

EMPRESA: Telefonía del Perú SAA
SERVICIO: Telefonía Fija
AÑO: 2015

INDICADOR	FORMULA	META	ENERO	FEBRERO	MARZO	ABRIL	MAYO	JUNIO	JULIO	AGOSTO	SEPTIEMBRE	OCTUBRE	NOVIEMBRE	DICIEMBRE	
Tasa de Incidencia de Fallas	Averías Reportadas / Líneas en Servicio	≤ 1.60%	1.80%	1.82%	2.34%	2.25%	2.22%	2.53%	2.48%	2.64%	2.44%	2.44%	2.28%	2.12%	
	Averías Reparadas del Total de Averías Reportadas	< 24 Hrs	53.95%	39.13%	47.36%	50.16%	44.71%	61.58%	60.49%	65.13%	68.94%	72.03%	76.60%	71.20%	
Tasa de Llamadas Completadas	Llamadas Completadas / Total de Intentos de Llamadas	Local	98.35%	98.52%	98.71%	98.64%	98.62%	98.80%	98.88%	98.87%	98.78%	98.92%	98.85%	98.74%	
		LDN	97.63%	97.88%	98.69%	98.66%	98.62%	98.57%	98.67%	98.65%	98.54%	98.70%	98.55%	98.41%	
		LDI	98.55%	98.55%	98.69%	98.83%	98.81%	98.98%	98.90%	98.90%	98.89%	98.83%	98.93%	98.85%	98.77%
		Americatel	67.10%	66.71%	70.13%	70.92%	69.46%	73.16%	61.92%	59.08%	60.22%	62.45%	67.46%	64.35%	64.35%
		Amitel LD	92.59%	0.16%	0.08%	0.08%	98.24%	98.07%	98.07%	96.85%	84.37%	95.25%	97.91%	97.92%	97.92%
		Anura	90.78%	87.75%	83.88%	84.01%	82.15%	81.90%	84.87%	82.83%	80.95%	82.42%	83.03%	78.38%	78.38%
		Convergencia	65.38%	72.87%	73.33%	64.72%	72.03%	67.08%	67.08%	74.27%	74.52%	67.09%	68.50%	70.55%	70.55%
		Gamacom	*	*	*	*	*	*	*	*	*	*	*	*	*
		Glaf To Home	39.19%	46.02%	44.33%	44.51%	44.02%	45.04%	45.04%	47.17%	46.35%	45.69%	41.34%	39.98%	39.98%
		Global Backbone	*	*	*	*	*	*	*	*	*	*	*	*	*
		IDT	64.45%	65.27%	65.01%	68.48%	67.73%	64.44%	62.44%	60.00%	68.74%	62.74%	63.82%	70.23%	70.23%
		Global Crossing (Ex Jmepsat)	69.03%	78.90%	77.93%	78.85%	77.77%	77.38%	77.38%	35.54%	60.26%	67.27%	71.80%	68.57%	68.57%
		Infoductos	79.67%	73.07%	66.02%	71.84%	69.32%	70.25%	65.93%	62.44%	67.62%	72.43%	71.32%	71.77%	71.77%
		Inversiones OSA Fija	74.14%	68.41%	86.14%	88.12%	91.98%	91.21%	91.65%	89.56%	93.30%	91.00%	91.96%	91.96%	91.96%
		IP Telefonía Fija	99.56%	100.00%	99.56%	99.59%	99.62%	100.00%	100.00%	99.15%	98.21%	11.95%	17.16%	21.78%	21.78%
		(BASIS Ex Telecom)	*	*	*	*	*	*	*	*	*	*	*	*	0.00%
		Telefonía Móviles	49.07%	50.98%	50.30%	50.36%	50.64%	48.86%	49.59%	47.33%	47.97%	47.94%	45.19%	46.69%	46.69%
		Multimedia VOIP	*	*	*	*	*	*	*	15.52%	42.73%	45.96%	0.00%	0.00%	0.00%
		Natiphon	*	*	*	*	*	*	*	*	*	*	*	*	*
		Nextel	57.06%	53.94%	54.87%	54.20%	53.21%	52.46%	51.92%	48.11%	52.78%	51.38%	52.00%	51.53%	51.53%
		Netline	76.98%	46.25%	66.54%	68.05%	65.85%	68.38%	69.32%	73.53%	74.49%	73.97%	76.23%	73.61%	73.61%
		Optical IP	6.15%	21.57%	91.93%	82.32%	77.21%	85.36%	80.38%	72.06%	49.41%	53.18%	78.47%	81.48%	81.48%
		Perusat	39.72%	34.31%	32.27%	32.44%	29.33%	31.73%	31.73%	26.68%	28.23%	26.54%	32.74%	32.81%	32.81%
		Rural Telecom	2.76%	1.75%	2.68%	2.90%	7.14%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
		Sitel	*	*	*	*	*	*	*	*	*	*	*	*	*
		Telex	66.46%	66.38%	66.67%	66.45%	64.20%	63.02%	65.87%	67.94%	69.25%	66.84%	67.00%	63.85%	63.85%
		TESAM	4.55%	1.89%	1.48%	1.03%	0.00%	2.71%	2.71%	4.38%	1.10%	2.11%	0.91%	0.00%	0.00%
		Claro	46.34%	46.73%	45.66%	46.59%	46.76%	46.76%	45.47%	47.42%	48.49%	46.81%	45.50%	44.66%	44.66%
		Sky Telecom	*	*	*	*	*	*	*	*	*	*	*	*	*
		Teleandina fija	30.83%	25.58%	32.27%	28.21%	30.77%	28.11%	24.93%	29.78%	51.16%	35.26%	47.78%	36.05%	36.05%
Valtron	*	*	*	*	*	*	*	*	*	*	*	*	*		
Viettel Móvil	41.88%	41.52%	22.08%	39.77%	37.54%	42.88%	42.71%	42.13%	42.94%	41.23%	40.83%	40.77%	40.77%		
Winner System Fija	62.99%	67.75%	63.62%	70.76%	69.76%	72.53%	72.53%	72.04%	74.39%	58.07%	61.39%	58.08%	58.08%		
Inversiones Móvil - NGN	83.55%	78.87%	78.68%	72.75%	72.16%	70.23%	75.43%	72.92%	75.43%	71.62%	77.80%	75.41%	75.41%		
Operador Ingeniería - NGN	58.95%	79.94%	49.46%	48.10%	46.13%	46.14%	44.69%	47.39%	31.61%	32.80%	43.27%	43.27%	43.27%		
Fravatel - NGN	97.23%	95.55%	94.60%	93.70%	96.14%	95.64%	95.82%	81.27%	93.10%	94.82%	91.57%	90.19%	84.13%		
10X	≥ 70.00%	78.01%	75.78%	68.34%	69.00%	68.13%	67.50%	66.63%	66.04%	64.81%	64.47%	64.39%	72.23%		
19XX	-	39.79%	39.89%	42.40%	44.73%	45.66%	45.74%	46.15%	51.44%	44.80%	47.46%	48.92%	49.52%		
0 800 XXXX	-	92.60%	92.40%	90.50%	86.73%	86.69%	78.94%	72.67%	69.43%	13.22%	31.82%	67.43%	69.48%		

* Para este periodo no se encuentra data.

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INDICADOR	FORMULA	META	ENERO	FEBRERO	MARZO	ABRIL	MAYO	JUNIO	JULIO	AGOSTO	SEPTIEMBRE	OCTUBRE	NOVIEMBRE	DICIEMBRE
Tasa de Intentos No Establecidos	Número de Intentos No Establecidos / Total de Intentos (por departamento y la Provincia Constitucional del Callao)	AMAZONAS	1.28%	2.04%	3.63%	2.52%	2.18%	3.44%	3.35%	3.65%	3.19%	2.11%	2.75%	2.75%
		ANCASH	1.52%	1.12%	1.13%	1.07%	1.50%	1.71%	1.93%	2.72%	2.66%	2.79%	2.14%	1.77%
		APURIMAC	2.31%	1.50%	1.76%	3.20%	2.57%	1.09%	1.05%	0.98%	0.80%	0.83%	1.20%	1.33%
		AREQUIPA	0.84%	0.70%	0.93%	1.25%	1.50%	0.70%	0.67%	0.77%	0.62%	0.56%	0.60%	0.55%
		AYACUCHO	2.03%	1.91%	1.89%	1.91%	2.68%	3.74%	2.98%	3.62%	1.65%	2.34%	2.66%	1.70%
		CAJAMARCA	2.61%	3.01%	1.61%	1.39%	2.85%	2.75%	3.33%	4.10%	3.32%	2.26%	2.61%	2.47%
		CUSCO	0.71%	0.74%	0.69%	0.88%	0.67%	0.71%	0.98%	1.07%	0.81%	0.66%	0.67%	0.45%
		HUANCAVELICA	1.79%	1.99%	1.50%	1.96%	2.08%	2.14%	2.47%	2.06%	2.31%	2.21%	3.09%	2.30%
		HUANUCO	1.00%	1.05%	1.06%	1.10%	1.22%	1.32%	1.30%	1.28%	1.62%	1.89%	2.63%	1.91%
		ICA	1.01%	0.88%	0.90%	0.75%	0.82%	0.78%	0.79%	0.82%	0.72%	0.76%	0.83%	1.38%
		JUNIN	1.58%	2.17%	1.28%	1.28%	1.75%	2.20%	2.52%	3.29%	2.28%	2.14%	2.06%	2.03%
		LA LIBERTAD	0.97%	0.82%	0.92%	0.85%	0.85%	1.04%	1.00%	1.11%	1.39%	1.02%	1.60%	1.16%
		LAMBAYEQUE	1.60%	1.57%	1.36%	1.23%	1.30%	1.30%	1.45%	1.82%	1.50%	1.26%	1.12%	1.08%
		LIMA	1.48%	1.54%	1.39%	1.31%	1.54%	1.52%	1.36%	1.34%	1.20%	1.09%	1.18%	1.16%
		LORETO	3.88%	1.49%	1.46%	1.48%	2.47%	2.35%	1.86%	1.63%	1.52%	1.14%	1.35%	1.35%
		MADRE DE DIOS	0.58%	0.75%	0.51%	0.49%	0.55%	0.56%	0.50%	0.70%	0.57%	0.57%	0.50%	0.35%
		MOQUEGUA	0.69%	0.64%	0.78%	1.03%	0.63%	0.66%	0.60%	0.64%	1.01%	0.58%	0.55%	0.55%
		PASCO	1.01%	0.73%	1.08%	0.90%	1.10%	1.82%	2.63%	2.73%	2.26%	1.83%	1.78%	2.35%
		PIURA	1.30%	1.10%	1.37%	0.94%	1.14%	1.24%	1.77%	2.37%	2.33%	2.18%	1.47%	1.41%
		PLUNO	1.00%	0.78%	0.85%	0.92%	0.85%	0.80%	0.79%	0.90%	0.90%	1.03%	1.46%	0.70%
		SAN MARTIN	1.45%	1.50%	1.44%	1.35%	1.91%	1.91%	4.00%	4.92%	3.34%	2.62%	2.58%	2.80%
		TACNA	2.74%	2.08%	1.75%	1.42%	0.94%	0.64%	0.64%	0.92%	0.79%	0.65%	0.69%	0.77%
		TUMBES	1.04%	1.06%	1.11%	0.66%	0.97%	1.35%	0.65%	0.75%	1.27%	0.87%	0.77%	1.06%
		UCAYALI	1.15%	1.22%	1.74%	0.96%	2.92%	2.31%	2.00%	2.00%	3.11%	3.47%	1.28%	0.60%
		AMAZONAS	0.96%	0.97%	0.92%	0.88%	0.96%	1.04%	1.06%	1.10%	0.97%	0.95%	1.00%	1.43%
		ANCASH	1.14%	1.08%	1.05%	1.03%	1.14%	1.07%	1.07%	1.09%	1.09%	1.16%	1.04%	0.94%
		APURIMAC	1.43%	1.38%	1.49%	1.23%	1.38%	1.09%	0.99%	1.19%	0.99%	1.01%	1.06%	0.76%
		AREQUIPA	1.10%	1.17%	1.19%	1.14%	1.11%	1.07%	1.11%	1.16%	1.09%	1.02%	1.05%	0.89%
		AYACUCHO	1.40%	1.27%	1.17%	1.13%	1.21%	1.26%	1.32%	1.31%	1.14%	1.21%	1.40%	1.15%
		CAJAMARCA	1.49%	1.40%	1.39%	1.33%	1.43%	1.36%	1.44%	1.53%	1.44%	1.45%	1.56%	1.69%
		CUSCO	1.02%	1.00%	0.96%	0.96%	0.97%	0.90%	0.97%	1.01%	0.95%	0.90%	0.94%	0.84%
		HUANCAVELICA	1.03%	1.02%	1.16%	1.07%	1.04%	1.13%	1.08%	0.98%	0.93%	0.97%	1.08%	1.06%
		HUANUCO	1.21%	1.32%	1.12%	1.13%	1.17%	1.19%	1.16%	1.08%	1.07%	1.15%	1.37%	0.92%
ICA	1.13%	1.11%	1.09%	1.06%	1.18%	1.14%	1.14%	1.18%	1.16%	1.26%	1.22%	0.81%		
JUNIN	1.15%	1.20%	1.04%	0.98%	0.99%	1.03%	0.99%	1.01%	0.96%	1.07%	1.15%	1.11%		
LA LIBERTAD	1.20%	1.17%	1.18%	1.18%	1.37%	1.35%	1.34%	1.29%	1.24%	1.23%	1.16%	1.09%		
LAMBAYEQUE	1.27%	1.33%	1.35%	1.15%	1.21%	1.21%	1.29%	1.42%	1.43%	1.35%	1.31%	1.00%		
LIMA	1.28%	1.32%	1.19%	1.18%	1.30%	1.21%	1.09%	1.09%	1.14%	1.06%	1.13%	1.12%		
LORETO	1.11%	1.03%	1.10%	1.03%	0.94%	0.92%	0.91%	0.93%	0.89%	1.00%	0.94%	0.69%		
MADRE DE DIOS	1.03%	1.08%	0.99%	0.91%	0.91%	0.94%	0.94%	0.94%	0.94%	1.02%	1.22%	0.78%		
MOQUEGUA	1.59%	1.50%	1.27%	1.25%	1.23%	1.21%	0.98%	1.01%	1.06%	0.96%	0.95%	0.71%		
PASCO	0.69%	0.84%	0.83%	0.82%	0.90%	0.89%	0.87%	0.85%	0.85%	0.95%	1.03%	0.93%		
PIURA	1.29%	1.07%	1.18%	1.05%	1.24%	1.24%	1.25%	1.28%	1.24%	1.27%	1.15%			