

NETWORK RELIABILITY



At América Móvil we are aware of the importance of coverage, quality, and availability of our services for our users. For this reason, we constantly invest in modernizing infrastructure and technological systems that provide greater availability of service to people and businesses.

Our modernization plans, supported by state-of-the-art technology, allow us to reduce the number of intermittencies in the provision of our services. Also, we renovate our power plants and implement backup systems at most of our sites to fix any failure in the electricity grid or lack of power.

We update technology in our networks to have greater capacity and redundancy to always guarantee the availability of the service. In addition, we are continuously working on the development of high availability architectures throughout our network.

We permanently monitor the status of our services in the Network Operation Centers (NOCs), through intelligent systems with a high level of automation, which allow us to provide immediate response to situations that could affect the connectivity of our users in all the countries where we operate.

We have more than 15 thousand highly trained employees throughout the Company dedicated to the operation and maintenance of our networks in the NOCs and in outside plant teams, who solve problems that may arise on a day-to-day basis. In addition, we have the most complete support agreements with all our technology and service providers to minimize response times in the event of any contingency.