

EMPRESA: Telefonica del Peru SAA  
SERVICIO: Telefonía Fija  
AÑO: 2016

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%	2.88%	2.86%	2.66%	2.37%	2.37%	2.17%	2.24%	2.20%	2.11%	1.91%	1.83%	1.83%
	Averías Reparadas del Total de Averías Reportadas	< 24 Hrs	71.68%	69.04%	65.57%	71.66%	76.39%	78.84%	72.78%	77.65%	79.21%	80.22%	83.70%	72.69%
Tasa de Llamadas Completadas	Llamadas Completadas / Total de Intentos de Llamadas	Local	98.04%	97.65%	97.91%	98.31%	98.01%	98.23%	98.62%	98.13%	98.34%	98.97%	98.39%	97.25%
		LDN	97.55%	96.51%	97.72%	97.86%	96.86%	98.14%	98.14%	98.42%	97.43%	97.83%	98.17%	96.17%
		LDI	97.80%	97.91%	98.04%	98.02%	98.14%	97.51%	98.48%	98.24%	98.28%	99.11%	99.05%	98.06%
		Americatel	68.37%	64.20%	67.91%	68.30%	65.72%	65.72%	68.14%	67.77%	70.81%	68.06%	69.37%	71.45%
		Amitel LD	98.34%	98.98%	99.08%	99.08%	98.77%	98.77%	98.97%	98.97%	98.96%	98.61%	98.09%	98.64%
		Anura	83.35%	85.84%	87.56%	83.45%	81.00%	81.00%	83.35%	84.18%	86.38%	83.14%	87.20%	88.29%
		Convergia	72.61%	51.91%	65.27%	59.05%	66.93%	66.93%	76.26%	67.00%	74.56%	72.76%	75.01%	73.13%
		Gamacom	*	*	*	*	*	*	*	*	*	*	*	*
		Gilat To Home	41.70%	41.34%	41.60%	40.93%	41.72%	41.72%	42.59%	42.09%	42.81%	41.69%	40.27%	38.55%
		Global Backbone	*	*	*	*	*	*	*	*	*	*	*	*
		IDT	67.22%	74.22%	68.35%	70.81%	69.06%	69.06%	63.35%	67.51%	58.13%	53.18%	53.07%	49.53%
		Global Crossing (Ex) Impsat	73.57%	68.10%	69.93%	71.72%	65.95%	65.95%	77.85%	70.69%	70.11%	77.85%	78.47%	81.14%
		Infoductos	77.83%	72.89%	77.75%	81.22%	78.10%	78.10%	76.82%	72.77%	74.53%	73.65%	75.12%	73.98%
		Inversiones OSA Fija	91.58%	93.48%	90.49%	91.09%	88.71%	88.71%	93.42%	95.09%	94.73%	94.11%	95.16%	94.95%
		IP Telefonía Fija	17.36%	17.48%	10.79%	20.75%	19.46%	19.46%	20.00%	13.59%	10.49%	18.99%	11.91%	10.88%
		IBASIS (Ex Telecom)	*	*	*	*	*	*	*	*	*	*	*	*
		Telefonía Móviles	51.55%	51.30%	51.72%	50.40%	52.15%	52.15%	48.21%	47.23%	47.08%	45.27%	45.19%	45.72%
		Multimedia VOIP	*	*	*	*	*	*	*	*	0.00%	0.00%	0.00%	0.00%
		Natipon	*	*	*	*	*	*	*	*	*	*	*	*
		Nextel	51.72%	52.32%	50.71%	51.92%	53.51%	53.51%	51.85%	53.43%	49.03%	52.90%	54.76%	52.04%
		Netline	73.61%	72.98%	78.98%	80.25%	74.79%	74.79%	80.98%	75.26%	77.37%	78.62%	76.90%	76.70%
		Optical IP	81.50%	71.07%	68.28%	73.62%	72.46%	72.46%	64.13%	74.20%	76.90%	77.71%	74.86%	80.27%
		Perusat	35.75%	36.84%	36.31%	36.31%	16.22%	16.22%	0.20%	14.79%	16.54%	10.23%	37.88%	8.50%
		Rural Telecom	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
		Sitel	*	*	*	*	*	*	*	*	*	*	*	*
		Telex	64.87%	62.77%	65.40%	65.26%	62.91%	62.91%	59.48%	61.57%	62.11%	61.84%	63.70%	65.39%
		TESAM	0.60%	0.60%	0.05%	0.00%	2.81%	2.81%	0.63%	0.00%	0.49%	1.51%	0.74%	0.74%
		Claro	45.61%	45.75%	47.45%	48.19%	46.87%	46.87%	47.34%	45.74%	46.92%	46.63%	49.35%	48.49%
		Sky Telecom	*	*	*	*	*	*	*	*	*	*	*	*
		Teleandina fija	36.05%	34.43%	31.76%	33.20%	30.59%	30.59%	28.00%	23.85%	32.43%	25.82%	20.94%	16.75%
		Valtron	*	*	*	*	*	*	*	*	*	*	*	*
		Viettel Móvil	38.96%	40.03%	40.54%	40.83%	41.37%	41.37%	37.66%	43.13%	43.21%	43.58%	43.60%	42.85%
		Velatel	*	*	*	*	*	*	*	*	*	*	*	*
Winner System Fija	60.11%	60.32%	55.03%	53.88%	59.51%	59.51%	57.96%	69.82%	80.86%	81.57%	83.80%	87.51%		
Inversiones Móvil - NGN	79.27%	80.41%	82.80%	76.33%	88.19%	88.19%	83.62%	84.94%	79.10%	84.49%	75.91%	79.26%		
Operador Ingenyo - NGN	40.35%	37.43%	42.51%	44.42%	39.84%	39.84%	39.51%	37.86%	25.42%	14.84%	28.01%	29.37%		
Fravatel - NGN	82.99%	95.29%	90.34%	95.88%	95.76%	95.76%	96.81%	88.93%	97.06%	96.00%	97.10%	74.50%		
10X	95.02%	90.90%	90.06%	95.44%	95.41%	95.41%	99.28%	98.21%	99.03%	99.26%	99.13%	99.06%		
1XY	73.29%	71.97%	71.08%	71.01%	71.00%	71.00%	68.60%	69.05%	64.62%	66.30%	66.51%	68.13%		
19XX	46.62%	36.93%	49.70%	48.85%	49.94%	49.94%	50.66%	47.70%	44.25%	45.79%	59.66%	47.00%		
0 800 XXXX	68.43%	66.80%	67.94%	63.64%	36.21%	36.21%	66.70%	80.36%	100.00%	83.33%	38.89%	100.00%		

\* Para este periodo no se encuentra data.

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SERVICIO: Servicio Publico Móvil  
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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	2.75%	2.70%	3.45%	2.65%	2.67%	2.70%	3.61%	4.62%	2.82%	2.68%	1.87%	3.16%		
		ANCASH	1.97%	1.92%	2.09%	2.23%	2.17%	1.26%	1.47%	1.86%	1.59%	1.48%	2.12%	1.16%		
		APURIMAC	1.03%	0.63%	0.99%	1.36%	1.38%	0.96%	0.82%	1.09%	1.07%	0.60%	0.61%	0.73%		
		AREQUIPA	0.52%	0.78%	1.14%	0.72%	0.60%	0.61%	0.57%	0.68%	0.57%	0.55%	0.55%	0.58%		
		AYACUCHO	1.39%	1.32%	2.51%	2.00%	1.91%	2.82%	1.87%	2.23%	1.44%	1.69%	1.07%	1.30%		
		CAJAMARCA	2.05%	2.22%	2.83%	3.14%	2.46%	2.13%	2.68%	2.19%	3.10%	1.54%	2.86%	3.06%		
		CUSCO	0.44%	0.42%	0.68%	0.53%	0.60%	0.62%	0.67%	0.60%	0.80%	0.54%	0.63%	0.70%		
		HUANCAVELICA	1.68%	1.46%	3.25%	3.23%	2.78%	1.60%	1.65%	2.17%	2.90%	1.80%	0.89%	1.66%		
		HUANUCO	1.19%	0.85%	1.87%	0.94%	0.91%	0.73%	0.82%	0.77%	0.79%	0.88%	0.59%	0.53%		
		ICA	1.29%	1.45%	2.05%	2.12%	1.30%	0.71%	1.22%	1.16%	1.01%	1.81%	0.69%	0.80%		
		JUNIN	2.31%	1.98%	2.73%	2.73%	1.84%	1.28%	2.55%	3.24%	2.63%	1.14%	0.98%	1.53%		
		LA LIBERTAD	0.97%	0.84%	1.42%	1.03%	0.79%	1.15%	1.34%	1.24%	1.24%	1.17%	1.43%	1.43%		
		LAMBAYEQUE	1.05%	1.04%	1.14%	1.03%	0.75%	1.00%	1.18%	1.34%	1.24%	0.84%	1.33%	1.09%		
		LIMA	0.89%	0.90%	1.03%	0.88%	0.90%	1.01%	1.07%	1.12%	1.00%	0.73%	1.03%	1.05%		
		LORETO	2.21%	1.40%	2.20%	2.21%	1.83%	2.15%	2.35%	1.79%	1.44%	1.35%	0.85%	1.11%		
		MADRE DE DIOS	0.43%	0.41%	0.51%	0.51%	0.41%	0.41%	4.00%	0.40%	0.61%	1.39%	0.33%	0.28%		
		MOQUEGUA	0.67%	0.44%	0.48%	0.52%	0.57%	1.51%	0.85%	1.13%	1.50%	0.73%	1.03%	0.40%		
		PASCO	3.42%	0.99%	2.02%	1.91%	1.96%	1.92%	3.44%	2.62%	1.49%	1.30%	1.10%	0.84%		
		PIURA	1.08%	0.71%	1.19%	2.13%	1.47%	1.35%	1.38%	1.10%	2.12%	1.50%	0.96%	1.51%		
		PUNO	0.87%	0.78%	0.80%	1.31%	1.38%	0.76%	0.97%	1.25%	0.93%	0.98%	0.80%	0.93%		
		SAN MARTIN	2.54%	2.30%	4.08%	1.85%	2.37%	1.60%	2.27%	6.45%	1.49%	1.81%	1.05%	1.04%		
		TACNA	1.41%	0.86%	0.89%	0.77%	0.72%	2.62%	1.16%	0.86%	0.56%	0.55%	0.53%	0.54%		
		TUMBES	0.51%	0.63%	0.50%	0.44%	0.42%	0.42%	0.48%	0.66%	0.90%	0.58%	0.86%	0.68%		
		UCAYALI	0.91%	0.80%	4.55%	2.71%	0.96%	1.43%	4.00%	2.27%	1.51%	2.61%	0.96%	2.33%		
		Tasa de Llamadas Interrumpidas	Total de Llamadas Interrumpidas del Total de Llamadas Establecidas (por departamento y la Provincia Constitucional del Callao)	AMAZONAS	1.38%	1.39%	1.62%	1.37%	1.24%	1.36%	1.46%	1.54%	1.41%	1.40%	1.52%	2.30%
				ANCASH	0.94%	0.97%	0.76%	0.79%	0.87%	0.93%	0.91%	1.04%	1.08%	1.07%	1.14%	1.11%
				APURIMAC	0.81%	0.77%	0.88%	0.88%	0.95%	0.83%	0.88%	0.88%	1.10%	1.27%	0.98%	0.98%
				AREQUIPA	0.93%	1.05%	1.15%	1.08%	1.14%	0.98%	1.38%	1.45%	1.27%	1.21%	1.13%	1.11%
				AYACUCHO	1.21%	1.21%	1.24%	1.25%	1.38%	1.45%	1.47%	1.56%	1.48%	1.54%	1.54%	1.96%
				CAJAMARCA	1.61%	1.56%	1.65%	1.52%	1.50%	1.52%	1.52%	2.08%	1.72%	1.62%	1.91%	2.00%
				CUSCO	0.71%	0.73%	0.77%	0.83%	0.85%	0.72%	0.81%	0.87%	0.94%	0.94%	0.90%	0.95%
				HUANCAVELICA	0.99%	1.15%	1.16%	1.02%	1.02%	1.02%	1.12%	1.12%	1.23%	1.28%	1.22%	1.37%
				HUANUCO	1.24%	0.96%	0.91%	0.78%	1.06%	0.93%	1.01%	1.14%	1.07%	1.05%	1.11%	1.08%
ICA	0.92%			0.83%	0.85%	0.88%	1.07%	1.06%	1.31%	1.22%	1.12%	1.05%	1.02%	0.98%		
JUNIN	1.09%			1.26%	1.10%	1.05%	1.00%	1.04%	1.29%	1.51%	1.42%	1.34%	1.25%	1.37%		
LA LIBERTAD	1.10%			1.08%	1.16%	1.01%	1.01%	0.97%	1.05%	1.09%	1.08%	1.07%	1.25%	1.28%		
LAMBAYEQUE	1.06%			1.12%	1.10%	1.05%	0.87%	0.92%	1.12%	1.05%	1.07%	1.04%	1.14%	1.12%		
LIMA	0.78%			0.72%	0.89%	0.84%	0.78%	0.86%	0.87%	0.94%	0.87%	0.87%	0.87%	0.86%		
LORETO	0.84%			0.62%	0.88%	0.84%	0.95%	0.95%	1.23%	1.29%	1.08%	1.12%	1.03%	1.02%		
MADRE DE DIOS	0.77%			1.00%	0.97%	0.92%	0.86%	0.73%	1.05%	0.95%	0.97%	0.93%	0.89%	0.79%		
MOQUEGUA	0.75%			0.78%	0.75%	0.81%	0.80%	0.78%	0.86%	0.98%	1.18%	0.86%	0.78%	0.74%		
PASCO	0.90%			0.91%	0.95%	0.89%	0.93%	0.92%	1.06%	1.15%	1.05%	0.97%	1.02%	1.05%		
PIURA	0.97%			0.86%	1.07%	1.28%	0.96%	0.99%	1.19%	1.08%	1.07%	1.11%	1.20%	1.27%		
PUNO	1.00%			0.92%	1.04%	1.03%	0.96%	0.84%	1.01							