

| ANNO | TRIMESTRE | ID_MUNICIPIO | ID_TECNOLOGIA | OFERTA_DE_VELOCIDAD_DOWN | OFERTA_DE_VELOCIDAD_UP | NUMERO_DE_MUESTRAS_DOWN | NUMERO_DE_MUESTRAS_UP | VELOCIDAD_MAXIMA_DOWN | VELOCIDAD_MAXIMA_UP | VELOCIDAD_MEDIA_DOWN | VELOCIDAD_MEDIA_UP | VELOCIDAD_MINIMA_DOWN | VELOCIDAD_MINIMA_UP | DESVIACION_ESTANDAR_DOWN |
|------|-----------|--------------|---------------|--------------------------|------------------------|-------------------------|-----------------------|-----------------------|---------------------|----------------------|--------------------|-----------------------|---------------------|--------------------------|
| 2016 | 2         | 19001        | 2             | 1024                     | 512                    | 3470                    | 3460                  | 133.15                | 72.93               | 133.02               | 70.83              | 105.78                | 24.36               | 0.94                     |
| 2016 | 2         | 19001        | 2             | 2048                     | 1000                   | 3469                    | 3459                  | 263.61                | 102.62              | 263.37               | 100.56             | 178.92                | 42.75               | 1.82                     |
| 2016 | 2         | 19001        | 2             | 3172                     | 1000                   | 3471                    | 3461                  | 389.77                | 103.72              | 381.66               | 102.20             | 273.50                | 53.35               | 3.05                     |
| 2016 | 2         | 19001        | 2             | 4096                     | 1000                   | 3380                    | 3370                  | 518.67                | 104.24              | 511.38               | 103.15             | 411.96                | 69.09               | 4.54                     |
| 2016 | 2         | 19001        | 2             | 5120                     | 1000                   | 3469                    | 3459                  | 640.53                | 104.65              | 631.81               | 103.74             | 509.40                | 92.09               | 7.20                     |
| 2016 | 2         | 19001        | 2             | 512                      | 256                    | 3468                    | 3458                  | 66.42                 | 36.66               | 65.03                | 35.60              | 33.25                 | 12.19               | 0.55                     |
| 2016 | 2         | 19001        | 2             | 6144                     | 1000                   | 3469                    | 3459                  | 695.58                | 104.62              | 694.07               | 103.15             | 545.42                | 69.15               | 5.04                     |
| 2016 | 2         | 19001        | 2             | 8192                     | 1000                   | 3462                    | 3452                  | 697.72                | 104.24              | 696.47               | 103.18             | 568.66                | 69.00               | 4.32                     |
| 2016 | 2         | 19001        | 5             | 1024                     | 512                    | 2363                    | 2353                  | 134.03                | 73.92               | 115.54               | 67.12              | 18.80                 | 25.53               | 26.66                    |
| 2016 | 2         | 19001        | 5             | 2048                     | 1000                   | 2333                    | 2323                  | 268.07                | 140.99              | 220.19               | 124.73             | 34.14                 | 68.19               | 67.78                    |
| 2016 | 2         | 19001        | 5             | 3172                     | 1000                   | 2252                    | 2242                  | 392.79                | 144.15              | 317.05               | 130.14             | 51.26                 | 86.41               | 107.28                   |
| 2016 | 2         | 19001        | 5             | 4096                     | 1000                   | 2213                    | 2203                  | 511.99                | 142.47              | 382.50               | 124.83             | 68.30                 | 51.54               | 152.92                   |
| 2016 | 2         | 19001        | 5             | 5120                     | 1000                   | 2139                    | 2129                  | 510.56                | 142.58              | 390.72               | 124.80             | 85.39                 | 71.71               | 144.12                   |
| 2016 | 2         | 19001        | 5             | 512                      | 256                    | 2382                    | 2372                  | 66.92                 | 35.17               | 60.87                | 32.15              | 16.70                 | 19.26               | 8.72                     |
| 2016 | 2         | 19001        | 5             | 6144                     | 1000                   | 2041                    | 2031                  | 509.49                | 142.45              | 399.67               | 124.51             | 102.51                | 42.37               | 135.95                   |
| 2016 | 2         | 19001        | 5             | 8192                     | 1000                   | 2010                    | 2000                  | 507.89                | 142.42              | 411.51               | 124.75             | 136.95                | 55.49               | 122.46                   |
| 2016 | 2         | 19001        | 4             | 1024                     | 512                    | 3439                    | 3429                  | 133.60                | 73.44               | 131.72               | 71.93              | 94.16                 | 24.34               | 2.56                     |
| 2016 | 2         | 19001        | 4             | 2048                     | 1000                   | 3383                    | 3373                  | 267.20                | 141.86              | 254.78               | 139.05             | 113.57                | 47.98               | 20.32                    |
| 2016 | 2         | 19001        | 4             | 3172                     | 1000                   | 3380                    | 3370                  | 390.50                | 207.30              | 353.85               | 203.10             | 102.56                | 67.77               | 53.25                    |
| 2016 | 2         | 19001        | 4             | 4096                     | 1000                   | 3406                    | 3396                  | 510.30                | 261.29              | 438.18               | 252.39             | 107.38                | 93.29               | 96.38                    |
| 2016 | 2         | 19001        | 4             | 512                      | 256                    | 3448                    | 3438                  | 66.79                 | 34.86               | 65.84                | 34.26              | 47.81                 | 11.98               | 0.97                     |

| ANNO | TRIMESTRE | ID_MUNICIPIO | ID_TECNOLOGIA | OFFERTA_DE_VELOCIDAD_DOWN | OFFERTA_DE_VELOCIDAD_UP | DESVIACION_ESTANDAR_UP |
|------|-----------|--------------|---------------|---------------------------|-------------------------|------------------------|
| 2016 | 2         | 19001        | 2             | 1024                      | 512                     | 3.30                   |
| 2016 | 2         | 19001        | 2             | 2048                      | 1000                    | 3.96                   |
| 2016 | 2         | 19001        | 2             | 3172                      | 1000                    | 3.30                   |
| 2016 | 2         | 19001        | 2             | 4096                      | 1000                    | 2.03                   |
| 2016 | 2         | 19001        | 2             | 5120                      | 1000                    | 1.16                   |
| 2016 | 2         | 19001        | 2             | 512                       | 256                     | 1.74                   |
| 2016 | 2         | 19001        | 2             | 6144                      | 1000                    | 1.91                   |
| 2016 | 2         | 19001        | 2             | 8192                      | 1000                    | 1.83                   |
| 2016 | 2         | 19001        | 5             | 1024                      | 512                     | 5.93                   |
| 2016 | 2         | 19001        | 5             | 2048                      | 1000                    | 12.94                  |
| 2016 | 2         | 19001        | 5             | 3172                      | 1000                    | 10.84                  |
| 2016 | 2         | 19001        | 5             | 4096                      | 1000                    | 13.90                  |
| 2016 | 2         | 19001        | 5             | 5120                      | 1000                    | 13.90                  |
| 2016 | 2         | 19001        | 5             | 512                       | 256                     | 2.62                   |
| 2016 | 2         | 19001        | 5             | 6144                      | 1000                    | 14.14                  |
| 2016 | 2         | 19001        | 5             | 8192                      | 1000                    | 14.11                  |
| 2016 | 2         | 19001        | 4             | 1024                      | 512                     | 3.14                   |
| 2016 | 2         | 19001        | 4             | 2048                      | 1000                    | 6.02                   |
| 2016 | 2         | 19001        | 4             | 3172                      | 1000                    | 9.17                   |
| 2016 | 2         | 19001        | 4             | 4096                      | 1000                    | 13.65                  |
| 2016 | 2         | 19001        | 4             | 512                       | 256                     | 1.42                   |

| ANNO | TRIMESTRE | ID_MUNICIPIO | ID_TECNOLOGIA | NUMERO_DE_MUESTRAS | PORCENT_TRANSMISION_FALLIDA |
|------|-----------|--------------|---------------|--------------------|-----------------------------|
| 2016 | 2         | 19001        | 2             | 278425             | 2.40                        |
| 2016 | 2         | 19001        | 4             | 278425             | 2.40                        |
| 2016 | 2         | 19001        | 5             | 278425             | 2.40                        |

| ANNO | TRIMESTRE | ID_MUNICIPIO | ID_TECNOLOGIA | NUMERO_DE_MUESTRAS | TIEMPO_MEDIO_RETARDO | DESVIACION_ESTANDAR |
|------|-----------|--------------|---------------|--------------------|----------------------|---------------------|
| 2016 | 2         | 19001        | 2             | 158246             | 26.45                | 0.089               |
| 2016 | 2         | 19001        | 4             | 158246             | 26.45                | 0.089               |
| 2016 | 2         | 19001        | 5             | 158246             | 26.45                | 0.089               |

Información de Control. No editar, mover o eliminar esta hoja.

Nombre de la Plantilla

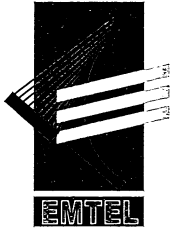
Res. 3523 - F19. Indicadores Calidad Internet fijo

Descripción de la Plantilla

Esta plantilla contiene la información del siguiente formato:- VELOCIDAD\_TRANSMISION\_DATOS- TRANSMISIONES\_DATOS\_FALLIDOS- RETARDO\_EN\_UN\_SENTIDO

Código de la Plantilla

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**EMPRESA DE TELECOMUNICACIONES DE POPAYAN S.A. EMTel E.S.P.**

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EL REPRESENTANTE LEGAL DE LA EMPRESA DE TELECOMUNICACIONES DE  
POPAYAN S.A. EMTel E.S.P.

NIT: 891.502.163-1

CERTIFICA QUE:

En cumplimiento al artículo 7 "VIGILANCIA Y CONTROL", establecido en la resolución CRC 4000 del 9 de noviembre de 2012, la medición de los indicadores de Calidad y los reportes de información del segundo trimestre de 2016, correspondientes a internet y voz, en redes fijas, han sido verificados previamente y se ajustan integralmente a los parámetros fijados en el anexo 1 de la Resolución 3067/2011, 3503/2011 y 3523/2012.

Se expide en Popayán a los quince (15) días del mes de julio de 2016.

  
DANIEL ALEJANDRO PAJOY BASTOS

*el legal*  
Representante Legal *cert*

Revisó: Ing. Claudia Quintero/elaboró Ing. Francisco Peña