

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: 2009

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 %	1.45%	1.47%	1.67%	1.67%	1.67%	1.91%	1.88%	1.91%	1.79%	1.82%	1.64%	1.73%
	Averías Reparadas del Total de averías reportadas	< 24 Hrs	78.04%	70.26%	65.95%	71.62%	74.27%	61.17%	69.03%	74.65%	80.19%	78.44%	81.64%	74.23%
		> 72 Hrs	1.82%	2.32%	3.22%	2.40%	1.91%	4.97%	4.98%	3.74%	2.21%	1.93%	2.03%	4.30%
Respuesta Operadora (RO)	Llamadas atendidas <10 segundos/ Total de tentativas de Llamadas al sistema operador	102	91.76%	92.50%	90.52%	90.73%	91.00%	92.38%	90.53%	92.15%	92.39%	90.98%	91.69%	90.76%
		103	93.93%	94.19%	94.53%	92.67%	91.78%	92.34%	91.78%	93.44%	93.53%	92.99%	92.16%	94.20%
		104	90.38%	90.73%	90.57%	90.05%	90.62%	90.94%	87.68%	88.09%	90.77%	91.58%	92.29%	94.43%
Tasa de Llamadas Completadas	Tentativas de Llamadas Completadas/ Total de Tentativas de Llamadas	Local	99.24%	99.44%	99.53%	99.56%	99.69%	99.82%	99.70%	99.43%	97.92%	98.17%	98.88%	98.40%
		LDN	97.83%	99.33%	99.21%	99.25%	99.50%	99.19%	99.42%	99.12%	98.92%	98.70%	98.41%	99.19%
		LDI	98.65%	98.16%	96.84%	97.97%	97.71%	97.90%	97.33%	96.45%	96.22%	97.94%	97.36%	97.70%
	101, 102 y otros internos	Lima 1 - El Cercado	94.93%	99.64%	99.81%	99.86%	83.96%	88.42%	99.75%	95.89%	99.31%	99.57%	99.67%	99.80%
		Lima 2 - Lince	99.76%	99.71%	99.83%	99.79%	99.83%	99.78%	99.85%	95.70%	74.09%	66.75%	79.23%	79.40%
		Tandem San Isidro	93.93%	86.06%	84.51%	87.99%	74.00%	85.76%	93.42%	95.54%	90.43%	82.47%	85.65%	89.05%
		Tandem Washington	99.94%	99.98%	99.97%	99.95%	99.97%	91.22%	91.69%	90.11%	93.63%	93.93%	86.84%	95.78%
	103, 104, 108, 109, 123, 1212, 145 y otros internos	Lima 1 - El Cercado	94.93%	96.06%	96.00%	88.23%	94.24%	95.66%	95.95%	99.37%	96.27%	95.36%	96.21%	95.56%
		Lima 2 - Lince	94.31%	95.93%	94.45%	91.06%	94.05%	90.83%	95.69%	86.24%	96.10%	95.65%	96.06%	95.68%
		Tandem San Isidro	96.02%	91.13%	84.20%	76.96%	94.37%	96.33%	90.24%	89.66%	95.80%	94.51%	95.68%	94.06%
		Tandem Washington	74.95%	86.60%	80.72%	75.12%	86.88%	87.88%	91.86%	93.79%	89.69%	89.93%	88.03%	91.33%
	0800XXXX		88.62%	93.59%	92.10%	93.68%	93.76%	93.61%	89.53%	93.95%	93.99%	94.29%	87.19%	94.55%
	ASR Tentativas de Llamadas Contestadas/ Total de Tentativas de Llamadas	Americatel	63.72%	63.76%	61.62%	63.38%	61.93%	68.63%	70.58%	69.61%	67.83%	71.48%	70.44%	68.78%
		Amitel LD	-	-	-	-	84.00%	37.50%	56.41%	70.47%	45.62%	47.03%	59.09%	45.33%
		Convergia	63.55%	61.48%	56.20%	52.77%	62.05%	61.31%	62.92%	58.80%	60.00%	61.52%	59.56%	62.43%
		Gamacom	46.48%	48.76%	56.27%	89.27%	59.80%	36.79%	40.84%	53.86%	46.96%	52.06%	38.39%	39.28%
		Gilat To Home	36.96%	40.13%	29.77%	29.56%	38.15%	38.55%	38.63%	38.06%	37.11%	37.68%	39.55%	39.79%
		IDT	72.77%	71.91%	73.01%	84.23%	75.12%	80.01%	77.86%	76.83%	75.82%	77.04%	79.49%	77.55%
		Impsat	88.67%	85.82%	82.22%	74.92%	87.93%	86.77%	83.09%	87.81%	86.36%	86.44%	87.12%	87.58%
		Infoductos	68.96%	70.12%	67.25%	66.20%	74.37%	71.65%	76.20%	74.79%	74.92%	66.48%	66.74%	69.61%
		Telecom LD	100.00%	99.08%	77.00%	91.75%	99.66%	85.16%	100.00%	100.00%	95.17%	86.62%	99.64%	100.00%
		Telefonica Móviles	45.72%	45.04%	46.20%	45.99%	45.81%	46.21%	45.96%	45.33%	45.61%	44.42%	45.69%	46.22%
		Nextel	41.97%	42.14%	39.38%	48.14%	45.15%	44.76%	43.56%	42.84%	44.00%	42.16%	42.92%	34.72%
		Netline	84.52%	92.10%	89.63%	100.00%	92.31%	98.11%	96.99%	99.26%	98.55%	99.47%	97.62%	97.42%
		Perusat	62.55%	64.11%	54.57%	54.27%	61.58%	61.22%	60.18%	59.52%	57.02%	51.43%	57.47%	57.55%
		Rural Telecom	33.62%	42.69%	38.54%	36.81%	36.51%	36.08%	36.17%	34.61%	29.77%	35.31%	36.69%	36.72%
	Sitel	2.74%	0.04%	0.09%	-	-	9.09%	0.19%	0.44%	0.55%	0.23%	0.06%	0.17%	
Telmex	78.17%	74.15%	76.54%	82.22%	69.28%	73.06%	65.75%	65.75%	65.59%	64.38%	65.63%	62.28%		
TESAM	4.52%	5.14%	2.09%	1.05%	1.24%	0.35%	1.55%	0.34%	5.99%	2.54%	0.48%	5.19%		
Claro	39.36%	39.19%	39.57%	40.99%	40.72%	41.63%	41.89%	41.76%	43.73%	40.51%	40.54%	40.22%		
Sky Telecom	-	-	-	-	-	-	-	-	-	-	-	-		
Teleandina fija	-	-	-	-	-	-	-	-	-	-	-	-		
Valtron	45.86%	47.45%	23.99%	36.91%	44.44%	48.03%	45.47%	46.23%	47.78%	47.87%	46.94%	49.61%		

^{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: 2009

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 %	1.84%	0.96%	1.27%	2.06%	2.05%	1.52%	2.40%	1.34%	2.01%	1.60%	1.84%	1.62%
	Averías Reparadas del Total de averías reportadas	< 24 Hrs	88.31%	74.01%	78.18%	88.63%	89.76%	86.43%	90.94%	85.14%	88.42%	87.57%	91.43%	88.84%
		> 72 Hrs	1.75%	3.89%	4.61%	1.33%	1.24%	1.68%	1.10%	1.68%	1.58%	2.57%	1.12%	2.16%

SERVICIO: Servicio de Telefonía de Uso Público
AÑO: 2009

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	85.00%	88.30%	88.59%	89.54%	87.36%	86.93%	89.52%	87.75%	90.60%	88.82%	87.51%	85.82%	87.51%
Tasa de Reparaciones TUPs (TR)	Averías reparadas en < 24h del total de reportadas o detectadas	< 24 horas	80.00%	91.74%	84.78%	87.60%	90.09%	88.49%	87.19%	86.50%	83.19%	82.95%	85.08%	84.54%	83.04%