

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: 2011

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 %	1.69%	1.73%	2.08%	2.07%	2.21%	2.35%	2.74%	2.93%	2.65%	2.34%	2.06%	2.15%	
	Averías Reparadas del Total de averías reportadas	< 24 Hrs	74.79%	66.80%	62.48%	51.48%	61.73%	58.38%	26.47%	41.60%	43.52%	59.03%	72.83%	71.29%	
		> 72 Hrs	6.62%	11.15%	10.02%	15.06%	9.60%	10.61%	38.53%	18.34%	16.85%	9.54%	4.16%	6.22%	
Respuesta Operadora (RO)	Llamadas atendidas <10 segundos / Total de tentativas de Llamadas al sistema operador	102	90.16%	90.29%	90.83%	90.31%	90.48%	90.10%	78.89%	91.61%	91.90%	90.51%	90.42%	90.67%	
		103	91.46%	91.63%	92.18%	91.07%	91.44%	93.60%	92.90%	93.62%	93.11%	93.23%	92.91%	92.60%	
		104	90.73%	84.74%	89.38%	90.28%	86.00%	91.05%	90.70%	90.08%	95.31%	95.66%	91.72%	92.16%	
Tasa de Llamadas Completadas	Tentativas de Llamadas Completadas / Total de Tentativas de Llamadas	Local	99.53%	99.60%	99.57%	99.44%	99.50%	99.60%	99.52%	98.67%	99.66%	99.67%	99.80%	99.71%	
		LDN	98.96%	99.22%	99.28%	98.63%	99.38%	99.59%	98.76%	98.12%	99.22%	99.03%	99.28%	98.69%	
		LDI	96.40%	98.67%	97.98%	97.13%	98.19%	97.41%	97.41%	97.17%	96.15%	97.14%	98.89%	98.76%	
	101, 102 y otros internos	Lima 1 - El Cercado	*	*	*	*	*	*	*	*	*	*	*	*	*
		Lima 2 - Lince	*	*	*	*	*	*	*	*	*	*	*	*	*
		Tandem San Isidro	86.08%	96.76%	91.63%	97.75%	97.58%	97.40%	95.05%	97.31%	96.15%	91.99%	97.48%	93.32%	
		Tandem Washington	96.46%	97.29%	92.90%	97.99%	97.88%	97.68%	95.31%	97.84%	96.38%	92.29%	97.71%	93.36%	
		Lima 1 - El Cercado	89.31%	90.30%	94.01%	96.81%	96.15%	97.32%	85.32%	92.14%	96.36%	96.09%	96.65%	93.14%	
		Lima 2 - Lince	92.36%	92.83%	95.25%	96.74%	95.22%	96.25%	87.84%	92.28%	95.28%	95.12%	95.82%	91.30%	
	103, 104, 108, 109, 123, 1212, 145 y otros internos	Tandem San Isidro	87.35%	89.40%	93.69%	93.90%	92.98%	93.02%	81.38%	88.24%	93.47%	93.00%	88.39%	89.92%	
		Tandem Washington	87.56%	89.22%	93.00%	93.12%	91.23%	92.10%	80.67%	87.88%	92.58%	92.09%	87.23%	88.75%	
		0800XXXX	97.94%	97.43%	95.30%	97.21%	98.75%	97.21%	97.68%	98.29%	92.68%	98.13%	97.97%	98.17%	
	ASR Tentativas de Llamadas Contestadas / Total de Tentativas de Llamadas	Americatel	71.86%	71.57%	72.02%	72.92%	69.78%	73.51%	73.57%	73.19%	71.79%	72.84%	72.02%	69.78%	
		Amitel LD	63.76%	76.00%	59.27%	55.84%	70.78%	81.16%	69.27%	75.86%	75.86%	63.56%	76.33%	68.99%	
		Convergia	65.82%	67.94%	68.10%	67.65%	66.13%	56.43%	64.76%	66.00%	65.51%	62.09%	63.90%	64.42%	
		Gamacom	-	-	-	-	-	-	-	-	-	-	-	-	
		Gilat To Home	37.00%	37.62%	41.99%	41.72%	40.20%	40.12%	40.24%	41.11%	39.94%	40.19%	42.24%	37.89%	
		IDT	80.76%	75.96%	71.99%	75.14%	75.85%	78.13%	78.15%	77.27%	78.20%	73.76%	74.61%	71.78%	
		Impsat	85.80%	86.44%	86.94%	86.95%	86.84%	86.00%	85.83%	86.17%	85.99%	86.40%	86.08%	85.87%	
		Infoductos	78.69%	78.19%	75.82%	78.12%	76.84%	75.79%	77.33%	77.91%	77.59%	73.62%	77.29%	75.15%	
		Inversiones OSA	-	-	-	-	-	-	-	-	93.68%	94.64%	82.35%	79.17%	
		IP Telefonía Fija	-	-	-	-	-	-	-	-	1.02%	4.49%	13.48%	5.48%	
		Telecom LD	100.00%	100.00%	100.00%	100.00%	100.00%	99.29%	98.90%	100.00%	100.00%	100.00%	70.97%	97.30%	
		Telefonía Móviles	45.41%	47.23%	47.56%	48.65%	48.62%	47.98%	47.67%	48.19%	49.56%	49.19%	51.15%	48.11%	
		Multimedia VOIP	2.51%	0.00%	1.12%	0.44%	1.03%	0.48%	0.48%	2.05%	0.00%	0.00%	0.00%	0.00%	
		Nextel	49.09%	47.56%	47.62%	48.80%	47.94%	48.01%	47.27%	47.03%	47.96%	49.31%	49.16%	48.25%	
		Netline	88.22%	87.27%	86.95%	87.48%	89.06%	90.22%	91.02%	92.22%	91.76%	85.82%	92.54%	92.56%	
Perusat		62.18%	68.99%	70.12%	63.90%	67.06%	66.44%	70.11%	73.00%	71.60%	72.18%	70.35%	63.80%		
Rural Telecom		40.11%	38.25%	35.56%	34.05%	27.44%	37.10%	37.00%	28.12%	18.86%	29.05%	38.04%	35.68%		
Sitel	-	-	-	-	-	-	-	-	-	-	-	-			
Telmex	72.38%	70.47%	70.59%	73.66%	73.06%	73.26%	73.46%	70.21%	74.33%	73.36%	74.15%	70.69%			
TESAM	3.51%	4.46%	2.69%	1.58%	4.88%	0.99%	2.08%	2.73%	5.47%	8.16%	0.48%	1.59%			
Claro	39.61%	40.46%	41.11%	41.20%	42.22%	42.32%	41.28%	42.10%	42.22%	42.96%	42.04%	43.91%			
Teleandina fija	-	-	-	-	-	-	-	-	50.08%	54.45%	62.74%	60.82%			
Valtron	40.88%	47.89%	50.63%	42.66%	52.10%	49.64%	5.44%	57.83%	47.54%	51.56%	49.93%	47.49%			

^{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: 2011

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 %	1.51%	1.44%	1.16%	2.24%	2.03%	1.42%	2.13%	1.32%	2.00%	1.73%	1.65%	1.99%
	Averías Reparadas del Total de averías reportadas	< 24 Hrs	76.10%	66.48%	58.31%	55.66%	72.49%	67.57%	71.44%	62.82%	75.37%	72.36%	79.55%	84.90%
		> 72 Hrs	7.21%	9.75%	13.58%	15.79%	8.37%	9.43%	9.37%	9.31%	6.79%	7.43%	3.77%	3.13%

SERVICIO: Servicio de Telefonía de Uso Público
AÑO: 2011

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%	86.22%	86.06%	86.04%	86.30%	85.77%	88.01%	86.83%	90.33%	86.83%	86.79%	87.72%	87.46%
Tasa de Reparaciones TUPs (TR)	Averías reparadas en < 24h del total de reportadas o detectadas	< 24 horas	80.00%	82.09%	80.01%	79.53%	79.64%	82.30%	83.16%	77.32%	80.03%	85.94%	87.99%	90.26%	91.29%