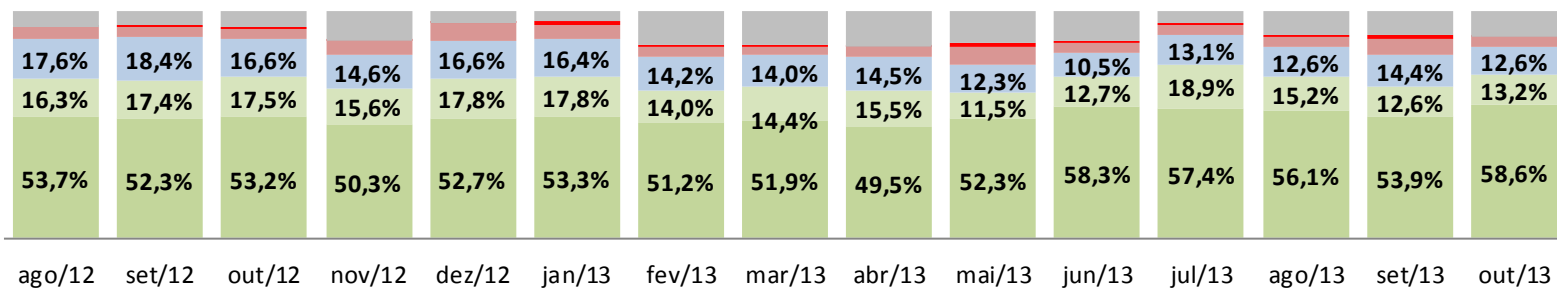




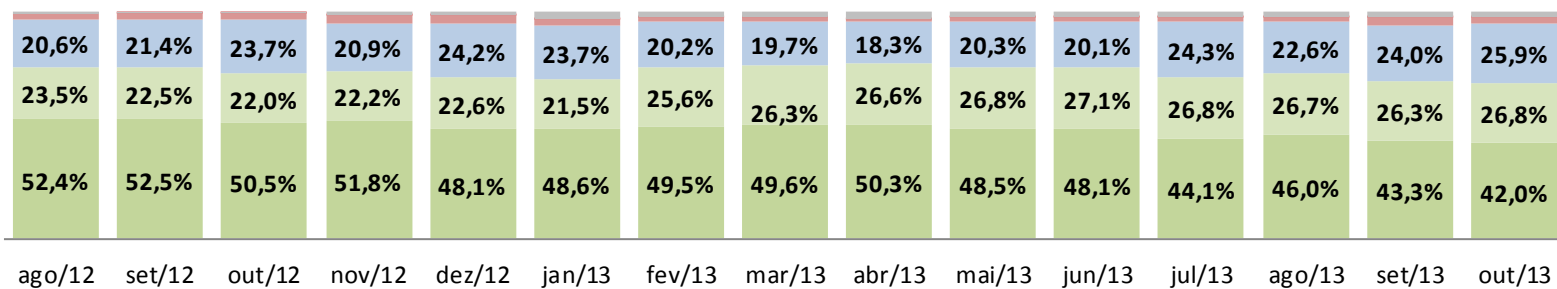
Claro



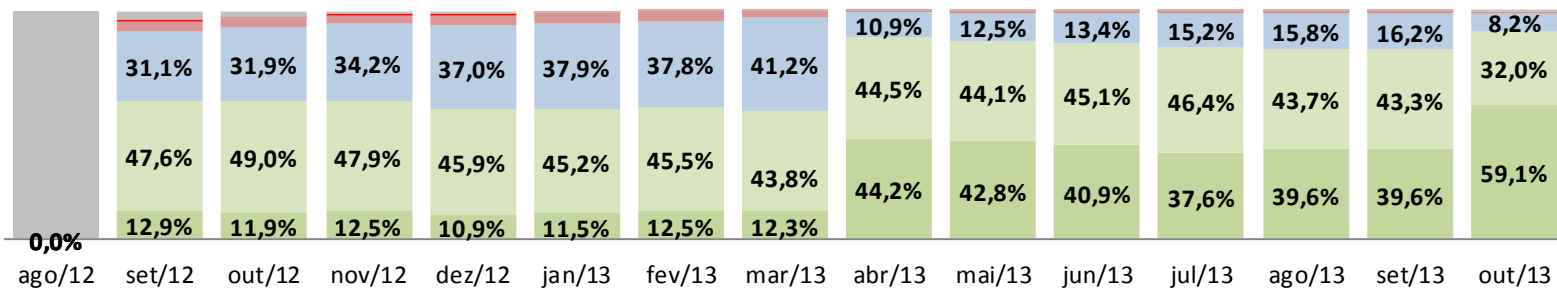
Oi



Tim



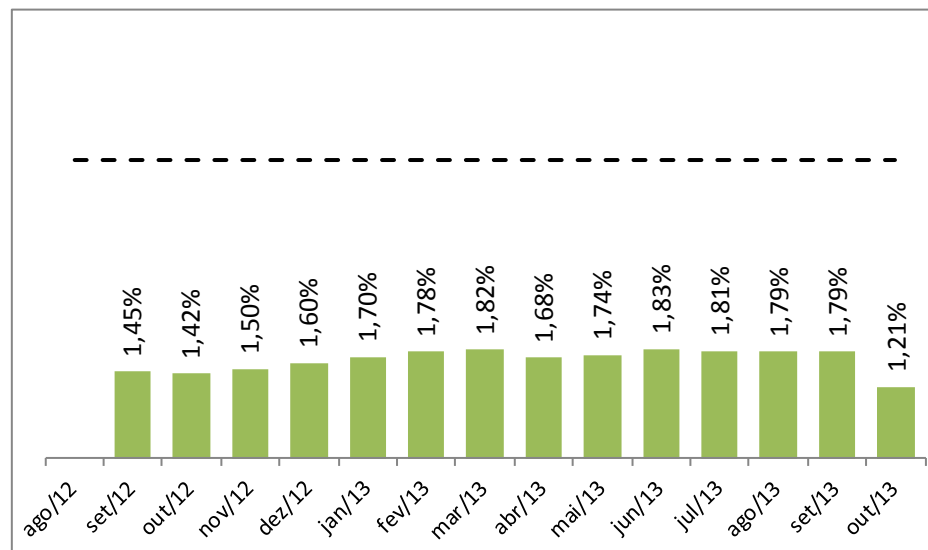
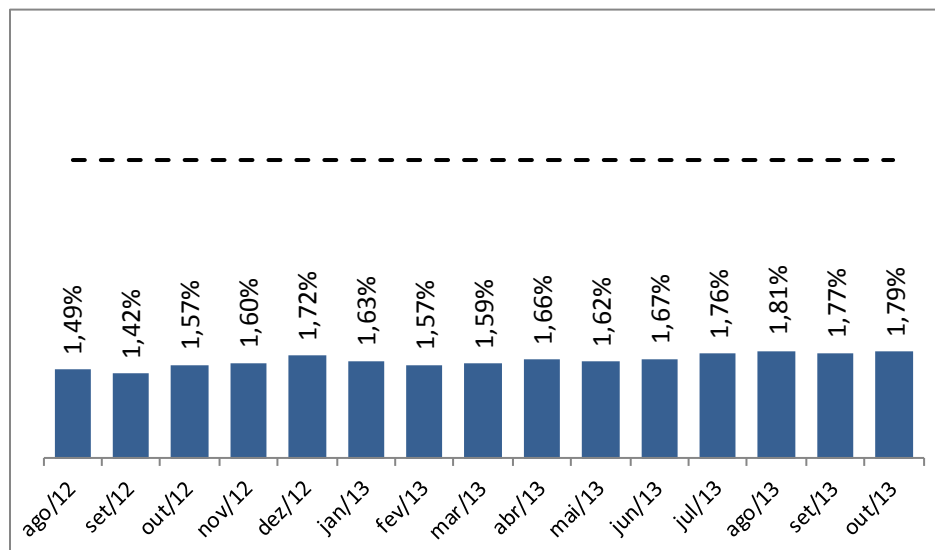
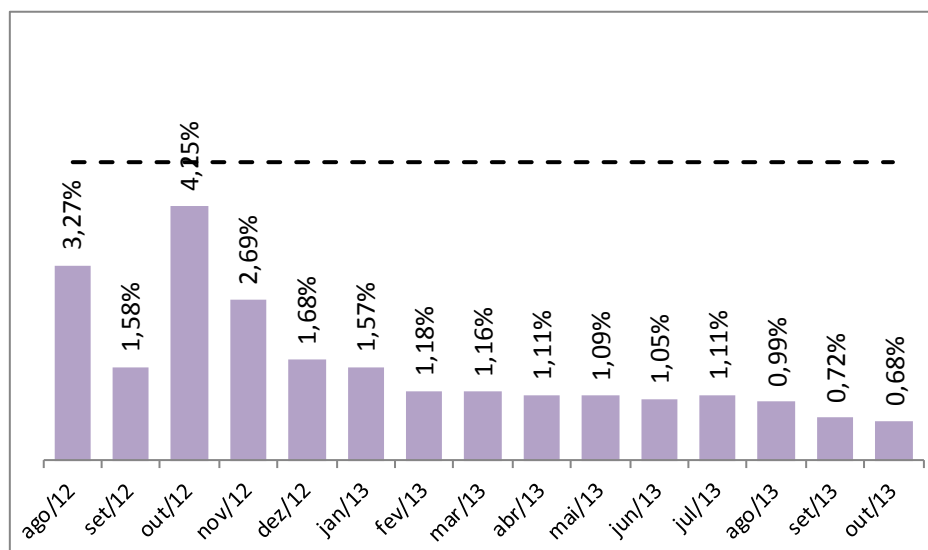
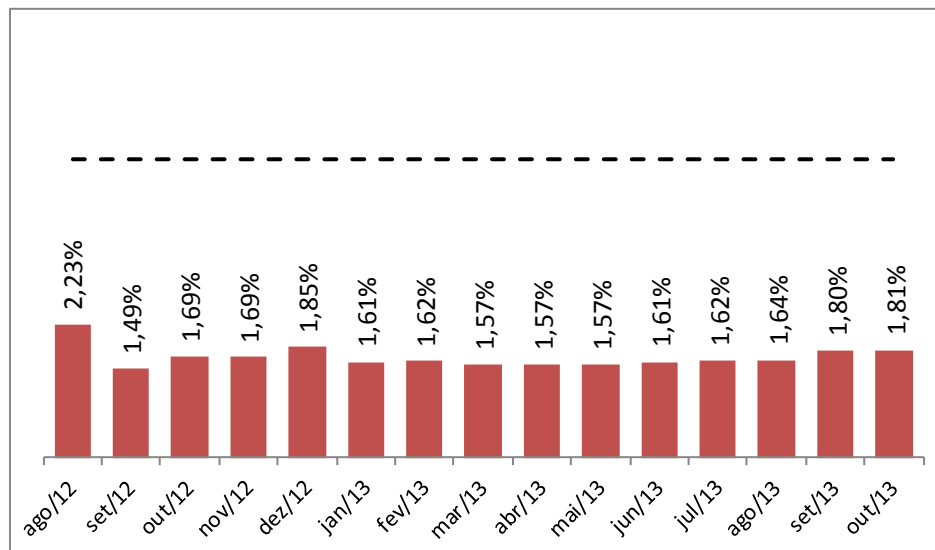
Vivo





Taxa de desconexão da rede de dados – Referência <= 5%

● Claro ● Oi ● Tim ● Vivo



Total de queda das conexões de dados sobre o total de conexões – Coleta de dados de 24h por dia, mês inteiro



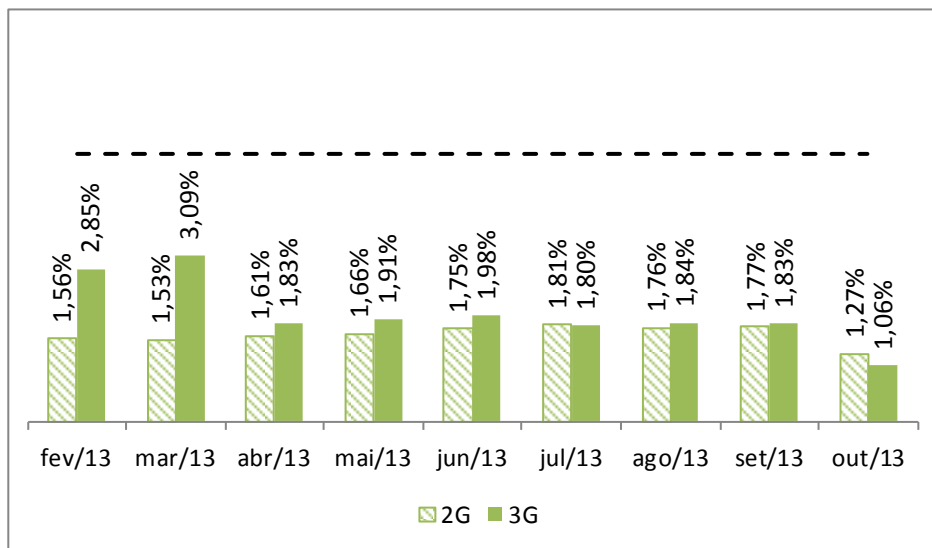
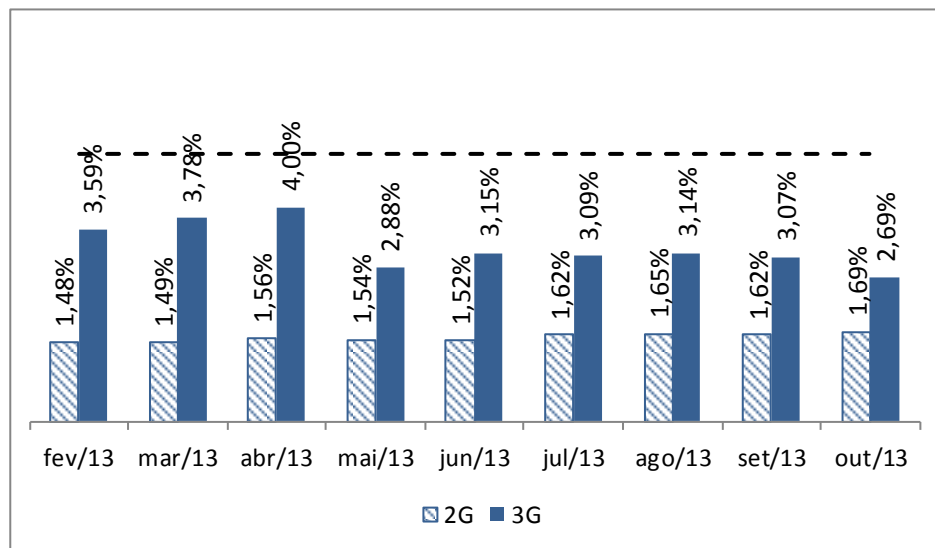
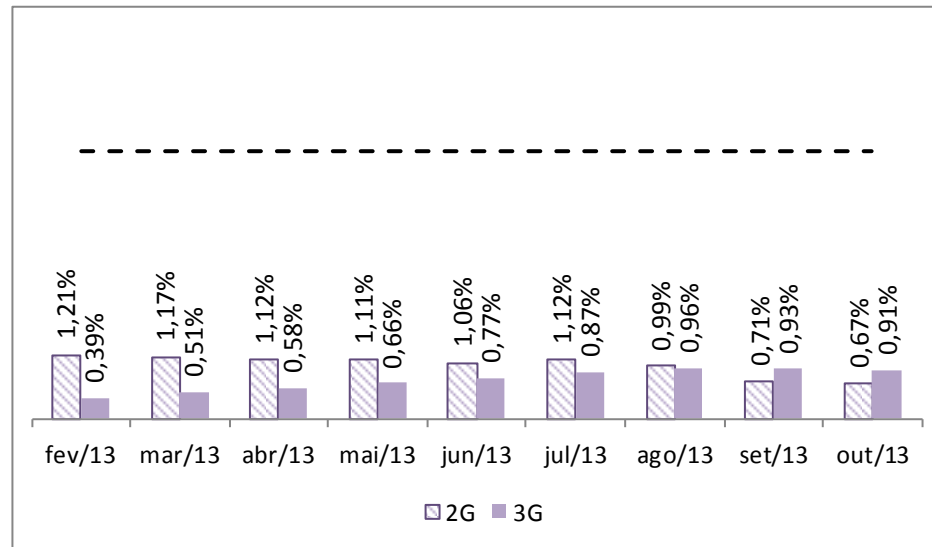
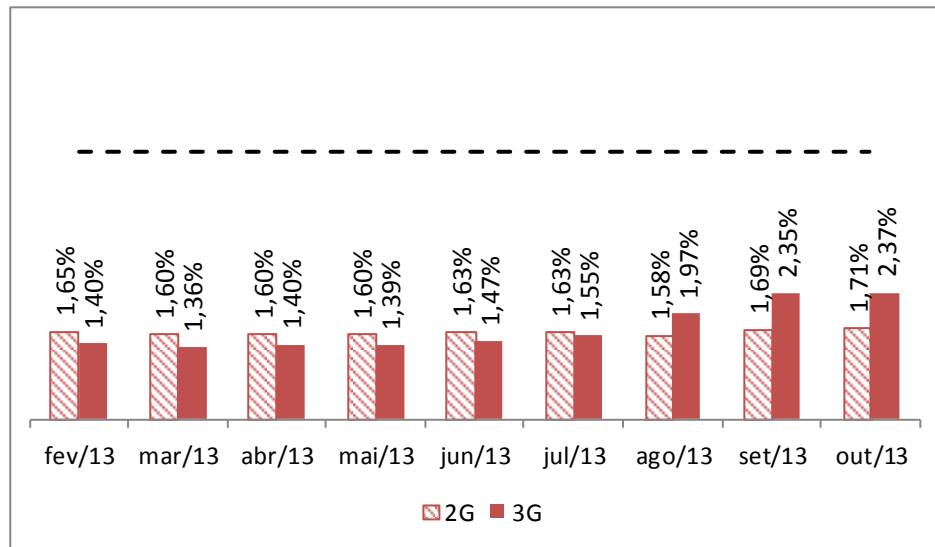
Taxa de desconexão da rede de dados (visão 2G e 3G) – Referência <= 5%

● Claro

● Oi

● Tim

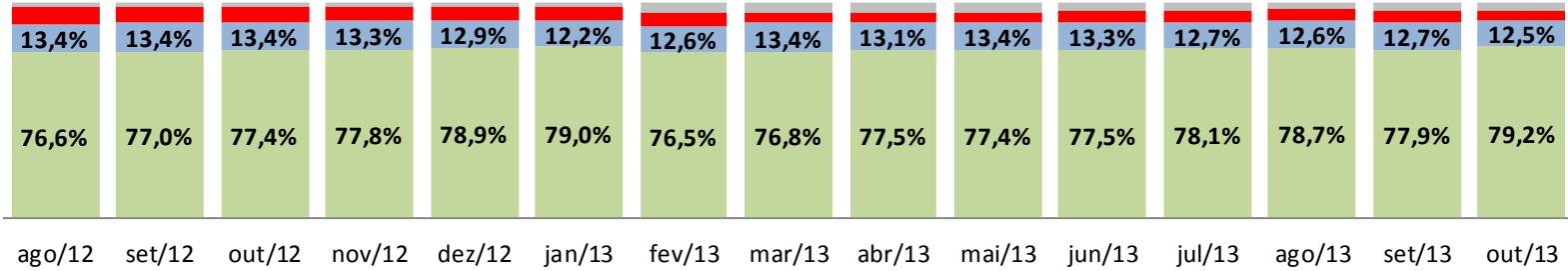
● Vivo



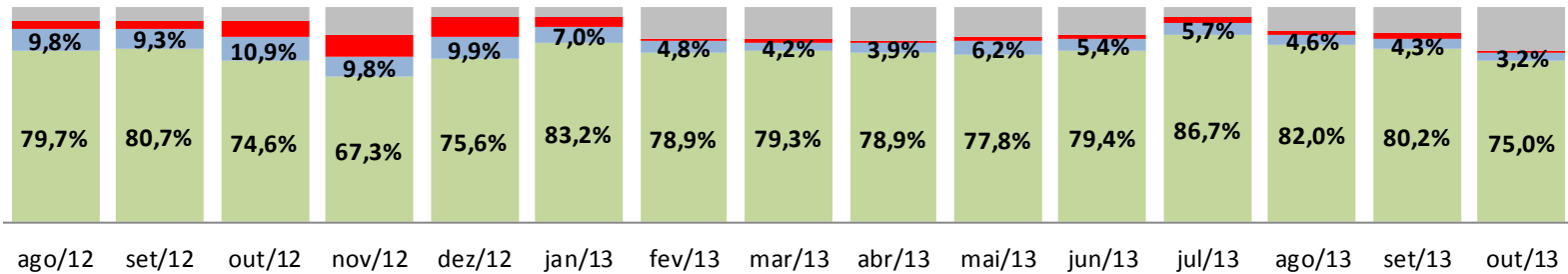
Total de queda das conexões de dados sobre o total de conexões – Coleta de dados de 24h por dia, mês inteiro



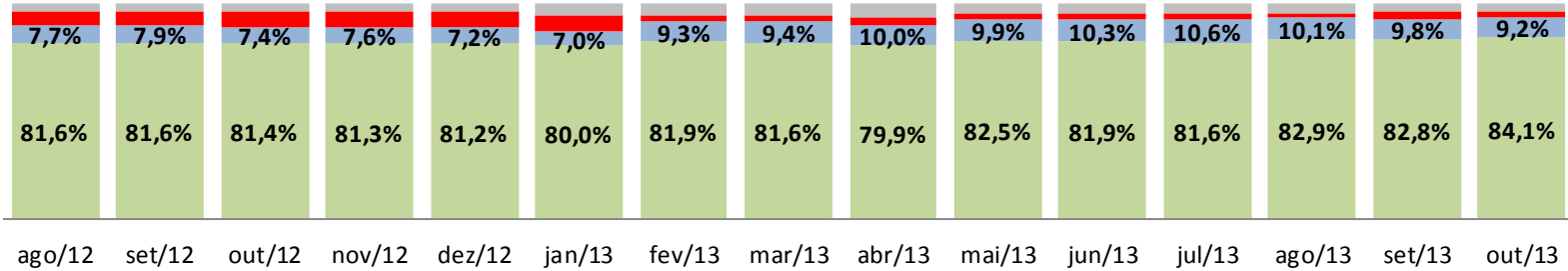
Claro



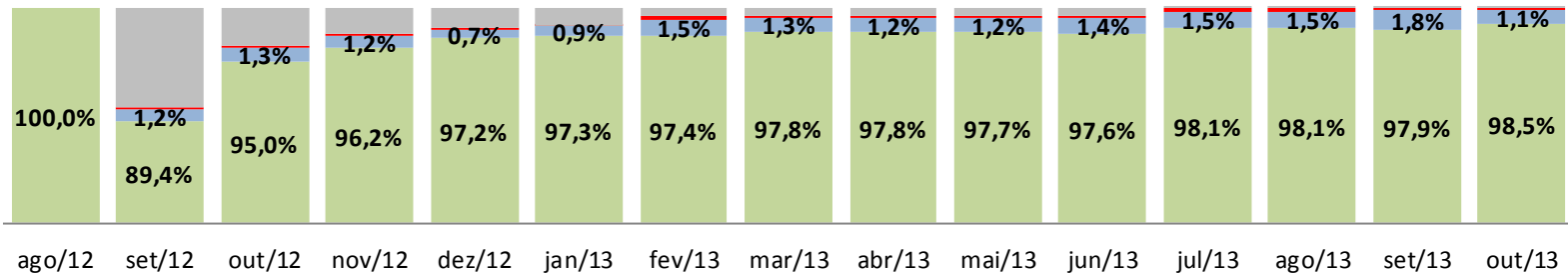
Oi



Tim



Vivo





● Claro ● Oi ● Tim ● Vivo ● CTBC ● SERCOMTEL

| | Conexão de Voz | | | Desconexão de Voz | | | Conexão Dados | | | Desconexão Dados | | |
|--------------------------------|----------------|--------|---------|-------------------|--------|--------|---------------|--------|--------|------------------|--------|--------|
| | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 |
| Ananindeua-PA | | | | | | | | | | | | |
| ● | 99,86% | 99,95% | 99,97% | 0,99% | 0,89% | 0,70% | 99,96% | 99,98% | 99,99% | 0,30% | 0,31% | 0,31% |
| ● | 99,99% | 99,98% | 99,94% | 0,38% | 0,29% | 1,96% | 99,90% | 99,84% | 99,52% | 0,23% | 0,28% | 0,29% |
| ● | 99,49% | 99,58% | 99,38% | 0,80% | 0,75% | 1,00% | 93,45% | 94,17% | 91,83% | 1,53% | 1,47% | 1,59% |
| ● | 97,36% | 97,42% | 97,27% | 0,94% | 0,99% | 1,18% | 98,12% | 98,43% | 98,44% | 0,62% | 0,58% | 0,58% |
| Anápolis-GO | | | | | | | | | | | | |
| ● | 99,52% | 99,75% | 99,73% | 0,51% | 0,52% | 0,59% | 99,54% | 99,81% | 99,81% | 0,38% | 0,44% | 0,72% |
| ● | 98,05% | 98,75% | 100,00% | 0,52% | 0,33% | 0,57% | 98,75% | 97,47% | 98,61% | 2,04% | 1,93% | 0,26% |
| ● | 97,70% | 97,50% | 98,25% | 0,85% | 0,87% | 0,93% | 97,10% | 97,58% | 97,79% | 1,62% | 1,47% | 1,28% |
| ● | 98,27% | 98,21% | 97,72% | 0,65% | 0,67% | 0,73% | 98,84% | 98,95% | 99,06% | 0,63% | 0,56% | 0,50% |
| Aparecida de Goiânia-GO | | | | | | | | | | | | |
| ● | 99,85% | 99,87% | 99,89% | 0,64% | 0,73% | 0,69% | 99,84% | 99,83% | 99,89% | 0,40% | 0,46% | 0,64% |
| ● | 98,35% | 98,76% | 99,58% | 0,82% | 0,51% | 0,86% | 98,29% | 96,42% | 98,29% | 1,87% | 1,94% | 0,32% |
| ● | 97,84% | 97,61% | 97,57% | 1,50% | 1,79% | 1,64% | 95,64% | 95,36% | 94,64% | 1,64% | 1,72% | 2,06% |
| ● | 96,32% | 96,58% | 96,98% | 2,31% | 1,64% | 1,47% | 98,73% | 98,79% | 98,88% | 0,70% | 0,70% | 0,63% |
| Aracaju-SE | | | | | | | | | | | | |
| ● | 99,85% | 99,87% | 99,94% | 0,57% | 0,56% | 0,53% | 99,95% | 99,98% | 99,98% | 0,49% | 0,49% | 0,45% |
| ● | 98,73% | 99,64% | 99,87% | 0,53% | 0,45% | 0,34% | 96,36% | 96,74% | 98,35% | 1,31% | 1,22% | 0,47% |
| ● | 95,88% | 96,05% | 97,11% | 0,95% | 0,90% | 0,94% | 95,72% | 95,02% | 95,86% | 1,39% | 2,03% | 1,37% |
| ● | 95,02% | 95,23% | 96,04% | 1,44% | 1,44% | 1,41% | 93,85% | 93,41% | 95,42% | 2,74% | 2,09% | 1,42% |
| Bauru-SP | | | | | | | | | | | | |
| ● | 98,75% | 98,96% | 99,87% | 0,65% | 0,72% | 0,67% | 93,38% | 97,39% | 98,05% | 1,00% | 1,08% | 1,11% |
| ● | 99,95% | 99,87% | 99,95% | 0,46% | 0,41% | 0,46% | 99,95% | 99,91% | 99,81% | 0,71% | 0,61% | 0,73% |
| ● | 99,61% | 99,85% | 99,87% | 1,05% | 1,07% | 1,14% | 95,69% | 96,20% | 96,67% | 1,29% | 1,35% | 1,81% |
| ● | 97,15% | 97,06% | 97,19% | 1,02% | 1,21% | 1,17% | 95,72% | 95,42% | 96,20% | 1,91% | 2,76% | 1,38% |
| Belém-PA | | | | | | | | | | | | |
| ● | 99,87% | 99,92% | 99,93% | 0,85% | 0,77% | 0,68% | 99,94% | 99,96% | 99,94% | 0,32% | 0,35% | 0,33% |
| ● | 99,46% | 99,73% | 99,23% | 0,54% | 0,50% | 1,20% | 98,57% | 98,43% | 97,72% | 0,46% | 0,48% | 0,54% |
| ● | 99,22% | 99,32% | 98,96% | 0,78% | 0,65% | 0,80% | 95,32% | 95,26% | 94,30% | 0,71% | 0,62% | 0,66% |
| ● | 95,97% | 96,65% | 97,11% | 0,68% | 0,66% | 0,68% | 98,63% | 98,55% | 98,45% | 0,52% | 0,49% | 0,46% |
| Belford Roxo-RJ | | | | | | | | | | | | |
| ● | 92,2% | 92,9% | 90,1% | 0,94% | 0,86% | 0,93% | 91,43% | 92,08% | 95,57% | 2,38% | 2,95% | 3,16% |
| ● | 99,91% | 99,94% | 99,93% | 1,23% | 0,86% | 0,98% | 98,71% | 98,39% | 98,28% | 0,53% | 0,53% | 0,53% |
| ● | 98,84% | 98,64% | 98,97% | 1,15% | 1,11% | 0,95% | 97,02% | 97,06% | 97,28% | 2,40% | 2,44% | 2,46% |
| ● | 98,45% | 98,09% | 97,55% | 1,18% | 1,12% | 1,20% | 97,09% | 97,09% | 97,47% | 1,40% | 1,32% | 1,10% |



● Claro ● Oi ● Tim ● Vivo ● CTBC ● SERCOMTEL

| | Conexão de Voz | | | Desconexão de Voz | | | Conexão Dados | | | Desconexão Dados | | |
|--------------------------|----------------|--------|---------|-------------------|--------|--------|---------------|--------|--------|------------------|--------|--------|
| | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 |
| Belo Horizonte-MG | | | | | | | | | | | | |
| ● | 99,23% | 99,33% | 99,31% | 0,40% | 0,39% | 0,43% | 99,34% | 99,39% | 99,31% | 5,00% | 4,98% | 5,04% |
| ● | 98,23% | 98,54% | 97,91% | 0,90% | 0,89% | 0,90% | 94,63% | 94,18% | 93,30% | 0,59% | 0,57% | 0,61% |
| ● | 96,71% | 97,25% | 97,00% | 1,05% | 1,10% | 1,15% | 97,20% | 96,61% | 95,90% | 1,83% | 1,98% | 2,15% |
| ● | 96,82% | 96,77% | 96,39% | 0,76% | 0,81% | 0,85% | 99,27% | 99,17% | 99,16% | 0,73% | 0,73% | 0,52% |
| Betim-MG | | | | | | | | | | | | |
| ● | 99,66% | 99,50% | 99,52% | 0,30% | 0,28% | 0,33% | 99,52% | 99,53% | 99,58% | 7,07% | 6,82% | 6,46% |
| ● | 99,31% | 99,54% | 99,92% | 0,61% | 0,70% | 0,66% | 98,13% | 97,99% | 97,58% | 0,50% | 0,51% | 0,52% |
| ● | 97,42% | 97,61% | 97,20% | 1,25% | 1,41% | 1,71% | 96,12% | 95,73% | 94,33% | 1,58% | 1,60% | 1,80% |
| ● | 96,03% | 95,70% | 95,21% | 1,84% | 1,77% | 1,57% | 97,28% | 97,46% | 98,07% | 1,18% | 1,02% | 0,72% |
| Blumenau-SC | | | | | | | | | | | | |
| ● | 99,86% | 99,77% | 99,14% | 0,42% | 0,54% | 0,63% | 99,85% | 99,87% | 99,75% | 0,46% | 0,47% | 0,54% |
| ● | 90,0% | 90,8% | 100,00% | 0,88% | 0,18% | 0,96% | 98,31% | 96,16% | 98,39% | 1,90% | 1,70% | 0,35% |
| ● | 98,55% | 98,53% | 98,71% | 1,21% | 1,20% | 1,16% | 95,91% | 95,03% | 94,19% | 2,74% | 2,92% | 3,27% |
| ● | 98,57% | 98,01% | 97,99% | 0,81% | 0,84% | 0,83% | 89,70% | 92,74% | 96,96% | 1,73% | 1,63% | 1,03% |
| Boa Vista-RR | | | | | | | | | | | | |
| ● | 99,98% | 99,96% | 99,96% | 0,56% | 0,87% | 0,73% | 99,99% | 99,96% | 99,99% | 0,37% | 0,38% | 0,38% |
| ● | 89,1% | 93,6% | 92,3% | 2,56% | 2,63% | 2,46% | 95,95% | 86,32% | 89,66% | 0,69% | 0,78% | 0,96% |
| ● | 99,54% | 99,25% | 99,84% | 0,57% | 0,58% | 0,53% | 99,90% | 99,78% | 97,80% | 0,32% | 0,32% | 0,28% |
| ● | 97,78% | 97,37% | 97,60% | 1,12% | 1,34% | 1,50% | 93,86% | 94,74% | 94,64% | 2,96% | 4,27% | 2,27% |
| Brasília-DF | | | | | | | | | | | | |
| ● | 99,71% | 99,76% | 99,70% | 0,62% | 0,56% | 0,96% | 99,43% | 99,60% | 99,45% | 0,89% | 0,90% | 0,93% |
| ● | 99,57% | 99,33% | 99,94% | 0,02% | 0,02% | 1,21% | 79,73% | 80,71% | 96,45% | 0,28% | 0,31% | 0,47% |
| ● | 97,88% | 97,87% | 97,71% | 0,97% | 0,99% | 0,98% | 97,07% | 97,18% | 97,15% | 1,98% | 1,96% | 1,92% |
| ● | 96,19% | 96,61% | 96,62% | 1,24% | 1,56% | 1,50% | 98,57% | 98,53% | 98,89% | 1,06% | 0,93% | 0,65% |
| Campina Grande-PB | | | | | | | | | | | | |
| ● | 99,82% | 99,98% | 99,98% | 0,80% | 0,78% | 0,82% | 99,11% | 99,62% | 99,65% | 0,80% | 0,92% | 0,94% |
| ● | 99,26% | 99,53% | 99,43% | 0,25% | 0,27% | 0,45% | 95,79% | 94,79% | 94,23% | 0,33% | 0,33% | 0,34% |
| ● | 98,54% | 99,73% | 99,90% | 1,23% | 1,11% | 1,09% | 96,48% | 97,59% | 97,54% | 0,70% | 0,67% | 0,73% |
| ● | 96,87% | 98,72% | 98,62% | 0,72% | 0,71% | 0,67% | 98,20% | 98,48% | 98,97% | 0,57% | 0,55% | 0,47% |
| Campinas-SP | | | | | | | | | | | | |
| ● | 94,1% | 94,1% | 94,4% | 1,10% | 1,99% | 0,88% | 91,52% | 90,11% | 91,88% | 2,10% | 2,73% | 2,31% |
| ● | 99,96% | 99,94% | 99,94% | 0,68% | 0,68% | 0,74% | 99,22% | 98,82% | 99,18% | 0,82% | 0,87% | 0,86% |
| ● | 99,42% | 99,53% | 99,50% | 1,14% | 1,05% | 1,02% | 98,99% | 99,05% | 99,02% | 1,09% | 0,96% | 0,96% |
| ● | 96,49% | 96,61% | 97,03% | 0,82% | 0,84% | 0,83% | 98,27% | 98,27% | 98,81% | 1,28% | 1,00% | 0,77% |



● Claro ● Oi ● Tim ● Vivo ● CTBC ● SERCOMTEL

| | Conexão de Voz | | | Desconexão de Voz | | | Conexão Dados | | | Desconexão Dados | | |
|---------------------------------|----------------|--------|--------|-------------------|--------|--------|---------------|--------|--------|------------------|--------|--------|
| | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 |
| Campo Grande-MS | | | | | | | | | | | | |
| ● | 99,83% | 99,98% | 99,99% | 0,57% | 0,54% | 0,52% | 99,64% | 99,69% | 99,70% | 0,60% | 0,70% | 0,87% |
| ● | 97,97% | 97,99% | 97,92% | 0,74% | 0,75% | 0,76% | 98,98% | 98,89% | 98,82% | 1,15% | 1,28% | 1,26% |
| ● | 99,53% | 99,61% | 99,71% | 0,84% | 1,04% | 0,99% | 98,95% | 99,49% | 99,72% | 1,37% | 1,00% | 1,03% |
| ● | 97,08% | 96,66% | 96,69% | 0,83% | 0,86% | 0,92% | 98,35% | 97,90% | 98,45% | 0,79% | 0,94% | 0,90% |
| Campos dos Goytacazes-RJ | | | | | | | | | | | | |
| ● | 73,82% | 77,34% | 79,06% | 0,99% | 1,06% | 1,12% | 99,55% | 99,09% | 98,83% | 0,93% | 1,06% | 1,02% |
| ● | 99,94% | 99,94% | 99,94% | 0,88% | 0,86% | 0,79% | 99,71% | 99,70% | 99,60% | 0,58% | 0,53% | 0,52% |
| ● | 98,18% | 98,60% | 98,35% | 1,16% | 0,94% | 1,19% | 96,96% | 97,11% | 97,06% | 1,16% | 1,04% | 2,48% |
| ● | 98,59% | 98,51% | 98,29% | 1,06% | 1,10% | 1,26% | 92,87% | 94,50% | 96,97% | 2,15% | 1,77% | 1,16% |
| Canoas-RS | | | | | | | | | | | | |
| ● | 99,35% | 99,45% | 98,90% | 0,51% | 0,46% | 0,51% | 92,41% | 92,66% | 93,41% | 8,03% | 7,88% | 7,10% |
| ● | 95,62% | 95,20% | 95,77% | 0,98% | 0,94% | 0,87% | 97,58% | 97,39% | 97,04% | 1,85% | 1,99% | 1,93% |
| ● | 98,87% | 99,05% | 98,93% | 0,32% | 0,35% | 0,38% | 94,85% | 94,35% | 93,95% | 11,51% | 11,87% | 12,51% |
| ● | 98,70% | 98,83% | 98,62% | 0,67% | 0,73% | 0,75% | 98,49% | 98,46% | 98,74% | 0,73% | 0,80% | 0,69% |
| Carapicuíba-SP | | | | | | | | | | | | |
| ● | 99,60% | 99,32% | 99,52% | 1,36% | 0,79% | 0,92% | 99,78% | 99,96% | 99,96% | 0,61% | 0,79% | 0,73% |
| ● | 98,60% | 98,52% | 98,02% | 0,91% | 0,88% | 0,84% | 97,36% | 95,49% | 96,73% | 1,70% | 0,98% | 0,93% |
| ● | 97,47% | 97,90% | 98,14% | 1,26% | 1,21% | 1,14% | 93,17% | 93,64% | 89,14% | 1,86% | 1,74% | 1,84% |
| ● | 95,86% | 95,15% | 95,24% | 2,05% | 2,47% | 2,24% | 95,76% | 95,71% | 96,77% | 1,99% | 1,62% | 1,45% |
| Cariacica-ES | | | | | | | | | | | | |
| ● | 99,93% | 99,97% | 99,96% | 0,79% | 0,79% | 0,84% | 99,65% | 98,86% | 99,98% | 0,25% | 0,25% | 0,32% |
| ● | 99,24% | 99,21% | 99,07% | 0,64% | 0,71% | 0,78% | 93,13% | 93,41% | 93,79% | 6,74% | 7,19% | 7,52% |
| ● | 98,87% | 98,94% | 99,00% | 1,22% | 1,22% | 1,19% | 97,96% | 98,00% | 97,90% | 0,72% | 0,71% | 0,68% |
| ● | 98,33% | 98,33% | 98,52% | 0,93% | 0,97% | 0,79% | 93,93% | 94,67% | 96,75% | 1,64% | 1,50% | 0,82% |
| Caruaru-PE | | | | | | | | | | | | |
| ● | 99,16% | 99,53% | 99,82% | 0,97% | 1,03% | 1,13% | 97,73% | 98,75% | 98,88% | 0,94% | 0,94% | 0,98% |
| ● | 98,86% | 97,27% | 95,51% | 0,32% | 0,28% | 0,27% | 99,62% | 99,54% | 99,41% | 0,25% | 0,26% | 0,28% |
| ● | 98,63% | 99,61% | 99,89% | 1,13% | 1,04% | 1,00% | 96,74% | 89,81% | 92,46% | 0,47% | 0,65% | 0,59% |
| ● | 98,41% | 98,53% | 98,61% | 0,86% | 0,75% | 0,74% | 98,26% | 98,53% | 98,85% | 0,84% | 0,74% | 0,60% |
| Caucaia-CE | | | | | | | | | | | | |
| ● | 99,90% | 99,87% | 99,97% | 0,66% | 0,65% | 0,58% | 99,88% | 99,94% | 99,95% | 0,31% | 0,33% | 0,36% |
| ● | 87,5% | 86,4% | 85,8% | 0,77% | 0,89% | 0,94% | 89,05% | 87,94% | 86,65% | 0,62% | 0,69% | 0,87% |
| ● | 99,86% | 99,90% | 99,84% | 1,17% | 1,21% | 1,19% | 95,52% | 93,11% | 92,67% | 0,82% | 0,70% | 0,75% |
| ● | 98,69% | 98,77% | 98,80% | 1,37% | 1,30% | 1,16% | 97,97% | 98,39% | 98,73% | 0,96% | 0,89% | 0,76% |



● Claro ● Oi ● Tim ● Vivo ● CTBC ● SERCOMTEL

| | Conexão de Voz | | | Desconexão de Voz | | | Conexão Dados | | | Desconexão Dados | | |
|----------------------------|----------------|--------|---------|-------------------|--------|--------|---------------|--------|--------|------------------|--------|--------|
| | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 |
| Caxias do Sul-RS | | | | | | | | | | | | |
| ● | 99,97% | 99,97% | 99,97% | 0,42% | 0,42% | 0,41% | 99,98% | 99,98% | 99,97% | 1,05% | 1,13% | 1,17% |
| ● | 94,0% | 93,6% | 93,6% | 0,51% | 0,51% | 0,50% | 99,50% | 99,46% | 99,46% | 1,40% | 1,41% | 1,30% |
| ● | 99,70% | 99,63% | 99,66% | 0,27% | 0,30% | 0,28% | 94,57% | 93,41% | 91,71% | 6,78% | 6,65% | 6,75% |
| ● | 98,26% | 98,31% | 97,98% | 0,63% | 0,62% | 0,64% | 97,61% | 97,92% | 98,53% | 0,95% | 0,96% | 0,74% |
| Contagem-MG | | | | | | | | | | | | |
| ● | 99,82% | 99,82% | 99,77% | 0,29% | 0,28% | 0,31% | 99,84% | 99,87% | 99,83% | 1,81% | 1,73% | 1,61% |
| ● | 99,74% | 99,93% | 99,68% | 0,87% | 0,87% | 2,71% | 94,39% | 93,02% | 90,13% | 0,50% | 0,48% | 0,46% |
| ● | 96,63% | 96,58% | 96,58% | 1,03% | 1,05% | 1,22% | 96,44% | 95,08% | 94,28% | 1,61% | 1,82% | 2,08% |
| ● | 97,38% | 97,00% | 97,16% | 0,90% | 1,00% | 0,94% | 98,98% | 98,83% | 98,96% | 0,71% | 0,70% | 0,58% |
| Cuiabá-MT | | | | | | | | | | | | |
| ● | 99,97% | 99,98% | 99,99% | 0,44% | 0,41% | 0,47% | 99,55% | 99,63% | 99,39% | 0,43% | 0,41% | 0,44% |
| ● | 98,81% | 98,95% | 99,03% | 0,48% | 0,54% | 0,53% | 99,23% | 99,20% | 99,13% | 1,14% | 1,28% | 1,30% |
| ● | 99,48% | 99,83% | 99,44% | 0,85% | 0,86% | 1,17% | 99,47% | 99,54% | 99,41% | 1,83% | 1,53% | 1,45% |
| ● | 97,06% | 97,15% | 97,00% | 0,80% | 0,73% | 0,83% | 97,90% | 97,26% | 96,48% | 1,06% | 1,18% | 1,13% |
| Curitiba-PR | | | | | | | | | | | | |
| ● | 98,43% | 99,44% | 99,39% | 0,27% | 0,27% | 0,29% | 99,64% | 99,46% | 99,57% | 3,33% | 3,29% | 2,97% |
| ● | 87,6% | 89,9% | 100,00% | 0,04% | 0,01% | 0,65% | 91,14% | 85,11% | 98,90% | 0,48% | 0,15% | 0,21% |
| ● | 98,33% | 98,43% | 98,15% | 1,26% | 1,32% | 1,39% | 96,10% | 95,68% | 94,86% | 2,47% | 2,44% | 2,66% |
| ● | 98,63% | 98,39% | 98,04% | 0,80% | 0,84% | 0,96% | 97,55% | 97,48% | 98,16% | 0,87% | 0,87% | 0,67% |
| Diadema-SP | | | | | | | | | | | | |
| ● | 99,33% | 97,18% | 99,43% | 0,65% | 0,72% | 0,77% | 99,10% | 99,12% | 99,05% | 3,05% | 3,15% | 2,99% |
| ● | 98,26% | 97,01% | 93,6% | 1,10% | 0,84% | 0,80% | 96,20% | 99,16% | 99,03% | 2,70% | 1,34% | 1,27% |
| ● | 97,06% | 97,31% | 97,04% | 1,25% | 1,31% | 1,35% | 94,30% | 93,35% | 91,92% | 2,25% | 2,46% | 2,39% |
| ● | 96,62% | 95,69% | 95,80% | 1,41% | 1,65% | 1,67% | 95,87% | 94,61% | 95,32% | 1,56% | 1,66% | 1,14% |
| Duque de Caxias-RJ | | | | | | | | | | | | |
| ● | 95,85% | 95,45% | 94,7% | 0,94% | 0,93% | 1,00% | 92,03% | 92,28% | 95,48% | 2,20% | 2,57% | 2,68% |
| ● | 99,77% | 99,42% | 99,81% | 0,94% | 1,37% | 0,88% | 96,98% | 95,79% | 95,67% | 0,54% | 0,59% | 0,54% |
| ● | 98,95% | 98,09% | 98,92% | 0,80% | 0,90% | 0,80% | 97,53% | 96,87% | 97,83% | 2,09% | 2,57% | 2,35% |
| ● | 98,64% | 98,63% | 98,58% | 1,04% | 1,09% | 1,14% | 97,36% | 96,99% | 98,04% | 1,27% | 1,28% | 0,94% |
| Feira de Santana-BA | | | | | | | | | | | | |
| ● | 99,27% | 99,51% | 99,77% | 1,10% | 0,99% | 1,25% | 99,11% | 99,18% | 98,95% | 0,47% | 0,47% | 0,50% |
| ● | 99,49% | 99,81% | 99,88% | 0,72% | 0,66% | 0,63% | 99,29% | 99,15% | 99,39% | 0,94% | 0,98% | 0,56% |
| ● | 95,57% | 95,14% | 95,43% | 1,70% | 1,78% | 1,91% | 87,98% | 91,07% | 89,94% | 2,33% | 2,61% | 2,59% |
| ● | 96,24% | 96,41% | 95,90% | 1,36% | 1,30% | 1,34% | 98,47% | 98,49% | 98,21% | 1,47% | 1,39% | 1,30% |



● Claro ● Oi ● Tim ● Vivo ● CTBC ● SERCOMTEL

| | Conexão de Voz | | | Desconexão de Voz | | | Conexão Dados | | | Desconexão Dados | | |
|-----------------------------------|----------------|---------|---------|-------------------|--------|--------|---------------|---------|--------|------------------|--------|--------|
| | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 |
| Florianópolis-SC | | | | | | | | | | | | |
| ● | 99,81% | 99,81% | 99,80% | 0,33% | 0,35% | 0,34% | 99,81% | 99,70% | 99,80% | 1,76% | 2,26% | 1,95% |
| ● | 98,34% | 86,4% | 100,00% | 0,76% | 0,12% | 0,73% | 98,74% | 92,03% | 98,69% | 1,43% | 1,11% | 0,32% |
| ● | 98,83% | 98,99% | 98,86% | 1,04% | 1,07% | 1,22% | 96,86% | 96,73% | 97,68% | 7,55% | 5,03% | 3,40% |
| ● | 98,64% | 98,26% | 98,61% | 0,92% | 0,90% | 0,92% | 95,81% | 96,50% | 97,72% | 1,04% | 1,13% | 0,79% |
| Fortaleza-CE | | | | | | | | | | | | |
| ● | 99,79% | 99,93% | 99,95% | 0,38% | 0,38% | 0,36% | 99,67% | 99,94% | 99,65% | 0,45% | 0,49% | 0,50% |
| ● | 94,2% | 93,5% | 94,2% | 0,43% | 0,46% | 0,46% | 93,01% | 92,15% | 91,54% | 0,60% | 0,63% | 0,73% |
| ● | 98,70% | 99,33% | 99,59% | 1,20% | 1,08% | 0,97% | 95,50% | 94,97% | 96,80% | 0,98% | 0,93% | 0,80% |
| ● | 98,27% | 98,95% | 99,03% | 0,44% | 0,43% | 0,38% | 97,79% | 98,24% | 98,99% | 0,60% | 0,58% | 0,52% |
| Franca-SP | | | | | | | | | | | | |
| ● | 96,53% | 96,28% | 96,41% | 0,66% | 0,80% | 0,66% | 96,63% | 96,55% | 95,95% | 1,29% | 1,39% | 1,41% |
| ● | 100,00% | 100,00% | 100,00% | 0,34% | 0,35% | 0,36% | 100,00% | 100,00% | 99,99% | 0,35% | 0,34% | 0,46% |
| ● | 99,83% | 99,86% | 99,84% | 1,10% | 1,08% | 1,16% | 99,94% | 99,90% | 99,90% | 0,73% | 0,73% | 0,70% |
| ● | 97,16% | 98,08% | 99,02% | 0,83% | 0,82% | 0,89% | 98,12% | 98,30% | 98,82% | 1,24% | 1,04% | 0,63% |
| ● | 98,58% | 98,78% | 99,00% | 0,61% | 0,57% | 16,56% | 97,35% | 97,42% | 87,39% | 2,22% | 2,28% | 2,10% |
| Goiânia-GO | | | | | | | | | | | | |
| ● | 99,53% | 99,80% | 99,68% | 1,26% | 0,58% | 0,63% | 99,71% | 99,72% | 99,74% | 0,38% | 0,41% | 0,61% |
| ● | 98,39% | 98,79% | 99,65% | 0,61% | 0,38% | 0,62% | 98,31% | 97,31% | 98,19% | 1,52% | 1,59% | 0,26% |
| ● | 98,09% | 98,05% | 97,93% | 0,58% | 0,61% | 0,67% | 94,71% | 94,06% | 94,76% | 1,78% | 1,75% | 1,91% |
| ● | 96,73% | 96,71% | 96,93% | 0,74% | 0,76% | 0,81% | 99,11% | 99,05% | 99,21% | 0,71% | 0,72% | 0,59% |
| Guarulhos-SP | | | | | | | | | | | | |
| ● | 99,46% | 99,42% | 99,23% | 0,82% | 1,15% | 0,89% | 97,38% | 97,42% | 96,93% | 4,94% | 4,76% | 4,21% |
| ● | 97,04% | 93,3% | 92,0% | 1,26% | 0,93% | 0,91% | 92,08% | 98,54% | 98,87% | 3,69% | 1,49% | 1,52% |
| ● | 96,17% | 96,24% | 96,04% | 1,96% | 2,03% | 2,13% | 93,49% | 93,26% | 91,69% | 2,03% | 2,06% | 2,27% |
| ● | 95,83% | 95,88% | 95,91% | 1,74% | 1,74% | 1,87% | 96,64% | 96,27% | 97,21% | 1,87% | 2,06% | 1,40% |
| Itaquaquecetuba-SP | | | | | | | | | | | | |
| ● | 99,39% | 99,37% | 99,37% | 1,44% | 0,81% | 0,80% | 98,55% | 97,76% | 98,15% | 8,12% | 7,65% | 6,46% |
| ● | 97,74% | 96,43% | 91,5% | 1,46% | 1,39% | 1,33% | 92,55% | 99,00% | 99,02% | 3,36% | 1,94% | 1,76% |
| ● | 96,28% | 96,88% | 97,25% | 1,50% | 1,51% | 1,46% | 88,53% | 87,50% | 84,24% | 2,94% | 3,16% | 4,17% |
| ● | 95,37% | 95,20% | 95,36% | 1,92% | 2,01% | 2,27% | 95,90% | 95,02% | 96,07% | 1,75% | 2,00% | 1,60% |
| Jaboatão dos Guararapes-PE | | | | | | | | | | | | |
| ● | 99,87% | 99,99% | 99,99% | 0,47% | 0,50% | 0,45% | 99,39% | 99,58% | 99,37% | 0,64% | 0,72% | 0,73% |
| ● | 98,65% | 97,30% | 96,74% | 0,42% | 0,44% | 0,45% | 96,09% | 95,63% | 94,64% | 0,27% | 0,27% | 0,28% |
| ● | 99,62% | 99,58% | 99,44% | 1,00% | 0,94% | 0,90% | 98,02% | 96,58% | 98,44% | 0,67% | 0,73% | 0,48% |
| ● | 98,60% | 98,64% | 98,71% | 0,57% | 0,56% | 0,53% | 97,96% | 98,32% | 98,92% | 0,58% | 0,57% | 0,47% |



● Claro ● Oi ● Tim ● Vivo ● CTBC ● SERCOMTEL

| | Conexão de Voz | | | Desconexão de Voz | | | Conexão Dados | | | Desconexão Dados | | |
|------------------------|----------------|--------|---------|-------------------|--------|--------|---------------|---------|--------|------------------|--------|--------|
| | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 |
| João Pessoa-PB | | | | | | | | | | | | |
| ● | 99,85% | 99,92% | 99,91% | 0,39% | 0,39% | 0,37% | 99,91% | 99,97% | 99,94% | 0,48% | 0,55% | 0,55% |
| ● | 98,48% | 99,04% | 99,09% | 0,30% | 0,29% | 0,27% | 94,86% | 93,48% | 92,85% | 0,27% | 0,27% | 0,27% |
| ● | 99,34% | 99,71% | 99,65% | 0,86% | 0,82% | 0,86% | 96,74% | 96,98% | 96,48% | 0,76% | 0,66% | 0,63% |
| ● | 98,67% | 98,91% | 98,86% | 0,66% | 0,60% | 0,58% | 96,55% | 97,31% | 99,01% | 0,88% | 0,81% | 0,62% |
| Joinville-SC | | | | | | | | | | | | |
| ● | 99,92% | 99,90% | 99,33% | 0,41% | 0,41% | 0,44% | 99,85% | 99,70% | 99,80% | 0,83% | 0,81% | 0,84% |
| ● | 97,71% | 97,12% | 100,00% | 0,55% | 0,01% | 0,62% | 97,77% | 70,40% | 99,05% | 1,78% | 0,18% | 0,31% |
| ● | 98,34% | 98,32% | 98,44% | 0,49% | 1,28% | 1,28% | 90,26% | 88,67% | 88,67% | 8,47% | 3,69% | 3,78% |
| ● | 98,90% | 98,90% | 98,95% | 0,67% | 0,67% | 0,66% | 94,87% | 94,90% | 97,21% | 1,23% | 1,14% | 0,89% |
| Juiz de Fora-MG | | | | | | | | | | | | |
| ● | 99,33% | 99,27% | 97,40% | 0,41% | 0,40% | 0,39% | 98,63% | 98,66% | 98,21% | 8,40% | 8,15% | 8,23% |
| ● | 98,57% | 98,69% | 99,69% | 0,74% | 0,72% | 0,71% | 92,03% | 91,70% | 91,85% | 0,60% | 0,59% | 0,57% |
| ● | 97,42% | 97,87% | 98,01% | 1,15% | 1,15% | 1,15% | 90,90% | 92,77% | 92,34% | 3,39% | 3,21% | 2,82% |
| ● | 97,06% | 96,40% | 96,59% | 1,12% | 1,07% | 1,05% | 99,58% | 99,56% | 99,55% | 0,49% | 0,48% | 0,43% |
| Jundiaí-SP | | | | | | | | | | | | |
| ● | 99,52% | 99,09% | 98,90% | 0,46% | 0,59% | 0,56% | 98,80% | 98,34% | 98,10% | 5,76% | 6,01% | 4,96% |
| ● | 98,47% | 98,93% | 98,64% | 1,13% | 0,96% | 0,91% | 92,88% | 99,29% | 99,31% | 2,91% | 1,37% | 1,27% |
| ● | 98,39% | 99,22% | 99,31% | 1,81% | 1,80% | 2,02% | 97,58% | 97,89% | 97,38% | 1,77% | 1,69% | 1,79% |
| ● | 93,4% | 95,18% | 95,28% | 2,05% | 2,10% | 2,28% | 89,92% | 88,71% | 91,27% | 3,29% | 2,77% | 2,07% |
| Londrina-PR | | | | | | | | | | | | |
| ● | 99,61% | 99,58% | 99,52% | 0,27% | 0,30% | 0,29% | 99,50% | 99,39% | 99,43% | 8,78% | 9,12% | 8,49% |
| ● | 97,85% | 94,5% | 100,00% | 1,14% | 0,01% | 0,88% | 97,90% | 66,73% | 98,31% | 1,69% | 0,22% | 0,37% |
| ● | 98,55% | 98,40% | 98,04% | 1,07% | 1,19% | 1,33% | 90,40% | 91,84% | 93,40% | 3,37% | 3,16% | 3,04% |
| ● | 98,84% | 98,83% | 98,75% | 0,75% | 0,81% | 0,82% | 97,83% | 97,77% | 98,00% | 0,90% | 0,74% | 0,77% |
| ● | 93,9% | 88,1% | 86,6% | 1,21% | 1,32% | 1,25% | 98,4% | 98,4% | 98,5% | 1,0% | 1,0% | 1,0% |
| Macapá-AP | | | | | | | | | | | | |
| ● | 99,97% | 99,96% | 99,94% | 0,50% | 0,31% | 0,34% | 99,99% | 100,00% | 99,21% | 0,40% | 0,36% | 0,38% |
| ● | 94,0% | 93,2% | 91,2% | 1,60% | 0,40% | 0,52% | 91,55% | 88,92% | 84,22% | 0,88% | 1,14% | 1,22% |
| ● | 99,78% | 99,73% | 99,49% | 0,57% | 0,51% | 0,63% | 97,28% | 95,47% | 93,83% | 0,49% | 0,52% | 0,38% |
| ● | 97,86% | 97,10% | 96,62% | 0,69% | 0,78% | 0,79% | 94,91% | 94,24% | 93,74% | 1,75% | 2,14% | 2,27% |
| Maceió-AL | | | | | | | | | | | | |
| ● | 99,63% | 99,92% | 99,84% | 0,59% | 0,54% | 0,65% | 99,26% | 99,03% | 98,59% | 0,66% | 0,74% | 0,79% |
| ● | 99,58% | 99,70% | 99,67% | 0,32% | 0,39% | 0,38% | 96,25% | 95,77% | 97,73% | 0,28% | 0,28% | 0,26% |
| ● | 99,05% | 99,57% | 99,71% | 0,86% | 0,73% | 0,85% | 98,55% | 98,45% | 97,99% | 0,39% | 0,42% | 0,43% |
| ● | 98,46% | 98,54% | 98,65% | 0,55% | 0,52% | 0,62% | 98,08% | 98,37% | 98,99% | 0,71% | 0,68% | 0,55% |



● Claro ● Oi ● Tim ● Vivo ● CTBC ● SERCOMTEL

| | Conexão de Voz | | | Desconexão de Voz | | | Conexão Dados | | | Desconexão Dados | | |
|---------------------------|----------------|--------|--------|-------------------|--------|--------|---------------|--------|--------|------------------|--------|--------|
| | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 |
| Manaus-AM | | | | | | | | | | | | |
| ● | 99,83% | 99,80% | 99,75% | 0,57% | 0,53% | 0,32% | 99,94% | 99,98% | 99,99% | 0,50% | 0,46% | 0,43% |
| ● | 99,60% | 99,49% | 98,79% | 0,58% | 0,67% | 0,62% | 94,52% | 96,44% | 91,02% | 0,83% | 0,89% | 2,55% |
| ● | 99,40% | 99,66% | 99,63% | 0,59% | 0,63% | 0,57% | 98,51% | 97,98% | 98,01% | 0,54% | 0,53% | 0,54% |
| ● | 95,22% | 94,3% | 95,34% | 1,55% | 1,42% | 1,41% | 91,98% | 92,35% | 95,01% | 3,00% | 2,82% | 1,55% |
| Maringá-PR | | | | | | | | | | | | |
| ● | 99,87% | 99,84% | 99,90% | 0,39% | 0,43% | 0,46% | 99,90% | 99,87% | 99,93% | 0,58% | 0,55% | 0,57% |
| ● | 92,5% | 97,07% | 95,73% | 0,53% | 0,00% | 0,66% | 98,73% | 48,77% | 98,69% | 1,52% | 0,02% | 0,35% |
| ● | 97,74% | 97,79% | 98,26% | 1,97% | 1,76% | 1,47% | 84,38% | 87,29% | 83,37% | 4,35% | 4,16% | 4,02% |
| ● | 98,82% | 98,83% | 98,84% | 0,63% | 0,64% | 0,66% | 98,08% | 98,31% | 98,54% | 0,79% | 0,77% | 0,61% |
| Mauá-SP | | | | | | | | | | | | |
| ● | 99,54% | 99,52% | 99,52% | 0,57% | 0,61% | 0,52% | 95,89% | 96,03% | 96,43% | 6,24% | 6,29% | 5,55% |
| ● | 98,15% | 89,8% | 74,99% | 0,98% | 1,02% | 0,95% | 97,66% | 99,27% | 99,23% | 1,99% | 1,35% | 1,32% |
| ● | 96,67% | 96,20% | 97,21% | 0,99% | 0,99% | 0,91% | 92,36% | 92,79% | 92,00% | 1,94% | 1,72% | 2,00% |
| ● | 96,72% | 96,67% | 96,38% | 1,35% | 1,53% | 1,62% | 93,71% | 93,26% | 92,82% | 3,19% | 3,20% | 2,11% |
| Mogi das Cruzes-SP | | | | | | | | | | | | |
| ● | 98,75% | 98,29% | 98,97% | 0,67% | 0,75% | 0,79% | 98,41% | 98,14% | 97,80% | 5,97% | 6,46% | 5,67% |
| ● | 98,52% | 99,10% | 98,83% | 0,85% | 0,66% | 0,63% | 97,02% | 99,29% | 99,35% | 2,59% | 1,10% | 1,03% |
| ● | 97,21% | 97,45% | 97,38% | 1,15% | 1,10% | 1,06% | 93,78% | 90,67% | 85,78% | 2,49% | 2,78% | 3,87% |
| ● | 95,92% | 95,52% | 96,52% | 1,53% | 1,53% | 1,75% | 92,63% | 91,46% | 93,98% | 3,88% | 4,06% | 1,97% |
| Montes Claros-MG | | | | | | | | | | | | |
| ● | 99,38% | 99,15% | 99,04% | 0,29% | 0,32% | 0,33% | 98,50% | 98,59% | 98,68% | 8,77% | 8,90% | 7,73% |
| ● | 99,80% | 99,97% | 99,71% | 0,39% | 0,39% | 0,43% | 99,97% | 99,99% | 99,98% | 0,71% | 0,74% | 0,76% |
| ● | 96,56% | 95,33% | 94,9% | 0,89% | 0,93% | 1,06% | 92,56% | 92,79% | 92,02% | 3,03% | 1,71% | 1,73% |
| ● | 97,62% | 97,55% | 97,62% | 1,06% | 1,02% | 1,09% | 98,69% | 98,40% | 98,62% | 0,79% | 0,73% | 0,59% |
| Natal-RN | | | | | | | | | | | | |
| ● | 99,29% | 99,90% | 99,87% | 0,66% | 0,57% | 0,56% | 99,77% | 99,92% | 99,82% | 0,41% | 0,39% | 0,43% |
| ● | 99,04% | 99,09% | 99,37% | 0,38% | 0,27% | 0,25% | 94,33% | 93,24% | 91,17% | 0,31% | 0,35% | 0,37% |
| ● | 98,98% | 99,57% | 99,79% | 0,94% | 1,04% | 0,84% | 96,92% | 97,27% | 98,69% | 0,97% | 0,92% | 0,62% |
| ● | 98,12% | 98,53% | 98,66% | 0,59% | 0,63% | 0,61% | 97,69% | 98,26% | 99,08% | 0,68% | 0,65% | 0,56% |
| Niterói-RJ | | | | | | | | | | | | |
| ● | 97,18% | 97,39% | 94,7% | 0,89% | 0,89% | 1,66% | 96,66% | 95,52% | 98,61% | 1,58% | 1,73% | 1,84% |
| ● | 98,95% | 99,87% | 99,63% | 1,12% | 1,10% | 0,80% | 95,69% | 94,36% | 94,09% | 0,56% | 0,63% | 0,62% |
| ● | 97,20% | 97,94% | 97,38% | 1,16% | 1,18% | 1,14% | 93,46% | 92,66% | 93,53% | 2,68% | 2,88% | 2,73% |
| ● | 98,04% | 98,49% | 98,47% | 1,37% | 1,14% | 1,30% | 94,76% | 95,98% | 97,12% | 1,52% | 1,41% | 1,18% |



● Claro ● Oi ● Tim ● Vivo ● CTBC ● SERCOMTEL

| | Conexão de Voz | | | Desconexão de Voz | | | Conexão Dados | | | Desconexão Dados | | |
|-----------------------|----------------|--------|--------|-------------------|--------|--------|---------------|--------|--------|------------------|--------|--------|
| | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 |
| Nova Iguaçu-RJ | | | | | | | | | | | | |
| ● | 95,87% | 96,33% | 95,98% | 1,03% | 0,90% | 0,90% | 93,30% | 93,54% | 95,94% | 2,51% | 2,68% | 2,74% |
| ● | 99,86% | 99,93% | 99,77% | 1,04% | 0,96% | 1,31% | 93,64% | 93,23% | 93,28% | 0,49% | 0,50% | 0,52% |
| ● | 98,66% | 98,54% | 98,83% | 0,92% | 0,88% | 0,90% | 94,92% | 95,80% | 96,66% | 2,81% | 2,73% | 2,64% |
| ● | 98,75% | 98,42% | 97,81% | 0,93% | 0,90% | 1,12% | 96,49% | 96,88% | 97,58% | 1,45% | 1,33% | 1,05% |
| Olinda-PE | | | | | | | | | | | | |
| ● | 99,90% | 99,98% | 99,99% | 0,41% | 0,62% | 0,38% | 99,98% | 99,99% | 99,99% | 0,27% | 0,26% | 0,28% |
| ● | 97,61% | 95,20% | 95,0% | 0,37% | 0,37% | 0,45% | 94,01% | 92,20% | 95,69% | 0,35% | 0,33% | 0,32% |
| ● | 99,57% | 99,10% | 99,69% | 0,85% | 0,79% | 0,88% | 99,63% | 99,16% | 98,93% | 0,34% | 0,45% | 0,41% |
| ● | 98,40% | 98,62% | 98,60% | 0,71% | 0,66% | 0,67% | 97,94% | 98,29% | 98,75% | 0,77% | 0,78% | 0,63% |
| Osasco-SP | | | | | | | | | | | | |
| ● | 99,15% | 99,30% | 99,33% | 1,60% | 0,67% | 0,65% | 98,17% | 98,97% | 98,84% | 3,79% | 4,06% | 3,84% |
| ● | 98,04% | 98,67% | 97,17% | 1,15% | 0,84% | 0,80% | 94,64% | 98,94% | 98,84% | 2,51% | 1,26% | 1,25% |
| ● | 96,67% | 97,23% | 97,67% | 1,55% | 1,41% | 1,36% | 93,17% | 94,71% | 93,00% | 2,11% | 1,99% | 2,08% |
| ● | 95,96% | 96,33% | 96,60% | 2,07% | 2,21% | 2,26% | 95,49% | 95,77% | 96,83% | 2,21% | 1,59% | 1,39% |
| Palmas-TO | | | | | | | | | | | | |
| ● | 99,40% | 99,79% | 99,77% | 0,99% | 0,97% | 0,89% | 99,58% | 99,64% | 99,81% | 0,27% | 0,34% | 0,38% |
| ● | 97,49% | 98,43% | 98,13% | 0,76% | 0,57% | 0,69% | 96,94% | 94,87% | 94,54% | 2,11% | 2,31% | 2,63% |
| ● | 99,81% | 99,78% | 99,67% | 1,17% | 1,14% | 1,43% | 97,25% | 96,10% | 98,70% | 2,23% | 1,96% | 1,84% |
| ● | 97,83% | 97,87% | 97,60% | 0,77% | 0,73% | 0,76% | 98,94% | 97,67% | 97,53% | 0,59% | 0,64% | 0,83% |
| Paulista-PE | | | | | | | | | | | | |
| ● | 99,60% | 99,89% | 99,99% | 0,68% | 0,85% | 0,73% | 99,95% | 99,98% | 99,98% | 0,23% | 0,27% | 0,29% |
| ● | 98,63% | 97,40% | 95,51% | 0,29% | 0,30% | 0,31% | 96,86% | 94,83% | 93,28% | 0,35% | 0,33% | 0,34% |
| ● | 99,69% | 99,56% | 99,81% | 0,75% | 0,70% | 0,68% | 99,57% | 99,65% | 99,39% | 0,41% | 0,37% | 0,31% |
| ● | 98,58% | 98,66% | 98,80% | 0,61% | 0,52% | 0,55% | 98,34% | 98,45% | 98,88% | 0,68% | 0,63% | 0,50% |
| Pelotas-RS | | | | | | | | | | | | |
| ● | 99,98% | 99,99% | 99,97% | 0,30% | 0,30% | 0,56% | 99,90% | 99,97% | 99,97% | 0,37% | 0,45% | 0,40% |
| ● | 93,4% | 94,1% | 92,8% | 1,19% | 1,17% | 1,30% | 95,10% | 96,19% | 95,75% | 1,07% | 1,08% | 1,03% |
| ● | 98,62% | 98,42% | 98,40% | 0,45% | 0,47% | 0,54% | 93,11% | 93,32% | 91,81% | 10,80% | 10,99% | 11,96% |
| ● | 98,54% | 98,60% | 98,70% | 0,68% | 0,66% | 0,66% | 98,22% | 98,21% | 98,61% | 0,64% | 0,63% | 0,55% |
| Piracicaba-SP | | | | | | | | | | | | |
| ● | 97,81% | 98,55% | 99,67% | 1,06% | 0,87% | 0,85% | 99,82% | 99,63% | 99,77% | 1,93% | 1,90% | 2,77% |
| ● | 99,93% | 99,93% | 99,93% | 0,69% | 0,70% | 0,75% | 99,99% | 99,94% | 99,94% | 1,83% | 1,37% | 1,10% |
| ● | 99,18% | 99,17% | 99,60% | 1,07% | 1,08% | 1,20% | 97,41% | 96,90% | 96,08% | 1,23% | 0,99% | 0,90% |
| ● | 97,16% | 97,44% | 97,27% | 1,23% | 1,26% | 1,30% | 95,59% | 95,34% | 96,26% | 1,59% | 1,76% | 1,28% |



● Claro ● Oi ● Tim ● Vivo ● CTBC ● SERCOMTEL

| | Conexão de Voz | | | Desconexão de Voz | | | Conexão Dados | | | Desconexão Dados | | |
|--------------------------|----------------|--------|---------|-------------------|--------|--------|---------------|--------|--------|------------------|--------|--------|
| | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 |
| Ponta Grossa-PR | | | | | | | | | | | | |
| ● | 99,96% | 99,83% | 99,74% | 0,42% | 0,43% | 0,40% | 99,66% | 99,82% | 99,70% | 0,64% | 0,65% | 0,66% |
| ● | 97,57% | 97,93% | 100,00% | 0,16% | 0,01% | 1,03% | 99,04% | 98,33% | 99,24% | 0,98% | 0,22% | 0,28% |
| ● | 98,89% | 98,84% | 98,88% | 1,21% | 1,23% | 1,23% | 93,58% | 91,75% | 92,32% | 2,77% | 2,84% | 2,79% |
| ● | 97,87% | 97,79% | 97,86% | 0,78% | 0,83% | 0,79% | 98,46% | 98,45% | 98,70% | 0,78% | 0,83% | 0,61% |
| Porto Alegre-RS | | | | | | | | | | | | |
| ● | 99,62% | 99,68% | 99,57% | 0,63% | 0,61% | 0,70% | 98,53% | 98,39% | 98,55% | 2,34% | 2,40% | 2,42% |
| ● | 93,4% | 93,9% | 94,0% | 1,14% | 1,01% | 0,95% | 96,33% | 96,51% | 95,41% | 1,47% | 1,65% | 1,73% |
| ● | 98,97% | 98,82% | 97,71% | 0,47% | 0,49% | 0,55% | 94,83% | 94,94% | 91,53% | 9,18% | 9,10% | 8,19% |
| ● | 98,20% | 98,35% | 98,17% | 0,76% | 0,74% | 0,70% | 97,68% | 97,71% | 98,41% | 0,86% | 0,92% | 0,74% |
| Porto Velho-RO | | | | | | | | | | | | |
| ● | 99,64% | 99,72% | 99,65% | 0,68% | 0,65% | 0,69% | 99,70% | 99,73% | 99,47% | 0,51% | 0,67% | 0,97% |
| ● | 97,75% | 97,80% | 96,91% | 0,88% | 1,07% | 0,92% | 96,85% | 98,42% | 98,08% | 1,74% | 1,89% | 1,43% |
| ● | 99,66% | 99,61% | 99,81% | 0,92% | 1,08% | 1,06% | 98,72% | 98,53% | 98,71% | 1,04% | 1,09% | 1,07% |
| ● | 97,78% | 97,70% | 97,66% | 0,93% | 0,87% | 0,87% | 97,56% | 97,68% | 97,70% | 0,97% | 1,44% | 1,18% |
| Recife-PE | | | | | | | | | | | | |
| ● | 98,85% | 99,92% | 99,93% | 0,50% | 0,55% | 0,48% | 99,76% | 99,94% | 99,75% | 0,75% | 0,83% | 0,86% |
| ● | 97,66% | 96,74% | 96,29% | 0,42% | 0,43% | 0,43% | 96,56% | 96,44% | 96,46% | 0,31% | 0,33% | 0,34% |
| ● | 98,81% | 99,29% | 99,64% | 0,99% | 0,93% | 0,88% | 98,17% | 97,61% | 98,77% | 0,84% | 0,97% | 0,56% |
| ● | 97,51% | 98,34% | 98,62% | 0,63% | 0,53% | 0,52% | 97,97% | 98,28% | 98,71% | 0,59% | 0,60% | 0,50% |
| Ribeirão Preto-SP | | | | | | | | | | | | |
| ● | 90,8% | 90,2% | 90,2% | 1,02% | 1,01% | 1,00% | 92,85% | 93,19% | 93,52% | 1,84% | 1,90% | 2,06% |
| ● | 99,89% | 99,88% | 99,88% | 0,81% | 0,83% | 0,84% | 99,72% | 99,57% | 99,57% | 1,22% | 1,17% | 1,07% |
| ● | 99,02% | 99,38% | 99,23% | 1,01% | 0,95% | 1,00% | 99,83% | 99,88% | 99,89% | 0,81% | 0,77% | 1,24% |
| ● | 95,73% | 96,66% | 96,92% | 1,10% | 1,15% | 1,02% | 98,84% | 98,80% | 98,51% | 1,10% | 1,09% | 0,94% |
| Rio Branco-AC | | | | | | | | | | | | |
| ● | 99,77% | 99,95% | 99,95% | 0,58% | 0,57% | 1,72% | 99,63% | 99,93% | 99,66% | 0,23% | 0,27% | 0,28% |
| ● | 96,09% | 96,15% | 94,8% | 0,79% | 0,71% | 1,26% | 99,15% | 99,26% | 99,04% | 1,94% | 1,87% | 2,17% |
| ● | 99,68% | 99,43% | 99,77% | 1,02% | 1,06% | 1,08% | 98,87% | 98,70% | 97,31% | 2,92% | 2,41% | 2,73% |
| ● | 97,18% | 97,76% | 97,78% | 1,22% | 1,49% | 1,42% | 94,24% | 94,65% | 95,90% | 1,44% | 2,25% | 1,85% |
| Rio de Janeiro-RJ | | | | | | | | | | | | |
| ● | 93,7% | 93,5% | 93,4% | 1,08% | 1,12% | 1,28% | 94,68% | 94,34% | 97,40% | 2,37% | 2,70% | 2,73% |
| ● | 99,39% | 99,58% | 99,56% | 0,95% | 0,97% | 1,03% | 92,80% | 91,56% | 91,37% | 0,64% | 0,65% | 0,65% |
| ● | 97,86% | 97,73% | 97,77% | 1,39% | 1,54% | 1,40% | 94,70% | 93,92% | 94,59% | 2,83% | 3,00% | 2,89% |
| ● | 98,23% | 97,99% | 98,27% | 1,33% | 1,22% | 1,18% | 95,75% | 95,49% | 97,37% | 1,40% | 1,39% | 0,99% |



● Claro ● Oi ● Tim ● Vivo ● CTBC ● SERCOMTEL

| | Conexão de Voz | | | Desconexão de Voz | | | Conexão Dados | | | Desconexão Dados | | |
|---------------------------------|----------------|--------|--------|-------------------|--------|--------|---------------|--------|--------|------------------|--------|--------|
| | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 |
| Salvador-BA | | | | | | | | | | | | |
| ● | 99,26% | 99,91% | 99,84% | 0,77% | 0,75% | 0,80% | 99,62% | 99,70% | 99,71% | 0,50% | 0,55% | 0,58% |
| ● | 99,35% | 99,80% | 99,53% | 0,94% | 0,86% | 0,89% | 97,86% | 97,93% | 97,34% | 0,45% | 0,41% | 0,38% |
| ● | 96,57% | 96,82% | 96,75% | 1,58% | 1,48% | 1,38% | 98,00% | 97,55% | 97,20% | 2,40% | 2,58% | 2,73% |
| ● | 96,59% | 97,20% | 96,88% | 0,94% | 0,93% | 0,92% | 98,81% | 98,88% | 98,93% | 0,99% | 0,96% | 0,94% |
| Santo André-SP | | | | | | | | | | | | |
| ● | 99,29% | 99,30% | 98,48% | 0,72% | 0,76% | 0,83% | 94,82% | 95,30% | 95,36% | 6,49% | 6,52% | 5,58% |
| ● | 98,42% | 96,90% | 97,42% | 1,00% | 0,85% | 0,80% | 94,74% | 99,10% | 99,27% | 2,88% | 1,12% | 1,15% |
| ● | 96,40% | 96,08% | 97,24% | 1,08% | 1,07% | 1,12% | 92,82% | 93,91% | 91,49% | 2,20% | 2,19% | 2,61% |
| ● | 95,87% | 95,89% | 95,75% | 1,76% | 1,90% | 2,12% | 94,73% | 94,07% | 96,02% | 2,55% | 2,52% | 1,46% |
| Santos-SP | | | | | | | | | | | | |
| ● | 97,11% | 98,13% | 97,06% | 0,58% | 0,53% | 0,53% | 98,75% | 98,59% | 98,58% | 5,71% | 6,13% | 5,94% |
| ● | 99,94% | 99,93% | 99,91% | 0,75% | 0,75% | 0,80% | 98,32% | 98,57% | 98,91% | 0,76% | 0,77% | 0,76% |
| ● | 98,98% | 99,42% | 99,62% | 1,10% | 0,89% | 0,92% | 95,73% | 95,91% | 94,48% | 0,89% | 0,91% | 0,88% |
| ● | 96,59% | 97,05% | 96,85% | 0,75% | 0,78% | 0,80% | 97,18% | 97,34% | 98,22% | 1,03% | 1,18% | 0,70% |
| São Bernardo do Campo-SP | | | | | | | | | | | | |
| ● | 99,57% | 99,46% | 99,53% | 0,65% | 0,69% | 0,72% | 98,19% | 98,35% | 98,06% | 4,91% | 3,06% | 2,62% |
| ● | 97,48% | 93,9% | 97,07% | 1,13% | 1,27% | 1,19% | 95,17% | 98,91% | 99,00% | 2,92% | 1,62% | 1,59% |
| ● | 96,39% | 97,14% | 96,81% | 1,37% | 1,52% | 1,40% | 93,23% | 92,97% | 90,75% | 2,28% | 2,32% | 2,47% |
| ● | 96,46% | 95,89% | 96,19% | 1,61% | 1,97% | 2,18% | 96,62% | 96,50% | 97,59% | 2,02% | 2,05% | 1,21% |
| São Gonçalo-RJ | | | | | | | | | | | | |
| ● | 95,40% | 95,48% | 93,6% | 0,80% | 0,90% | 1,44% | 95,31% | 95,55% | 98,11% | 1,58% | 1,95% | 2,03% |
| ● | 98,78% | 98,64% | 98,91% | 0,70% | 0,66% | 0,71% | 91,83% | 90,39% | 88,26% | 0,42% | 0,48% | 0,52% |
| ● | 98,24% | 98,28% | 97,88% | 1,04% | 1,15% | 1,10% | 96,40% | 96,22% | 95,91% | 2,59% | 2,87% | 2,94% |
| ● | 98,21% | 98,83% | 97,76% | 0,97% | 0,91% | 1,03% | 97,33% | 97,42% | 98,27% | 1,22% | 1,16% | 0,92% |
| São João de Meriti-RJ | | | | | | | | | | | | |
| ● | 95,0% | 96,88% | 95,18% | 1,05% | 0,84% | 1,24% | 93,99% | 94,05% | 95,83% | 2,29% | 2,96% | 3,60% |
| ● | 99,94% | 99,93% | 99,96% | 0,88% | 0,93% | 1,03% | 94,26% | 92,99% | 92,06% | 0,36% | 0,38% | 0,41% |
| ● | 98,28% | 98,90% | 98,73% | 0,81% | 0,83% | 0,72% | 97,53% | 97,30% | 97,29% | 1,93% | 2,01% | 2,23% |
| ● | 98,09% | 98,33% | 97,19% | 1,18% | 1,02% | 1,29% | 96,99% | 97,19% | 97,34% | 1,34% | 1,09% | 1,01% |
| São José do Rio Preto-SP | | | | | | | | | | | | |
| ● | 95,38% | 94,9% | 94,7% | 1,02% | 0,93% | 0,84% | 93,17% | 93,22% | 95,04% | 1,92% | 1,97% | 1,94% |
| ● | 99,96% | 99,95% | 99,94% | 0,63% | 0,66% | 0,65% | 97,80% | 89,86% | 99,88% | 0,84% | 0,96% | 1,00% |
| ● | 98,94% | 99,84% | 99,92% | 0,96% | 0,90% | 0,91% | 99,20% | 99,44% | 99,55% | 0,94% | 0,99% | 1,06% |
| ● | 97,46% | 97,72% | 97,48% | 0,80% | 0,78% | 0,77% | 98,62% | 98,58% | 98,83% | 1,16% | 1,17% | 0,69% |



● Claro
 ● Oi
 ● Tim
 ● Vivo
 ● CTBC
 ● SERCOMTEL

| | Conexão de Voz | | | Desconexão de Voz | | | Conexão Dados | | | Desconexão Dados | | |
|---------------------------------------|----------------|--------|--------|-------------------|--------|--------|---------------|--------|--------|------------------|--------|--------|
| | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 |
| São José dos Campos-SP | | | | | | | | | | | | |
| ● | 99,97% | 99,96% | 99,70% | 0,49% | 0,46% | 0,44% | 99,95% | 99,97% | 99,99% | 0,79% | 0,83% | 0,68% |
| ● | 99,86% | 99,87% | 99,80% | 0,70% | 0,70% | 0,77% | 97,12% | 97,03% | 97,20% | 0,84% | 0,86% | 0,94% |
| ● | 98,37% | 98,18% | 98,15% | 0,78% | 0,93% | 0,82% | 96,58% | 96,30% | 96,41% | 1,46% | 1,59% | 1,69% |
| ● | 97,48% | 97,66% | 97,53% | 0,74% | 0,79% | 0,78% | 98,80% | 98,77% | 98,87% | 0,93% | 0,97% | 1,02% |
| São Luís-MA | | | | | | | | | | | | |
| ● | 99,90% | 99,95% | 99,93% | 0,74% | 0,58% | 0,40% | 99,93% | 99,98% | 99,21% | 0,33% | 0,31% | 0,31% |
| ● | 98,65% | 97,98% | 97,77% | 0,65% | 0,86% | 0,66% | 76,48% | 74,78% | 75,03% | 1,09% | 1,07% | 1,07% |
| ● | 99,67% | 99,56% | 99,53% | 0,92% | 0,90% | 0,83% | 94,19% | 95,10% | 95,46% | 0,84% | 0,75% | 0,63% |
| ● | 96,80% | 96,77% | 96,98% | 0,63% | 0,68% | 0,68% | 98,68% | 98,36% | 98,73% | 0,69% | 1,01% | 0,88% |
| São Paulo-SP | | | | | | | | | | | | |
| ● | 99,38% | 98,97% | 98,91% | 0,89% | 0,71% | 0,71% | 97,96% | 98,27% | 98,43% | 3,81% | 3,91% | 3,66% |
| ● | 97,54% | 92,8% | 93,5% | 1,16% | 1,03% | 1,01% | 95,07% | 95,95% | 97,00% | 2,85% | 1,21% | 1,23% |
| ● | 95,91% | 96,45% | 96,88% | 1,48% | 1,44% | 1,42% | 93,49% | 93,26% | 91,77% | 2,72% | 2,70% | 2,84% |
| ● | 96,13% | 96,32% | 96,41% | 1,66% | 1,68% | 1,65% | 96,06% | 96,09% | 97,11% | 2,60% | 2,15% | 1,15% |
| São Vicente-SP | | | | | | | | | | | | |
| ● | 91,9% | 95,26% | 92,8% | 0,88% | 0,74% | 0,97% | 97,47% | 97,45% | 98,53% | 5,77% | 6,36% | 7,78% |
| ● | 99,93% | 99,93% | 99,92% | 1,07% | 1,03% | 1,04% | 95,87% | 95,22% | 95,35% | 0,95% | 1,37% | 0,83% |
| ● | 99,66% | 99,63% | 99,81% | 2,11% | 1,50% | 1,35% | 97,26% | 96,56% | 97,93% | 0,96% | 0,85% | 0,68% |
| ● | 96,65% | 96,80% | 96,36% | 1,19% | 1,43% | 1,47% | 95,37% | 95,07% | 96,43% | 1,31% | 1,43% | 0,95% |
| Serra-ES | | | | | | | | | | | | |
| ● | 99,86% | 99,86% | 99,89% | 1,10% | 1,18% | 1,09% | 99,96% | 99,94% | 99,95% | 0,38% | 0,41% | 0,81% |
| ● | 97,40% | 98,32% | 98,37% | 0,69% | 0,72% | 0,71% | 90,68% | 90,67% | 91,98% | 6,91% | 7,31% | 7,77% |
| ● | 98,14% | 97,99% | 98,06% | 1,20% | 1,31% | 1,23% | 96,70% | 96,67% | 96,45% | 0,66% | 0,69% | 0,60% |
| ● | 98,69% | 98,74% | 98,77% | 0,92% | 0,84% | 0,93% | 93,07% | 93,63% | 96,52% | 1,61% | 1,40% | 0,82% |
| Sorocaba-SP | | | | | | | | | | | | |
| ● | 99,35% | 98,58% | 99,10% | 0,56% | 0,50% | 0,48% | 98,46% | 98,50% | 98,56% | 6,05% | 6,35% | 5,78% |
| ● | 99,94% | 99,93% | 99,92% | 0,58% | 0,62% | 0,62% | 96,73% | 95,93% | 98,22% | 0,63% | 0,65% | 0,71% |
| ● | 99,72% | 99,81% | 99,69% | 1,17% | 1,19% | 1,19% | 98,58% | 98,96% | 98,94% | 1,47% | 1,60% | 1,59% |
| ● | 96,29% | 96,67% | 96,39% | 1,58% | 1,60% | 1,65% | 93,88% | 93,69% | 95,19% | 2,94% | 3,55% | 1,86% |
| Teresina-PI | | | | | | | | | | | | |
| ● | 99,80% | 99,79% | 99,64% | 0,65% | 0,59% | 0,90% | 99,36% | 99,44% | 99,24% | 0,74% | 0,77% | 0,80% |
| ● | 92,4% | 92,8% | 93,2% | 0,48% | 0,45% | 0,47% | 94,36% | 95,62% | 93,55% | 0,66% | 0,58% | 0,61% |
| ● | 99,42% | 99,52% | 99,31% | 1,14% | 1,22% | 1,20% | 96,92% | 96,40% | 95,69% | 0,81% | 0,77% | 1,11% |
| ● | 99,01% | 98,90% | 99,00% | 0,59% | 0,58% | 0,56% | 98,39% | 98,58% | 98,96% | 0,82% | 0,74% | 0,62% |



● Claro ● Oi ● Tim ● Vivo ● CTBC ● SERCOMTEL

| | Conexão de Voz | | | Desconexão de Voz | | | Conexão Dados | | | Desconexão Dados | | |
|--------------------------------|----------------|--------|--------|-------------------|--------|--------|---------------|--------|--------|------------------|--------|--------|
| | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 | ago/13 | set/13 | out/13 |
| Uberlândia-MG | | | | | | | | | | | | |
| ● | 99,13% | 98,51% | 98,60% | 0,31% | 0,37% | 0,42% | 97,36% | 97,05% | 97,51% | 1,00% | 0,97% | 0,95% |
| ● | 99,92% | 99,93% | 99,96% | 0,51% | 0,50% | 0,54% | 99,78% | 99,77% | 99,71% | 0,62% | 0,60% | 0,61% |
| ● | 95,27% | 95,78% | 96,08% | 1,15% | 1,35% | 1,40% | 95,09% | 95,11% | 94,49% | 2,13% | 2,22% | 2,33% |
| ● | 98,05% | 98,07% | 97,88% | 1,15% | 1,10% | 1,17% | 97,15% | 97,06% | 98,26% | 1,15% | 1,16% | 0,84% |
| ● | 98,16% | 98,10% | 99,52% | 1,19% | 1,16% | 17,59% | 91,82% | 91,61% | 71,36% | 4,07% | 4,14% | 0,67% |
| Vila Velha-ES | | | | | | | | | | | | |
| ● | 99,79% | 99,84% | 99,86% | 0,73% | 0,63% | 0,70% | 99,75% | 99,79% | 99,80% | 0,78% | 0,81% | 0,92% |
| ● | 99,33% | 99,21% | 99,28% | 0,50% | 0,58% | 0,58% | 92,01% | 90,96% | 91,25% | 6,49% | 6,62% | 7,33% |
| ● | 98,70% | 99,16% | 99,05% | 1,39% | 0,86% | 0,91% | 97,76% | 97,90% | 97,50% | 0,77% | 0,63% | 0,54% |
| ● | 98,45% | 98,30% | 97,99% | 0,96% | 0,91% | 1,00% | 95,73% | 96,06% | 97,06% | 1,41% | 1,39% | 0,83% |
| Vitória da Conquista-BA | | | | | | | | | | | | |
| ● | 99,88% | 99,92% | 99,98% | 1,07% | 1,02% | 0,98% | 99,88% | 99,90% | 99,96% | 0,63% | 0,63% | 0,58% |
| ● | 99,02% | 99,48% | 99,94% | 0,89% | 0,85% | 0,81% | 89,18% | 90,26% | 96,25% | 0,44% | 0,41% | 0,38% |
| ● | 96,49% | 96,74% | 96,15% | 1,95% | 1,88% | 2,22% | 89,69% | 89,75% | 89,20% | 2,71% | 2,59% | 2,79% |
| ● | 94,0% | 95,04% | 95,18% | 1,95% | 2,15% | 2,14% | 97,60% | 97,84% | 98,63% | 1,77% | 1,70% | 1,64% |
| Vitória-ES | | | | | | | | | | | | |
| ● | 99,87% | 99,90% | 99,88% | 0,40% | 0,41% | 0,49% | 99,64% | 99,82% | 99,93% | 0,30% | 0,29% | 0,33% |
| ● | 99,53% | 99,56% | 99,56% | 0,41% | 0,49% | 0,57% | 90,17% | 89,99% | 90,35% | 5,81% | 5,92% | 7,41% |
| ● | 99,11% | 99,16% | 99,21% | 0,71% | 0,72% | 0,70% | 98,04% | 97,89% | 97,57% | 0,80% | 0,65% | 0,43% |
| ● | 98,38% | 98,41% | 97,75% | 0,81% | 0,76% | 0,93% | 96,17% | 96,66% | 97,68% | 1,18% | 1,14% | 0,71% |



BASE DE USUÁRIOS

Variação out/13 x ago/12

| CLARO | 2G | 3G | TOTAL |
|--------------|-------------|------------|------------|
| AC | -55% | 89% | -15% |
| AL | -28% | 96% | 8% |
| AM | -67% | 91% | 7% |
| AP | -99% | 121% | -25% |
| BA | -21% | 102% | 13% |
| CE | -21% | 126% | 19% |
| DF | -27% | 101% | 10% |
| ES | -44% | 71% | -4% |
| GO | -28% | 108% | 14% |
| MA | -31% | 125% | 18% |
| MG | -30% | 70% | 3% |
| MS | -27% | 92% | 9% |
| MT | -35% | 121% | 9% |
| PA | -56% | 115% | 10% |
| PB | -28% | 92% | 8% |
| PE | -28% | 91% | 7% |
| PI | -20% | 109% | 11% |
| PR | -26% | 80% | 3% |
| RJ | -23% | 108% | 14% |
| RN | -25% | 89% | 7% |
| RO | -30% | 138% | 13% |
| RR | -74% | 135% | -7% |
| RS | -28% | 77% | 4% |
| SC | -28% | 94% | 8% |
| SE | -42% | 86% | -1% |
| SP | -26% | 73% | 22% |
| TO | -28% | 124% | 63% |
| TOTAL | -27% | 92% | 13% |

ERBS 2G

BTS

| Previsão Δ 2013 X 2012 | % REAL. |
|------------------------|------------|
| 7% | 100% |
| 3% | 100% |
| 5% | 100% |
| 0% | 100% |
| 3% | 95% |
| 1% | 100% |
| 4% | 100% |
| 0% | 0% |
| 3% | 100% |
| 4% | 100% |
| 1% | 100% |
| 0% | 100% |
| 2% | 100% |
| 7% | 95% |
| 1% | 100% |
| 3% | 100% |
| 4% | 100% |
| 0% | 100% |
| 3% | 97% |
| 4% | 100% |
| 6% | 100% |
| 0% | 100% |
| 0% | 100% |
| 1% | 100% |
| 1% | 100% |
| 3% | 97% |
| 3% | 100% |
| 2% | 98% |

CAPACIDADE DE ERBS 2G

TRX 2G

| Previsão Δ 2013 X 2012 | % REAL. |
|------------------------|------------|
| 98% | 100% |
| 5% | 99% |
| 5% | 100% |
| 2% | 100% |
| 5% | 96% |
| 3% | 96% |
| 4% | 100% |
| 1% | 0% |
| 5% | 100% |
| 9% | 100% |
| 26% | 100% |
| 13% | 100% |
| 5% | 100% |
| 12% | 100% |
| 3% | 100% |
| 4% | 95% |
| 3% | 100% |
| 2% | 98% |
| 6% | 98% |
| 2% | 99% |
| 5% | 100% |
| 0% | 100% |
| 1% | 95% |
| 1% | 100% |
| 1% | 100% |
| 6% | 99% |
| 5% | 92% |
| 7% | 99% |

ERBS 3G

NODE-B

| Previsão Δ 2013 X 2012 | % REAL. |
|------------------------|------------|
| 37% | 71% |
| 11% | 55% |
| 3% | 100% |
| 13% | 100% |
| 22% | 63% |
| 14% | 91% |
| 12% | 81% |
| 9% | 69% |
| 16% | 70% |
| 17% | 94% |
| 4% | 93% |
| 21% | 58% |
| 20% | 76% |
| 19% | 100% |
| 5% | 100% |
| 19% | 75% |
| 5% | 76% |
| 16% | 89% |
| 7% | 100% |
| 29% | 8% |
| 0% | 100% |
| 8% | 85% |
| 13% | 94% |
| 7% | 75% |
| 15% | 88% |
| 22% | 40% |
| 13% | 82% |

CAPACIDADE DE ERBS 3G

TRX 3G -Portadora

| Previsão Δ 2013 X 2012 | % REAL. |
|------------------------|------------|
| 47% | 71% |
| 13% | 77% |
| 12% | 96% |
| 11% | 100% |
| 29% | 72% |
| 14% | 89% |
| 43% | 84% |
| 14% | 89% |
| 43% | 69% |
| 17% | 97% |
| 12% | 73% |
| 52% | 87% |
| 46% | 72% |
| 19% | 88% |
| 9% | 95% |
| 18% | 77% |
| 33% | 79% |
| 6% | 77% |
| 16% | 83% |
| 16% | 84% |
| 55% | 63% |
| 0% | 100% |
| 6% | 80% |
| 20% | 65% |
| 8% | 63% |
| 11% | 89% |
| 25% | 70% |
| 17% | 80% |



| OI | BASE DE USUÁRIOS | | | ERBS 2G | | CAPACIDADE DE ERBS 2G | | ERBS 3G | | CAPACIDADE DE ERBS 3G | |
|--------------|--------------------------|-------------|-------------|---------------------------|------------|---------------------------|------------|---------------------------|------------|---------------------------|------------|
| | Variação out/13 x ago/12 | | | BTS | | TRX 2G | | NODE-B | | TRX 3G -Portadora | |
| | 2G | 3G | TOTAL | Previsão Δ 2013 X 2012 | % REAL. | Previsão Δ 2013 X 2012 | % REAL. | Previsão Δ 2013 X 2012 | % REAL. | Previsão Δ 2013 X 2012 | % REAL. |
| AC | -17% | 52% | -10% | 6% | 50% | 20% | 18% | 3% | 0% | 2% | 0% |
| AL | -11% | 149% | 0% | 2% | 100% | 18% | 46% | 3% | 0% | 3% | 0% |
| AM | 4% | 125% | 17% | 4% | 80% | 9% | 56% | 5% | 100% | 5% | 100% |
| AP | -8% | 140% | 4% | 7% | 0% | 37% | 0% | 25% | 100% | 25% | 100% |
| BA | -6% | 145% | 5% | 15% | 20% | 75% | 71% | 12% | 65% | 10% | 65% |
| CE | -10% | 150% | 3% | 16% | 29% | 24% | 35% | 22% | 100% | 22% | 100% |
| DF | -13% | 163% | 5% | 10% | 11% | 13% | 27% | 6% | 20% | 6% | 20% |
| ES | 2% | 187% | 16% | 2% | 50% | 5% | 83% | 12% | 63% | 12% | 63% |
| GO | -7% | 157% | 5% | 12% | 40% | 15% | 46% | 9% | 113% | 8% | 113% |
| MA | 2% | 145% | 13% | 32% | 36% | 53% | 36% | 39% | 100% | 48% | 100% |
| MG | -7% | 118% | 6% | 2% | 97% | 14% | 66% | 10% | 94% | 10% | 94% |
| MS | -6% | 61% | 1% | 6% | 38% | 9% | 33% | 17% | 82% | 19% | 82% |
| MT | -10% | 95% | -3% | 7% | 36% | 27% | 40% | 16% | 100% | 18% | 100% |
| PA | -5% | 184% | 8% | 10% | 64% | 21% | 57% | 28% | 89% | 29% | 89% |
| PB | -20% | 143% | -7% | 7% | 80% | 12% | 85% | 4% | 75% | 6% | 75% |
| PE | -10% | 155% | 3% | 8% | 59% | 12% | 63% | 13% | 42% | 17% | 42% |
| PI | -11% | 112% | -2% | 6% | 0% | 20% | 8% | 12% | 100% | 12% | 100% |
| PR | -17% | 99% | -6% | 1% | 63% | 4% | 73% | 5% | 95% | 4% | 95% |
| RJ | -6% | 130% | 13% | 2% | 66% | 4% | 168% | 20% | 22% | 19% | 22% |
| RN | -11% | 148% | 2% | 6% | 58% | 11% | 80% | 12% | 90% | 17% | 90% |
| RO | -6% | 123% | 3% | 21% | 24% | 37% | 18% | 17% | 88% | 14% | 88% |
| RR | -2% | 183% | 13% | 0% | | 20% | 89% | 0% | | 0% | |
| RS | 9% | 139% | 23% | 2% | 28% | 6% | 65% | 2% | 54% | 4% | 54% |
| SC | -11% | 132% | 3% | 7% | 27% | 12% | 58% | 8% | 109% | 7% | 109% |
| SE | -14% | 197% | 5% | 3% | 0% | 86% | 99% | 2% | 0% | 2% | 0% |
| SP | -19% | 137% | 2% | 1% | 49% | 5% | 49% | 7% | 38% | 7% | 38% |
| TO | -4% | 136% | 24% | 16% | 32% | 31% | 23% | 6% | 100% | 4% | 100% |
| TOTAL | -10% | 137% | 5% | 5% | 41% | 15% | 57% | 10% | 61% | 10% | 61% |



BASE DE USUÁRIOS

Varição out/13 x ago/12

ERBS 2G

BTS

CAPACIDADE DE ERBS 2G

TRX 2G

ERBS 3G

NODE-B

CAPACIDADE DE ERBS 3G

Channel Elements

| TIM | 2G | 3G | TOTAL |
|--------------|------------|------------|-------------|
| AC | -13% | -22% | -14% |
| AL | 2% | 297% | 21% |
| AM | -19% | 6% | -10% |
| AP | -8% | -9% | -8% |
| BA | 7% | 1% | 6% |
| CE | 5% | 9% | 6% |
| DF | -12% | -1% | -7% |
| ES | -21% | -15% | -19% |
| GO | 4% | -1% | 3% |
| MA | 17% | 11% | 16% |
| MG | 6% | 2% | 5% |
| MS | -12% | 2% | -8% |
| MT | -7% | -1% | -5% |
| PA | 7% | 5% | 7% |
| PB | -12% | 435% | 9% |
| PE | 10% | 6% | 9% |
| PI | -12% | 399% | 6% |
| PR | 4% | 31% | 11% |
| RJ | -1% | -1% | -1% |
| RN | -11% | 303% | 9% |
| RO | 5% | -8% | 1% |
| RR | -18% | -3% | -12% |
| RS | 1% | 13% | 4% |
| SC | 2% | 38% | 11% |
| SE | 0% | -5% | -1% |
| SP | -13% | 60% | 12% |
| TO | 12% | 1% | 36% |
| TOTAL | -2% | 27% | 8% |

| Previsão Δ 2013 X 2012 | % REAL. |
|---------------------------|------------|
| 0% | |
| 9% | 37% |
| 2% | 50% |
| 2% | 0% |
| 11% | 60% |
| 11% | 19% |
| 3% | 225% |
| 0% | |
| 5% | 25% |
| 4% | 44% |
| 6% | 81% |
| 3% | 0% |
| 2% | 33% |
| 10% | 26% |
| 3% | 43% |
| 5% | 45% |
| 16% | 54% |
| 8% | 22% |
| 3% | 239% |
| 7% | 38% |
| 3% | 0% |
| 0% | |
| 1% | 75% |
| 4% | 17% |
| 0% | |
| 5% | 78% |
| 2% | 0% |
| 5% | 62% |

| Previsão Δ 2013 X 2012 | % REAL. |
|---------------------------|------------|
| 1% | 400% |
| 10% | 37% |
| 2% | 51% |
| 1% | 18% |
| 11% | 107% |
| 13% | 28% |
| 7% | 188% |
| 2% | 234% |
| 14% | 69% |
| 8% | 94% |
| 8% | 129% |
| 13% | 86% |
| 10% | 85% |
| 13% | 66% |
| 7% | 63% |
| 8% | 44% |
| 14% | 91% |
| 8% | 173% |
| 9% | 41% |
| 12% | 85% |
| 0% | |
| 4% | 116% |
| 22% | 102% |
| 0% | 467% |
| 10% | 107% |
| 13% | 88% |
| 10% | 93% |

| Previsão Δ 2013 X 2012 | % REAL. |
|---------------------------|------------|
| 0% | |
| 4% | 100% |
| 2% | 133% |
| 5% | 100% |
| 10% | 115% |
| 13% | 115% |
| 5% | 150% |
| 26% | 100% |
| 11% | 58% |
| 23% | 88% |
| 10% | 105% |
| 24% | 76% |
| 19% | 62% |
| 21% | 79% |
| 12% | 100% |
| 14% | 116% |
| 9% | 83% |
| 6% | 100% |
| 17% | 98% |
| 5% | 114% |
| 23% | 100% |
| 0% | |
| 27% | 89% |
| 19% | 89% |
| 17% | 90% |
| 6% | 83% |
| 63% | 90% |
| 12% | 95% |

| Previsão Δ 2013 X 2012 | % REAL. |
|---------------------------|------------|
| 38% | 100% |
| 51% | 81% |
| 33% | 100% |
| 56% | 100% |
| 17% | 94% |
| 61% | 100% |
| 44% | 99% |
| 23% | 100% |
| 43% | 100% |
| 47% | 100% |
| 25% | 100% |
| 101% | 100% |
| 111% | 100% |
| 56% | 100% |
| 35% | 75% |
| 50% | 97% |
| 21% | 97% |
| 10% | 100% |
| 30% | 100% |
| 53% | 98% |
| 110% | 100% |
| 31% | 100% |
| 35% | 100% |
| 59% | 100% |
| 58% | 100% |
| 21% | 100% |
| 109% | 100% |
| 30% | 99% |



| VIVO | BASE DE USUÁRIOS | | |
|--------------|--------------------------|------------|-----------|
| | Variação out/13 x ago/12 | | |
| | 2G | 3G | TOTAL |
| AC | -5% | 76% | 8% |
| AL | 10% | 26% | 14% |
| AM | -13% | 68% | 4% |
| AP | -3% | 49% | 7% |
| BA | -8% | 23% | -3% |
| CE | -36% | 12% | -24% |
| DF | -19% | 34% | -5% |
| ES | -13% | 56% | 2% |
| GO | -11% | 29% | -4% |
| MA | 2% | 39% | 8% |
| MG | -7% | 35% | 2% |
| MS | -3% | 45% | 7% |
| MT | -8% | 59% | 4% |
| PA | -6% | 28% | 1% |
| PB | 2% | 19% | 6% |
| PE | -4% | 31% | 5% |
| PI | -8% | 8% | -5% |
| PR | -17% | 30% | -7% |
| RJ | -21% | 50% | -4% |
| RN | -28% | 17% | -17% |
| RO | -9% | 49% | 0% |
| RR | -11% | 56% | 4% |
| RS | -7% | 49% | 5% |
| SC | -14% | 50% | -1% |
| SE | -16% | 91% | 3% |
| SP | -15% | 65% | 15% |
| TO | -6% | 16% | 17% |
| TOTAL | -12% | 49% | 4% |

| ERBS 2G | |
|---------------------------|-----------------------|
| BTS | |
| Previsão Δ 2013 X 2012 | % Real. até OUT/13 |
| 4% | 50% |
| 10% | 18% |
| 32% | 54% |
| 12% | 40% |
| 12% | 61% |
| 5% | 29% |
| 12% | 115% |
| 11% | 87% |
| 7% | 85% |
| 14% | 60% |
| 6% | 33% |
| 9% | 55% |
| 5% | 71% |
| 25% | 48% |
| 8% | 36% |
| 7% | 13% |
| 4% | 29% |
| 3% | 81% |
| 14% | 26% |
| 3% | 0% |
| 3% | 100% |
| 13% | 0% |
| 3% | 81% |
| 2% | 50% |
| 5% | 75% |
| 13% | 32% |
| 1% | 100% |
| 9% | 44% |

| CAPACIDADE DE ERBS 2G | |
|---------------------------|----------------------|
| TRX 2G | |
| Previsão Δ 2013 X 2012 | % Real. até OUT13 |
| 9% | 10% |
| 14% | 5% |
| 28% | 24% |
| 17% | -13% |
| 30% | 47% |
| 10% | 24% |
| 28% | 40% |
| 18% | 78% |
| 9% | 4% |
| 14% | 12% |
| 33% | 13% |
| 26% | 1% |
| 19% | -2% |
| 20% | 19% |
| 25% | 16% |
| 16% | 13% |
| 8% | 13% |
| 6% | 37% |
| 19% | 26% |
| 10% | 25% |
| 11% | 55% |
| 11% | -34% |
| 6% | 63% |
| 5% | 36% |
| 24% | 25% |
| 20% | 25% |
| 8% | -37% |
| 19% | 25% |

| ERBS 3G | |
|---------------------------|-----------------------|
| NODE-B | |
| Previsão Δ 2013 X 2012 | % Real. até OUT/13 |
| 11% | 50% |
| 7% | 15% |
| 52% | 68% |
| 12% | 60% |
| 21% | 100% |
| 7% | 57% |
| 18% | 103% |
| 21% | 87% |
| 11% | 71% |
| 22% | 106% |
| 15% | 62% |
| 15% | 35% |
| 11% | 73% |
| 23% | 69% |
| 8% | 64% |
| 11% | 14% |
| 19% | 76% |
| 6% | 45% |
| 17% | 61% |
| 4% | 14% |
| 10% | 83% |
| 15% | 175% |
| 14% | 40% |
| 6% | 22% |
| 20% | 128% |
| 16% | 203% |
| 9% | 33% |
| 15% | 100% |

| CAPACIDADE DE ERBS 3G | |
|---------------------------|-----------------------|
| TRX 3G -Portadora | |
| Previsão Δ 2013 X 2012 | % Real. até OUT/13 |
| 32% | 70% |
| 29% | 43% |
| 60% | 53% |
| 15% | 33% |
| 31% | 98% |
| 18% | 36% |
| 33% | 84% |
| 33% | 64% |
| 25% | 117% |
| 31% | 61% |
| 37% | 60% |
| 23% | 26% |
| 33% | 77% |
| 38% | 29% |
| 12% | 63% |
| 18% | 28% |
| 16% | 28% |
| 15% | 46% |
| 35% | 51% |
| 28% | 18% |
| 23% | 54% |
| 20% | 7% |
| 23% | 50% |
| 24% | 33% |
| 40% | 97% |
| 43% | 79% |
| 11% | 122% |
| 33% | 64% |



| CTBC | BASE DE USUÁRIOS | | |
|--------------|--------------------------|------------|------------|
| | Variação out/13 x ago/12 | | |
| | 2G | 3G | TOTAL |
| GO | -24% | 71% | 19% |
| MG | -21% | 104% | 32% |
| MS | -26% | 180% | 28% |
| SP | -17% | 74% | 21% |
| TOTAL | -21% | 99% | 30% |

| ERBS 2G | |
|------------------------|-------------|
| BTS | |
| Previsão Δ 2013 X 2012 | % REAL. |
| 0% | |
| 10% | 110% |
| 0% | |
| 3% | 100% |
| 8% | 109% |

| CAPACIDADE DE ERBs 2G | |
|------------------------|-------------|
| TRX 2G | |
| Previsão Δ 2013 X 2012 | % REAL. |
| 9% | 91% |
| 21% | 100% |
| 0% | |
| 10% | 98% |
| 19% | 100% |

| ERBS 3G | |
|------------------------|-------------|
| NODE-B | |
| Previsão Δ 2013 X 2012 | % REAL. |
| 11% | 100% |
| 59% | 119% |
| 0% | |
| 15% | 100% |
| 46% | 118% |

| CAPACIDADE DE ERBs 3G | |
|------------------------|-------------|
| TRX 3G -Portadora | |
| Previsão Δ 2013 X 2012 | % REAL. |
| 14% | 150% |
| 45% | 131% |
| 0% | |
| 24% | 125% |
| 39% | 131% |

| SERCOMTEL | BASE DE USUÁRIOS | | |
|--------------|--------------------------|------------|-------------|
| | Variação out/13 x ago/12 | | |
| | 2G | 3G | TOTAL |
| PR | -20% | 49% | -12% |
| TOTAL | -20% | 49% | -12% |

| ERBS 2G | |
|------------------------|---------|
| BTS | |
| Previsão Δ 2013 X 2012 | % REAL. |
| 0% | |
| 0% | |

| CAPACIDADE DE ERBs 2G | |
|------------------------|---------|
| TRX 2G | |
| Previsão Δ 2013 X 2012 | % REAL. |
| 0% | |
| 0% | |

| ERBS 3G | |
|------------------------|---------|
| NODE-B | |
| Previsão Δ 2013 X 2012 | % REAL. |
| 0% | |
| 0% | |

| CAPACIDADE DE ERBs 3G | |
|------------------------|---------|
| TRX 3G -Portadora | |
| Previsão Δ 2013 X 2012 | % REAL. |
| 0% | |
| 0% | |



| EMPRESA | Vlr. Previsto total triênio 2012 2013 e 2014 | Vlr. Realizado 2012 | Vlr. Realizado 2013 - até outubro | Total realizado 2012 + 2013 | % Realizado em relação ao total previsto |
|--------------|---|------------------------------|--------------------------------------|--------------------------------|---|
| CLARO | R\$ 8.260.000.000,00 | R\$ 3.118.214.260,60 | R\$ 1.673.368.426,00 | R\$ 4.791.582.686,60 | 58% |
| OI | R\$ 5.482.000.000,00 | R\$ 1.138.093.702,00 | R\$ 978.015.786,85 | R\$ 2.116.109.488,85 | 39% |
| TIM | R\$ 10.860.000.000,00 | R\$ 3.765.000.000,00 | R\$ 2.109.524.566,00 | R\$ 5.874.524.566,00 | 54% |
| VIVO | R\$ 7.153.000.000,00 | R\$ 2.926.194.540,90 | R\$ 1.648.287.445,20 | R\$ 4.574.481.986,10 | 64% |
| CTBC | R\$ 36.942.300,00 | R\$ 10.350.000,00 | R\$ 26.960.000,00 | R\$ 37.310.000,00 | 101% |
| SERCOMTEL | R\$ 7.466.625,38 | R\$ 3.552.207,33 | R\$ 622.940,01 | R\$ 4.175.147,34 | 56% |
| TOTAL | R\$ 31.799.408.925,38 | R\$ 10.961.404.710,83 | R\$ 6.436.779.164,06 | R\$ 17.398.183.874,89 | 55% |

* O valor previsto pela Sercomtel foi retificado para R\$ 7.466.625,38.

* Retificado o valor de investimento realizado pela CTBC em 2012