

## TEXTO

### **Quality of mobile internet in Brazil is criticized**

Mobile internet connections - by 3G cell phones or tablets - in Brazil has more failures than the number allowed by Anatel, the agency that regulates the sector. The same occurs in SMS text messages. The results were disclosed yesterday by the National Telecommunications Agency.

The agency assessed the operators' technical performance of mobile phones from August to October 2012 and concluded that the country's four biggest companies -- Vivo, Tim, Claro and Oi-didn't reach the minimum percentage of quality for data traffic.

In the case of internet and SMS messages, 98% of all traffic should occur without sending or connection failures, according to Anatel's rules. On average, the companies ended the quarter with 96%. That means that 4 in every 100 connections or messages fail - twice the amount allowed.

This is the agency's first study since the operators had their sales of new chips suspended last year. The suspension affected TIM, Oi and Claro. Anatel justified the measure with the high number of consumer complaints: the operator with most complaints was suspended in each state.

This time Anatel said it will not punish any operators, but it will take "severe" measures "if necessary."

At the beginning of August, the quality of data services reached the ideal but quality declined sharply in September, followed by a small improvement in the following months, but still with insufficient performance.

The companies say they are investing to improve their services.

Fonte: <http://www1.folha.uol.com.br/internacional/en/finance/1227372-quality-of-mobile-internet-in-brazil-is-criticized.shtml>

## Tradução Livre

### Quality of mobile internet in Brazil is criticized

### Qualidade da internet móvel no Brasil é criticada

Mobile internet connections - by 3G cell phones or tablets - in Brazil has more failures than the number allowed by Anatel, the agency that regulates the sector. The same occurs in SMS text messages. The results were disclosed yesterday by the National Telecommunications Agency.

As conexões de internet móvel – para celulares 3G e tablets – no Brasil têm mais falhas do que o número permitido pela Anatel, a agência que regula o setor. O mesmo ocorre nas mensagens de texto SMS. Os resultados foram revelados ontem pela Agência Nacional de Telecomunicações.

The agency assessed the operators' technical performance of mobile phones from August to October 2012 and concluded that the country's four biggest companies -- Vivo, Tim, Claro and Oi-didn't reach the minimum percentage of quality for data traffic.

A agência avaliou (assessed) o desempenho técnico dos operadores de celulares de agosto a outubro de 2012 e concluiu que as quatro maiores companhias do país – Vivo, Tim, Claro e Oi – não alcançam a percentagem mínima de qualidade para o tráfego de dados.

In the case of internet and SMS messages, 98% of all traffic should occur without sending or connection failures, according to Anatel's rules. On average, the companies ended the quarter with 96%. That means that 4 in every 100 connections or messages fail - twice the amount allowed.

No caso da internet e mensagens SMS, 98% de todo o tráfego deveria ocorrer sem falhas de envio ou conexão, de acordo com as regras da Anatel. Numa média (average), as companhias finalizaram o trimestre com 96%. Isso significa que 4 em 100 conexões ou mensagens falham – duas vezes a quantidade permitida.

This is the agency's first study since the operators had their sales of new chips suspended last year. The suspension affected TIM, Oi and Claro. Anatel justified the measure with the high number of consumer complaints: the operator with most complaints was suspended in each state.

Essa é o primeiro estudo da agência desde que os operadores tiveram suas vendas de novos chips suspensas no último ano. A suspensão afetou Tim, Oi e Claro. A Anatel justificou a medida com o alto número de queixas (complaints) dos consumidores: o operador com mais queixas foi suspenso em cada estado.

This time Anatel said it will not punish any operators, but it will take "severe" measures "if necessary."

Dessa vez a Anatel disse que ela não puniria quaisquer operadores, mas ela tomaria severas medidas "se necessário".

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At the beginning of August, the quality of data services reached the ideal but quality declined sharply in September, followed by a small improvement in the following months, but still with insufficient performance.

No começo de agosto, a qualidade dos serviços de dados alcançou o ideal, mas a qualidade declinou agudamente em setembro, seguido por uma pequena melhora nos meses seguintes, mas ainda com desempenho insuficiente.

The companies say they are investing to improve their services.

As companhias disseram que elas estão investindo para melhorar seus serviços.

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