

EMPRESA: Telefonica del Peru SAA
SERVICIO: Telefonía 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%	1.00%	0.95%	1.03%
	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	≥ 95.00%	99.78%	99.83%	99.81%	99.87%	99.89%	99.54%	99.59%	99.60%	99.47%	99.38%	99.51%	99.43%
	Local		99.78%	99.83%	99.81%	99.87%	99.89%	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%	98.69%
	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%
	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		89.70%	92.20%	90.21%	90.97%	88.55%	89.26%	89.53%	92.11%	93.59%	92.56%	91.37%	90.44%
	Anura		65.85%	64.65%	59.60%	63.88%	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%
	Infodatos		73.49%	79.23%	78.34%	80.97%	84.30%	83.66%	73.13%	70.38%	77.25%	70.38%	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 Telefonía Fija		*	*	*	*	*	*	*	*	*	*	*	*
	IBASIS (Ex Telecom)		*	*	*	*	*	*	*	*	*	*	*	*
	Telefonía 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%
	Netline		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%
	Pirsat		*	*	*	*	*	*	*	*	*	*	*	*
	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%	44.19%
	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		*	*	*	*	*	*	*	*	*	*	*	*
	Teleandina 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		*	*	*	*	*	*	*	*	*	*	*	*
Winnser 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		*	*	*	*	*	*	*	*	*	*	*	*	
Operator 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%	
IDX		99.15%	99.15%	99.07%	98.98%	98.97%	98.97%	97.78%	98.22%	98.82%	98.71%	98.51%	98.02%	
IXI	≥ 70.00%	93.23%	93.23%	93.23%	93.23%	93.23%	93.23%	93.23%	93.23%	93.23%	93.23%	93.23%	93.23%	
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%	0.43%	0.48%	0.65%	0.99%	0.56%	0.46%		
			ANCASH	0.82%	0.37%	0.39%	0.37%	0.41%	0.39%	0.44%	0.61%	0.63%	0.69%	0.95%	1.03%	
			APURIMAC	0.80%	0.35%	0.38%	0.83%	0.73%	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%	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%	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%	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%	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%	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%	0.43%
			ICA	1.82%	0.21%	0.22%	0.42%	0.25%	0.23%	0.36%	0.30%	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%	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%	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%	0.37%
			LIMA	0.56%	0.59%	0.57%	0.60%	0.49%	0.60%	1.03%	0.78%	0.68%	0.78%	0.41%	0.69%	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%	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%	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%	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%	0.67%
			PIURA	0.32%	0.26%	0.31%	0.20%	0.30%	0.21%	0.45%	0.20%	0.35%	0.26%	0.70%	0.21%	0.21%
			PUNO	0.59%	0.34%	0.36%	0.36%	0.42%	0.34%	1.13%	0.35%	0.58%	0.60%	0.65%	0.44%	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%	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%	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%	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%	0.93%
			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%	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%	0.63%	0.63%
			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%	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%	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%	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%	0.48%
			CUSCO	0.48%	0.51%	0.55%	0.56%	0.49%	0.55%	0.49%	0.53%	0.54%	0.49%	0.41%	0.41%	0.41%
			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%	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%	0.30%
ICA	0.28%	0.28%	0.28%	0.31%	0.31%	0.28%	0.30%	0.31%	0.29%	0.30%	0.75%	0.30%	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%	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%	0.39%			
LAMBAYEQUE	0.38%	0.45%	0.37%	0.35%	0.33%	0.38%	0.34%	0.34%	0.36%	0.29%	0.25%	0.26%	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%	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%	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%	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%	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%	0.41%	0.41%			
PIURA	0.32%	0.39%	0.3													