

Anexo N° 8

Manual de Procedimiento para la Medición, Cálculo y Reporte del Indicador de Calidad de los Servicios Públicos de Telecomunicaciones
Formato de Publicación en Página Web

EMPRESA: Telefónica del Perú S.A.A.
SERVICIO: Servicio de Telefonía Fija
AÑO: 2008

Indicador	Fórmula	Meta	Ene	Feb	Mar	Abr	May	Jun	Jul	Ago	Set	Oct	Nov	Dic
Tasa de Incidencia de Fallas (TIF) ^{1/}	Averías Reportadas / Líneas en Servicio	=< 1.60 %	1,68%	1,57%	1,62%	1,92%	1,87%	1,87%	1,55%	1,60%	1,74%	1,57%	1,34%	1,36%
	Averías Reparadas del Total de averías reportadas	< 24 Hrs	73,34%	72,04%	68,18%	69,93%	72,72%	53,71%	52,22%	45,94%	46,28%	67,19%	75,35%	81,35%
		> 72 Hrs	3,59%	5,11%	8,09%	6,85%	3,61%	20,23%	11,33%	20,20%	24,14%	4,23%	1,99%	1,23%
Respuesta Operadora (RO)	Llamadas atendidas <10 segundos / Total de tentativas de Llamadas al sistema operador	102	90,62%	98,21%	93,08%	95,96%	88,99%	86,51%	95,14%	92,42%	90,64%	96,64%	94,79%	92,94%
		103	90,67%	91,12%	92,05%	93,23%	94,45%	93,54%	92,07%	92,57%	90,35%	92,36%	94,68%	95,34%
		104	91,18%	89,16%	90,74%	92,12%	91,27%	91,21%	90,26%	90,42%	91,13%	92,41%	92,34%	90,93%
Tasa de Llamadas Completadas	Tentativas de Llamadas Completadas / Total de Tentativas de Llamadas	Local	99,63%	99,63%	99,60%	99,41%	99,64%	99,56%	99,50%	99,52%	99,50%	99,33%	99,68%	99,59%
		LDN	99,25%	99,45%	99,19%	99,28%	99,35%	97,96%	95,89%	99,35%	98,13%	97,98%	99,24%	98,28%
		LDI	97,80%	97,07%	96,67%	96,55%	97,35%	97,52%	97,71%	96,17%	96,65%	93,45%	98,24%	97,57%
	101, 102 y otros internos	Lima 1 - El Cercado	99,51%	98,07%	98,28%	98,31%	98,04%	98,07%	97,96%	98,19%	99,45%	99,60%	99,76%	99,77%
		Lima 2 - Lince	99,50%	98,45%	98,66%	98,48%	98,32%	98,39%	98,06%	98,46%	99,46%	99,45%	99,77%	99,70%
		Tandem San Isidro	84,64%	90,69%	86,49%	91,50%	92,32%	86,68%	89,44%	92,53%	90,11%	92,30%	90,69%	87,64%
		Tandem Washington	99,93%	99,97%	99,96%	99,99%	99,97%	99,98%	99,98%	99,93%	99,91%	99,93%	99,97%	99,94%
	103, 104, 108, 109, 123, 1212, 145 y otros internos	Lima 1 - El Cercado	93,87%	98,95%	96,34%	88,53%	97,84%	97,70%	98,84%	98,37%	98,15%	98,06%	98,07%	81,51%
		Lima 2 - Lince	94,27%	98,43%	95,40%	91,18%	98,09%	98,33%	98,69%	98,47%	98,65%	98,55%	98,51%	77,01%
		Tandem San Isidro	94,73%	97,65%	95,68%	86,80%	99,03%	98,46%	98,72%	98,65%	98,31%	98,60%	93,39%	79,83%
		Tandem Washington	91,06%	95,37%	93,94%	87,77%	92,15%	94,17%	84,48%	91,81%	93,65%	87,43%	92,35%	81,59%
	0800XXXX		89,08%	85,59%	88,92%	90,48%	93,21%	89,78%	86,99%	91,58%	89,61%	92,15%	88,07%	89,80%
	1910 (Digital Way)		45,33%	42,44%	45,79%	100,00%	---	---	---	---	---	---	---	---
	Americatel		66,15%	65,29%	63,25%	63,53%	63,70%	64,67%	65,39%	66,79%	66,31%	65,77%	66,76%	65,02%
	Claro		42,36%	41,72%	41,74%	42,08%	41,42%	42,31%	40,89%	40,84%	41,74%	38,55%	40,33%	41,36%
	Convergía		46,67%	75,89%	74,88%	77,49%	66,84%	64,35%	64,52%	64,76%	74,03%	71,92%	78,49%	72,08%
	Gamacom		44,01%	38,18%	56,52%	40,38%	100,00%	58,82%	50,70%	57,14%	33,33%	55,93%	14,29%	45,12%
	Gilat To Home		33,77%	38,04%	38,46%	37,31%	36,19%	34,77%	34,59%	34,91%	35,32%	35,39%	35,21%	35,15%
	IDT		68,40%	68,41%	73,27%	71,90%	73,03%	73,42%	67,76%	61,44%	64,05%	63,01%	68,72%	72,76%
	Impsat		80,16%	81,44%	80,44%	81,00%	84,87%	83,16%	83,99%	83,02%	85,23%	86,32%	87,87%	87,47%
	Infoductos		75,25%	78,23%	77,78%	72,82%	72,74%	74,28%	71,89%	75,97%	65,81%	67,98%	71,72%	68,62%
	LAT		98,76%	97,87%	98,89%	99,01%	---	---	---	---	---	---	---	---
	Nextel		44,69%	44,85%	44,37%	45,82%	44,39%	88,30%	43,69%	43,04%	44,16%	43,71%	42,72%	40,70%
	Netline		64,00%	43,55%	40,00%	46,15%	53,33%	44,60%	78,21%	60,78%	58,82%	15,00%	75,00%	73,53%
	Perusat		71,95%	71,28%	68,98%	66,27%	63,12%	67,93%	58,91%	57,16%	62,55%	64,60%	68,49%	64,44%
	Rural Telecom		37,63%	35,16%	39,79%	37,71%	29,37%	36,14%	31,83%	32,73%	34,59%	37,75%	36,96%	33,46%
	Sitel		92,50%	90,17%	90,11%	87,43%	89,90%	88,76%	88,47%	69,11%	63,51%	59,49%	48,00%	47,30%
Telecom LD		99,77%	99,61%	100,00%	97,46%	94,74%	99,67%	100,00%	99,61%	99,80%	99,25%	99,78%	99,46%	
Telefonica Móviles		45,54%	46,10%	45,25%	45,19%	43,05%	43,80%	44,52%	45,18%	46,56%	45,34%	46,17%	45,84%	
Telmex		69,14%	73,10%	73,36%	69,14%	67,10%	71,50%	74,44%	67,23%	71,17%	74,44%	65,90%	73,09%	
TESAM		8,24%	6,06%	5,25%	6,45%	4,74%	2,32%	2,61%	2,22%	1,70%	4,17%	2,07%	3,07%	
Valtron		45,70%	54,43%	46,40%	49,68%	55,75%	55,66%	48,62%	39,27%	36,46%	49,09%	48,61%	49,43%	

^{1/} Se incluyen rurales residenciales.

* Este tráfico se cursa a través de las Tandem San Isidro y Washington

SERVICIO: Servicio de Acceso a Internet
AÑO: 2008

Indicador	Fórmula	Meta	Ene	Feb	Mar	Abr	May	Jun	Jul	Ago	Set	Oct	Nov	Dic
Tasa de Incidencia de Fallas (TIF)	Averías Reportadas / Líneas en Servicio	=< 9,00 %	1,94%	1,79%	2,11%	3,79%	1,21%	1,80%	1,43%	1,37%	2,80%	1,81%	0,88%	1,18%
	Averías Reparadas del Total de averías reportadas	< 24 Hrs	90,57%	88,79%	89,21%	91,42%	75,55%	86,09%	77,70%	78,60%	90,81%	86,68%	78,27%	83,62%
		> 72 Hrs	0,76%	1,68%	1,29%	1,43%	6,18%	2,70%	3,54%	2,64%	1,25%	1,24%	1,99%	2,51%

SERVICIO: Servicio de Telefonía de Uso Público
AÑO: 2008

Indicador	Fórmula	Meta	Ene	Feb	Mar	Abr	May	Jun	Jul	Ago	Set	Oct	Nov	Dic
Respuesta de Operadora (RO)	Llamadas atendidas < 20s / Total de tentativas de llamadas al sistema operador	Total	85,49%	89,81%	87,21%	87,68%	86,72%	80,61%	81,99%	82,70%	94,80%	91,62%	92,11%	88,49%
Tasa de Reparaciones TUPs (TR)	Averías reparadas en < 24h del total de reportadas o detectadas	< 24 horas	80,00%	88,40%	88,61%	86,32%	89,69%	87,59%	84,47%	85,36%	87,73%	89,74%	93,16%	92,42%