EMPRESA: Telefonica del Peru SAA
SERVICIO: Telefonia Fija
AÑO: 2019

| 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% | | 1.34% | 1.17% | 1.05% | 1.03% | 1.16% | 1.22% | 1.34% | 1.27% | 1.06% | 0.82% | 0.77% | 0.82% |
| | Averías Reparadas del Total de Averías Reportadas | < 24 Hrs | - | | 54.27% | 52.47% | 48.51% | 52.97% | 46.28% | 35.69% | 35.83% | 40.80% | 43.05% | 41.49% | 45.02% | 40.73% |
| Tasa de Llamadas Completadas | Llamadas Completadas / Total de Intentos de Llamadas | Local | ≥ 95.00% | | 99.78% | 99.83% | 99.81% | 99.87% | 99.69% | 99.54% | 99.59% | 99.60% | 99.47% | 99.38% | 99.51% | 99.43% |
| | | LDN | | | 98.85% | 98.86% | 98.78% | 98.77% | 98.56% | 98.43% | 98.53% | 98.62% | 98.55% | 98.57% | 98.74% | 98.68% |
| | | LDI | - | | 98.76% | 98.79% | 99.01% | 98.97% | 98.65% | 98.32% | 98.44% | 98.82% | 98.73% | 98.68% | 98.75% | 98.77% |
| | ASR Llamadas Contestadas / Total de Intentos de Llamadas | Americatel | - | | 63.16% | 61.57% | 60.55% | 63.06% | 64.99% | 63.30% | 65.04% | 63.81% | 63.11% | 64.51% | 62.29% | 61.73% |
| | | Amitel LD | | | * | * | * | * | * | * | * | * | * | * | * | * |
| | | Anura | | | 89.70% | 92.20% | 90.21% | 90.97% | 88.55% | 89.26% | 89.53% | 92.21% | 93.59% | 92.56% | 91.37% | 90.44% |
| | | Convergia | | | 65.85% | 64.65% | 59.60% | 63.98% | 64.19% | 70.99% | 71.95% | 73.29% | 77.26% | 78.84% | 78.19% | 80.08% |
| | | Gamacom | | | * | * | * | * | * | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | * |
| | | Gilat To Home | | | 38.19% | 39.36% | 39.14% | 37.21% | 36.78% | 39.83% | 38.94% | 37.85% | 37.47% | 36.17% | 9.40% | 16.18% |
| | | Global Backbone | | | * | * | * | * | * | * | * | * | * | * | * | * |
| | | IDT | | | * | * | * | * | * | * | * | * | * | * | * | * |
| | | Level 3 (Global Crossing, Ex Impsat) | | | 50.37% | 38.07% | 39.47% | 50.87% | 55.17% | 51.31% | 56.04% | 59.00% | 70.13% | 59.60% | 59.64% | 62.41% |
| | | Infoductos | | | 73.49% | 79.23% | 78.34% | 80.97% | 84.30% | 83.66% | 73.13% | 74.93% | 70.38% | 77.25% | 80.59% | 75.33% |
| | | Inversiones OSA Fija | | | 87.60% | 87.39% | 84.35% | 89.30% | 83.48% | 84.42% | 85.95% | 83.43% | 84.75% | 83.61% | 84.00% | 83.11% |
| | | IP Telefonia Fija | | | * | * | * | * | * | * | * | * | * | * | * | * |
| | | IBASIS (Ex Telecom) | | | * | * | * | * | * | * | * | * | * | * | * | * |
| | | Telefonica Móviles | | | 46.47% | 47.38% | 51.49% | 49.28% | 50.22% | 49.97% | 49.31% | 46.74% | 47.51% | 49.46% | 50.50% | 51.99% |
| | | Multimedia VOIP | | | * | * | * | * | * | * | * | * | * | * | * | * |
| | | Natphon | | | * | * | * | * | * | * | * | * | * | * | * | * |
| | | Entel (Ex Nextel) | | | 41.76% | 49.12% | 48.42% | 48.71% | 49.21% | 47.79% | 48.46% | 47.25% | 46.73% | 45.00% | 42.05% | 43.84% |
| | | Nextlink | | | 89.43% | 88.97% | 89.10% | 89.92% | 90.85% | 89.66% | 89.48% | 89.83% | 90.31% | 89.40% | 90.20% | 88.44% |
| | | Optical IP | | | 85.46% | 87.44% | 85.83% | 85.21% | 84.93% | 85.72% | 83.74% | 83.56% | 83.06% | 81.42% | 83.07% | 85.51% |
| | | Perusat | | | * | * | * | * | * | * | * | * | * | * | * | * |
| | | Rural Telecom | | | * | * | * | * | * | * | * | * | * | * | * | * |
| | | Sitel | | | * | * | * | * | * | * | * | * | * | * | * | * |
| | | Telmex | | | 61.74% | 60.70% | 38.27% | 58.23% | 57.19% | 56.85% | 60.38% | 58.91% | 60.68% | 65.65% | 65.16% | 64.19% |
| | | TESAM (Global Star) | | | 0.21% | 0.21% | 0.25% | 0.14% | 0.43% | 0.15% | 0.00% | 0.09% | 0.04% | 0.00% | 0.03% | 0.11% |
| | | Claro | | | 42.10% | 41.73% | 39.59% | 41.46% | 41.47% | 41.46% | 43.29% | 43.36% | 43.22% | 43.08% | 41.44% | 40.70% |
| | | Sky Telecom | | | * | * | * | * | * | * | * | * | * | * | * | * |
| | | Telesandina fija | | | 9.72% | 4.82% | 6.93% | 14.67% | 9.76% | 9.09% | * | * | * | * | * | * |
| | | Valtron | | | * | * | * | * | * | * | * | * | * | * | * | * |
| | | Viettel Móvil | | | 29.59% | 29.64% | 36.19% | 26.97% | 32.82% | 32.29% | 32.25% | 30.75% | 29.81% | 29.45% | 28.22% | 36.29% |
| | | Velatel | | | * | * | * | * | * | * | * | * | * | * | * | * |
| | | Winner System Fija | | | 74.87% | 76.34% | 74.92% | 70.57% | 74.03% | 72.63% | 74.62% | 76.28% | 76.01% | 46.56% | 79.68% | 75.06% |
| | | Inversiones Moche - NGN | | | * | * | * | * | * | * | * | * | * | * | * | * |
| | | Operador Ingenyo - NGN | - | | 25.50% | 31.46% | 22.13% | 23.27% | 21.92% | 24.50% | 23.89% | 23.79% | 23.47% | 18.27% | 28.76% | 15.99% |
| | | Fravatel - NGN | | | 80.32% | 78.44% | 51.81% | 58.51% | 61.86% | 63.72% | 69.35% | 72.17% | 75.30% | 75.11% | 79.94% | 82.89% |
| | | 10X | ≥ 70.00% | | 99.15% | 99.15% | 99.07% | 98.98% | 98.97% | 98.97% | 97.78% | 98.22% | 98.82% | 98.71% | 98.51% | 98.02% |
| | | 1XY | | | 93.23% | 93.23% | 92.72% | 92.28% | 92.88% | 92.50% | 93.36% | 90.37% | 93.61% | 91.52% | 86.81% | 91.39% |
| | | 19XX | - | | 64.14% | 64.14% | 61.50% | 60.20% | 41.08% | 53.72% | 60.82% | 60.70% | 55.81% | 55.77% | 62.33% | 55.82% |
| | | 0 800 XXXX | - | | 93.21% | 93.21% | 91.64% | 92.81% | 93.05% | 93.07% | 94.18% | 92.80% | 90.51% | 90.00% | 87.05% | 90.55% |

* Para este periodo no se cuenta con llamadas.

EMPRESA: Telefonica del Peru SAA
SERVICIO: Servicio Publico Movil
AÑO: 2019

| 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) | ≤ 3.00% | AMAZONAS | 0.69% | 1.38% | 0.70% | 0.73% | 0.57% | 0.57% | 0.43% | 0.48% | 0.65% | 0.99% | 0.56% | 0.46% |
| | | | ANCASH | 0.32% | 0.37% | 0.39% | 0.37% | 0.41% | 0.39% | 0.44% | 0.61% | 0.63% | 0.69% | 0.95% | 1.03% |
| | | | APURIMAC | 0.89% | 0.35% | 0.38% | 0.82% | 0.37% | 0.36% | 0.38% | 0.51% | 0.72% | 0.45% | 0.38% | 0.39% |
| | | | AREQUIPA | 0.44% | 0.48% | 0.88% | 0.26% | 0.25% | 0.24% | 0.25% | 0.29% | 0.27% | 0.32% | 0.27% | 0.30% |
| | | | AYACUCHO | 0.36% | 0.31% | 0.30% | 0.36% | 0.43% | 0.32% | 0.41% | 0.39% | 0.74% | 0.84% | 0.45% | 0.79% |
| | | | CAJAMARCA | 1.03% | 0.65% | 0.75% | 0.52% | 0.56% | 0.71% | 1.26% | 0.82% | 1.33% | 0.89% | 0.76% | 0.58% |
| | | | CUSCO | 1.35% | 0.75% | 0.38% | 0.36% | 0.36% | 0.59% | 0.95% | 1.10% | 1.27% | 0.51% | 0.56% | 1.57% |
| | | | HUANCAVELICA | 0.73% | 0.71% | 0.70% | 0.96% | 0.78% | 1.01% | 1.24% | 0.89% | 1.05% | 0.83% | 0.71% | 0.68% |
| | | | HUANUCO | 0.32% | 0.20% | 0.20% | 0.19% | 0.23% | 0.68% | 0.23% | 0.26% | 0.26% | 0.52% | 0.81% | 0.43% |
| | | | ICA | 1.82% | 0.21% | 0.22% | 0.42% | 0.25% | 0.23% | 0.36% | 0.30% | 0.30% | 0.52% | 0.58% | 1.28% |
| | | | JUNIN | 0.46% | 0.58% | 0.64% | 0.47% | 0.37% | 0.81% | 0.33% | 0.32% | 0.56% | 0.44% | 0.35% | 0.57% |
| | | | LA LIBERTAD | 0.42% | 0.33% | 0.31% | 0.27% | 0.33% | 0.30% | 0.32% | 0.27% | 0.37% | 0.29% | 0.48% | 0.30% |
| | | | LAMBAYEQUE | 0.32% | 1.10% | 0.25% | 0.24% | 0.23% | 0.36% | 0.39% | 0.23% | 1.38% | 0.28% | 0.22% | 0.37% |
| | | | LIMA | 0.56% | 0.59% | 0.57% | 0.60% | 0.49% | 0.60% | 1.03% | 0.78% | 0.68% | 0.78% | 0.75% | 0.69% |
| | | | LORETO | 0.75% | 0.56% | 0.78% | 0.68% | 0.94% | 0.70% | 0.68% | 0.75% | 0.63% | 0.60% | 1.00% | 0.74% |
| | | | MADRE DE DIOS | 0.41% | 0.59% | 0.45% | 0.32% | 0.75% | 0.26% | 0.29% | 0.37% | 0.34% | 0.32% | 0.32% | 0.29% |
| | | | MOQUEGUA | 0.67% | 1.79% | 0.45% | 0.61% | 0.24% | 0.62% | 0.83% | 0.98% | 2.01% | 0.74% | 2.40% | 1.80% |
| | | | PASCO | 0.20% | 2.95% | 0.36% | 0.39% | 0.60% | 0.94% | 0.47% | 0.61% | 0.64% | 0.42% | 0.84% | 0.67% |
| | | | PIURA | 0.32% | 0.28% | 0.31% | 0.20% | 0.30% | 0.21% | 0.28% | 0.20% | 0.25% | 0.26% | 0.20% | 0.21% |
| | | | PUNO | 0.59% | 0.34% | 0.36% | 0.36% | 0.42% | 0.34% | 1.13% | 0.35% | 0.59% | 0.60% | 0.65% | 0.44% |
| | | | SAN MARTIN | 0.61% | 0.60% | 0.52% | 0.51% | 0.54% | 0.49% | 0.50% | 0.89% | 1.48% | 0.91% | 0.72% | 0.69% |
| | | | TACNA | 0.21% | 0.21% | 0.20% | 0.19% | 0.18% | 0.37% | 0.82% | 0.18% | 0.19% | 0.18% | 0.32% | 0.16% |
| | | | TUMBES | 0.26% | 0.19% | 0.23% | 0.20% | 0.29% | 0.18% | 0.24% | 0.59% | 2.39% | 0.74% | 0.95% | 0.72% |
| | | | UCAYALI | 0.55% | 0.55% | 0.58% | 1.03% | 1.66% | 0.49% | 0.69% | 1.08% | 0.76% | 1.17% | 1.76% | 0.93% |
| Tasa de Llamadas Interrumpidas | Total de Llamadas Interrumpidas del Total de Llamadas Establecidas (por departamento y la Provincia Constitucional del Callao) | ≤ 2.00% | AMAZONAS | 0.63% | 0.64% | 0.86% | 0.78% | 0.60% | 0.67% | 0.55% | 0.69% | 0.56% | 0.77% | 0.74% | 0.50% |
| | | | ANCASH | 0.74% | 0.64% | 0.62% | 0.58% | 0.60% | 0.63% | 0.56% | 0.60% | 0.58% | 0.60% | 0.63% | 0.55% |
| | | | APURIMAC | 0.70% | 0.57% | 0.63% | 0.66% | 0.61% | 0.59% | 0.59% | 0.65% | 0.71% | 0.62% | 0.48% | 0.53% |
| | | | AREQUIPA | 0.50% | 0.54% | 0.56% | 0.47% | 0.52% | 0.47% | 0.43% | 0.42% | 0.36% | 0.37% | 0.37% | 0.37% |
| | | | AYACUCHO | 0.50% | 0.48% | 0.40% | 0.42% | 0.41% | 0.41% | 0.42% | 0.42% | 0.45% | 0.47% | 0.48% | 0.50% |
| | | | CAJAMARCA | 0.83% | 0.69% | 0.64% | 0.61% | 0.65% | 0.57% | 0.55% | 0.56% | 0.57% | 0.49% | 0.56% | 0.48% |
| | | | CUSCO | 0.48% | 0.51% | 0.55% | 0.56% | 0.50% | 0.49% | 0.55% | 0.53% | 0.54% | 0.46% | 0.42% | 0.93% |
| | | | HUANCAVELICA | 0.70% | 0.57% | 0.66% | 0.71% | 0.68% | 0.61% | 0.69% | 0.63% | 0.66% | 0.63% | 0.54% | 0.56% |
| | | | HUANUCO | 0.26% | 0.24% | 0.27% | 0.27% | 0.27% | 0.33% | 0.34% | 0.35% | 0.33% | 0.37% | 0.32% | 0.30% |
| | | | ICA | 0.28% | 0.28% | 0.28% | 0.28% | 0.31% | 0.28% | 0.30% | 0.31% | 0.29% | 0.30% | 0.75% | 0.30% |
| | | | JUNIN | 0.56% | 0.48% | 0.44% | 0.52% | 0.48% | 0.49% | 0.46% | 0.43% | 0.42% | 0.44% | 0.40% | 0.55% |
| | | | LA LIBERTAD | 0.47% | 0.44% | 0.41% | 0.44% | 0.48% | 0.49% | 0.42% | 0.43% | 0.38% | 0.35% | 0.33% | 0.39% |
| | | | LAMBAYEQUE | 0.39% | 0.45% | 0.37% | 0.35% | 0.33% | 0.38% | 0.34% | 0.34% | 0.36% | 0.29% | 0.25% | 0.26% |
| | | | LIMA | 0.46% | 0.43% | 0.40% | 0.41% | 0.42% | 0.42% | 0.39% | 0.38% | 0.39% | 0.42% | 0.36% | 0.34% |
| | | | LORETO | 0.56% | 0.57% | 0.56% | 0.55% | 0.60% | 0.57% | 0.60% | 0.63% | 0.61% | 0.60% | 0.67% | 0.54% |
| | | | MADRE DE DIOS | 0.41% | 0.57% | 0.43% | 0.31% | 0.37% | 0.31% | 0.44% | 0.49% | 0.51% | 0.44% | 0.45% | 0.35% |
| | | | MOQUEGUA | 0.58% | 0.48% | 0.42% | 0.43% | 0.48% | 0.43% | 0.46% | 0.44% | 0.44% | 0.41% | 0.39% | 0.36% |
| | | | PASCO | 0.47% | 0.55% | 0.37% | 0.37% | 0.37% | 0.36% | 0.39% | 0.39% | 0.36% | 0.46% | 0.41% | 0.43% |
| | | | PIURA | 0.32% | 0.39% | 0.30% | 0.29% | 0.29% | 0.36% | 0.29% | 0.32% | 0.26% | 0.28% | 0.22% | 0.26% |
| | | | PUNO | 0.50% | 0.45% | 0.43% | 0.50% | 0.49% | 0.44% | 0.47% | 0.44% | 0.46% | 0.41% | 0.37% | 0.31% |
| | | | SAN MARTIN | 0.83% | 0.84% | 0.86% | 0.85% | 0.79% | 0.75% | 0.71% | 0.79% | 0.69% | 0.72% | 0.67% | 0.66% |
| | | | TACNA | 0.41% | 0.45% | 0.41% | 0.43% | 0.38% | 0.40% | 0.56% | 0.37% | 0.31% | 0.28% | 0.28% | 0.25% |
| | | | TUMBES | 0.29% | 0.28% | 0.26% | 0.31% | 0.25% | 0.25% | 0.25% | 0.26% | 0.24% | 0.21% | 0.21% | 0.22% |
| | | | UCAYALI | 0.48% | 0.53% | 0.46% | 0.36% | 0.38% | 0.36% | 0.47% | 0.42% | 0.42% | 0.55% | 0.30% | 0.35% |

EMPRESA: Telefonica del Peru SAA
SERVICIO: Servicio de Acceso a Internet
AÑO: 2019

| 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 | | ≤ 2.00% | | 2.82% | 2.67% | 2.60% | 2.36% | 2.33% | 2.13% | 2.04% | 2.19% | 1.79% | 2.24% | 2.03% | 1.81% |
| | Averías Reparadas del Total de Averías Reportadas | < 24 Hrs | - | | 65.27% | 63.66% | 65.11% | 70.21% | 70.52% | 62.34% | 65.17% | 65.04% | 67.04% | 66.72% | 66.12% | 61.08% |
| Tasa de Ocupación de Enlaces | www.movistar.com.pe/mide-tu-velocidad | | | | | | | | | | | | | | | |
| Tasa de Transferencia de Datos | Tramo usuario - ISP: Enlace Web de herramienta de medición Web para que el usuario mida su velocidad media de transferencia (TTD) y determine los parámetros: tasa de pérdida de paquetes, latencia y variación de la latencia del servicio de acceso a Internet de su proveedor. | | | | | | | | | | | | | | | |
| Mediciones de prueba de la empresa | Resultados de la medición de los indicadores VP (expresado como porcentaje de la velocidad máxima) y de los valores promedio de los parámetros del servicio TPP, L, VL; medidos entre las 10:00 y 23:59 horas contra un servidor ubicado en el nucleo de su red, en el NAP y fuera del territorio nacional. Se deberá incluir una breve descripción de las mediciones efectuadas (planes incluidos, cantidad de sondas de medición usadas, distritos incluidos, cantidad de mediciones efectuadas. | | | | | | | | | | | | | | | |
| Respuesta de Operadora | RO Tramo 1(primer tramo): | ≤ 40 seg. | 85% * | | ** | ** | ** | ** | ** | ** | ** | ** | ** | ** | ** | ** |
| | RO Tramo 2(segundo tramo): | ≤ 20 seg. | 85% * | | ** | ** | ** | ** | ** | ** | ** | ** | ** | ** | ** | ** |

* La meta se incrementa anualmente, correspondiendo al siguiente año 75%, 80% hasta 85% en ambos tramos
*El indicador RO Tramo 2 presenta variaciones en el mes de Enero 2017 debido a fenómenos naturales que afectaron al país.
**El indicador de calidad RO se encuentra incluido dentro del indicador de atención AVH

EMPRESA: Telefonica del Peru SAA
SERVICIO: Telefonia de Uso Público
AÑO: 2019

| INDICADOR | FORMULA | | META | ENERO | FEBRERO | MARZO | ABRIL | MAYO | JUNIO | JULIO | AGOSTO | SEPTIEMBRE | OCTUBRE | NOVIEMBRE | DICIEMBRE |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Tasa de Reparaciones | Averias Reparadas en < 24 hrs. del total de reportadas o detectadas | < 24 Hrs | ≥ 80.00% | 82.40% | 83.25% | 80.82% | 79.97% | 78.42% | 75.90% | 77.42% | 84.33% | 79.58% | 78.77% | 67.43% | 63.70% |

EMPRESA: Telefonica del Peru SAA
SERVICIO: Distribución de radiodifusión por cable
AÑO: 2019

| 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 | | ≤ 2.00% | | 2.45% | 2.29% | 2.23% | 2.24% | 2.18% | 2.14% | 2.32% | 2.64% | 2.32% | 2.80% | 2.75% | 2.54% |
| | Averías Reparadas del Total de Averías Reportadas | < 24 Hrs | - | | 63.43% | 62.71% | 67.58% | 73.78% | 76.26% | 71.14% | 74.78% | 73.79% | 76.23% | 72.66% | 72.65% | 66.61% |
| Respuesta de Operadora | RO Tramo 1(primer tramo): | ≤ 40 seg. | 80% * | | ** | ** | ** | ** | ** | ** | ** | ** | ** | ** | ** | ** |
| | RO Tramo 2(segundo tramo): | ≤ 20 seg. | 80% * | | ** | ** | ** | ** | ** | ** | ** | ** | ** | ** | ** | ** |

* La meta se incrementa anualmente, correspondiendo al siguiente año 75%, 80% hasta 85% en ambos tramos
*El indicador RO Tramo 2 presenta variaciones en el mes de Enero 2017 debido a fenómenos naturales que afectaron al país.
**El indicador de calidad RO se encuentra incluido dentro del indicador de atención AVH

EMPRESA: Telefonica del Peru SAA
SERVICIO: CableNet
AÑO: 2019

| 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 | | ≤ 2.00% | | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| | Averías Reparadas del Total de Averías Reportadas | < 24 Hrs | - | | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |

EMPRESA: Telefonica del Peru SAA
SERVICIO: Indicadores de Calidad Medidos por Osiptel
AÑO: 2019

| INDICADOR | FORMULA | META | SERVICIO | Enlace Web |
|---|---|---|---|---|
| Tasa de Intentos no Establecidos | Proporción de intentos no establecidos respecto al total de | N.A. | Servicio Publico móvil | Calculado por OSIPTEL: www.osiptel.gob.pe/indicadores |
| Tasa de Llamadas Interrumpidas | Proporción de llamadas interrumpidas respecto al total de | N.A. | Servicio Publico móvil | |
| Calidad de Voz | Valor promedio de mediciones de la inteligibilidad de la voz | MOS ≥ 3.00 | Servicio Publico móvil | |
| Calidad de Cobertura de Servicio | Proporción de mediciones de campo con intensidad de señal | CS ≥ 95.00% | Servicio Publico móvil | |
| Tiempo de Entrega de Mensajes de Texto | Tiempo promedio de entrega de mensajes de texto recibidos | TEMT ≤ 20 Seg | Servicio Publico móvil | |
| Accesibilidad de llamadas | Proporción de llamadas establecidas respecto al total de | N.A. | Servicio Publico móvil | |
| Retenibilidad de llamadas | Proporción de llamadas interrumpidas respecto al total de | N.A. | Servicio Publico móvil | |
| Cumplimiento de la velocidad mínima | Proporción de cumplimiento de la velocidad mínima, por | Servicio fijo ≥ 95% | Acceso a Internet | |
| Velocidad promedio | Velocidad promedio, por centro poblado supervisado, medido | N.A. | Acceso a Internet | |
| Tasa de Pérdida de Paquetes | Velocidad promedio del parámetro TPP, por centro poblado | N.A. | Acceso a Internet | |
| Latencia | Velocidad promedio del parámetro L, por centro poblado | N.A. | Acceso a Internet | |
| Variación de latencia | Velocidad promedio del parámetro VL, por centro poblado | N.A. | Acceso a Internet | |
| Disponibilidad de Servicio | Proporción de tiempo durante el cual el servicio está | Telefonía fija ≥ 99.70% | Telefonía fija, Servicio Público | |