

EMPRESA: Telefonía del Peru SAA
SERVICIO: Telefonía Fija
AÑO: 2017

INDICADOR	FORMULA	META	PERIODO												
			ENERO	FEBRERO	MARZO	ABRIL	MAYO	JUNIO	JULIO	AGOSTO	SEPTIEMBRE	OCTUBRE	NOVIEMBRE	DICIEMBRE	
Tasa de Incidencia de Fallos	Averías Reportadas / Líneas en Servicio	≤ 1.60%	1.78%	1.83%	2.14%	2.29%	2.11%	1.95%	1.60%	1.58%	1.65%	1.50%	1.34%	1.34%	1.49%
	Averías Reparadas del Total de Averías Reportadas	< 24 Hrs	65.15%	54.49%	54.88%	55.08%	65.01%	57.39%	66.78%	61.43%	61.83%	62.16%	66.52%	62.72%	
Tasa de Llamadas Completadas	Llamadas Completadas / Total de Intentos de Llamadas	≥ 95.00%	98.03%	97.24%	97.24%	97.88%	98.29%	98.46%	98.63%	98.22%	98.39%	98.39%	99.29%	99.61%	99.61%
	Local		97.96%	97.20%	96.65%	97.06%	97.41%	97.33%	97.62%	97.58%	97.44%	98.33%	99.04%	98.92%	98.92%
	Long		98.57%	99.01%	99.39%	99.83%	98.88%	98.56%	98.88%	99.13%	98.21%	98.14%	98.13%	98.43%	98.43%
	Americas		74.16%	73.98%	68.29%	74.57%	71.21%	73.85%	75.01%	73.85%	77.49%	72.45%	73.80%	71.61%	71.61%
	América LP		98.59%	97.73%	98.91%	98.91%	98.91%	98.91%	98.91%	98.91%	98.91%	98.91%	98.91%	98.91%	98.91%
	Convergen		89.23%	90.73%	89.91%	92.40%	86.84%	89.31%	90.03%	87.73%	84.21%	87.33%	87.33%	87.33%	92.11%
	Global		74.66%	73.72%	64.78%	64.78%	58.07%	56.26%	65.44%	64.11%	67.94%	64.02%	64.02%	66.39%	66.39%
	Global Backbone		37.80%	39.26%	36.29%	40.53%	40.41%	40.81%	42.04%	41.15%	42.58%	42.34%	42.34%	38.02%	38.02%
	IP		54.31%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	Level 3 (Global Crossing, Ex Impact)		79.53%	81.37%	78.31%	74.85%	76.29%	79.95%	87.73%	66.94%	69.66%	74.70%	74.70%	64.30%	64.30%
	Inductos		81.60%	76.43%	80.19%	76.60%	82.13%	82.38%	82.94%	78.73%	80.90%	79.98%	79.98%	71.88%	71.88%
	Inversiones OSA Fija		95.00%	93.51%	93.56%	90.46%	92.37%	91.56%	91.56%	91.56%	91.56%	91.56%	91.56%	91.56%	91.56%
	IP Telefonía Fija		12.89%	7.21%	23.13%	10.59%	15.70%	24.18%	7.45%	18.52%	14.20%	7.69%	13.99%	0.00%	0.00%
	IBASIS (Ex Telefonía)		37.80%	48.81%	46.27%	47.17%	45.97%	47.99%	47.84%	48.38%	48.41%	48.22%	44.36%	42.79%	42.79%
	Telefonía Móviles		+	+	+	+	+	+	+	+	+	+	+	+	+
	Multimedia VOP		+	+	+	+	+	+	+	+	+	+	+	+	+
	Neteas		52.54%	48.81%	48.17%	48.28%	48.46%	48.46%	50.22%	53.00%	52.81%	48.41%	50.55%	44.16%	42.79%
	Neteas		78.57%	77.94%	84.32%	84.52%	83.86%	85.69%	83.59%	83.89%	83.84%	84.98%	84.98%	85.98%	85.98%
	Optical IP		81.64%	83.01%	79.02%	80.75%	82.09%	84.90%	85.13%	84.99%	82.16%	80.76%	84.16%	81.61%	81.61%
	Perusat		11.99%	5.54%	4.19%	3.93%	5.11%	2.99%	3.16%	8.50%	6.65%	6.32%	6.32%	0.88%	0.88%
	Rural Telefonía		+	+	+	+	+	+	+	+	+	+	+	+	+
	Sitel		46.80%	65.10%	58.62%	64.66%	62.17%	61.74%	62.34%	67.44%	62.93%	64.14%	66.86%	67.15%	67.15%
	TELSAM (Global Star)		3.72%	1.18%	1.01%	1.81%	0.60%	0.71%	0.38%	0.80%	0.06%	1.72%	1.74%	0.81%	0.81%
	Claro		48.78%	44.86%	44.59%	44.27%	44.66%	46.03%	46.26%	49.66%	48.15%	46.62%	52.05%	52.97%	52.97%
	Sitel Telecom		+	+	+	+	+	+	+	+	+	+	+	+	+
	Telefonía Fija		15.31%	19.37%	20.04%	10.85%	16.89%	18.54%	22.65%	21.80%	20.47%	21.44%	52.05%	52.97%	52.97%
	Valtron		40.18%	41.52%	42.07%	42.95%	42.05%	42.95%	43.68%	43.15%	43.42%	41.16%	41.16%	42.85%	42.85%
	Vetnet		30.23%	34.46%	33.12%	32.60%	34.57%	32.36%	31.66%	34.17%	37.75%	37.75%	37.75%	37.75%	37.75%
	Winner System Fija		87.95%	87.91%	86.89%	84.28%	77.11%	77.51%	78.76%	79.27%	76.77%	80.15%	81.88%	81.88%	81.88%
	Inversiones Móviles - NGN		203.12%	74.51%	72.29%	78.13%	79.67%	82.46%	83.46%	82.78%	86.97%	73.76%	75.54%	69.93%	69.93%
	Operador Inverso - NGN		28.99%	21.45%	0.2543	10.27%	14.07%	29.47%	30.22%	35.87%	32.89%	29.02%	31.86%	28.46%	28.46%
	Fragment - NGN		70.42%	88.77%	83.69%	92.42%	92.57%	92.57%	92.57%	92.57%	92.57%	92.57%	92.57%	92.57%	92.57%
	IP		99.02%	98.55%	99.27%	98.27%	99.01%	99.25%	97.87%	98.34%	99.00%	99.18%	98.90%	98.62%	98.62%
	IXY		68.12%	65.89%	58.11%	58.12%	58.73%	59.67%	58.80%	58.37%	57.36%	58.15%	56.86%	56.27%	56.27%
	IXY		56.77%	49.75%	53.51%	47.81%	50.56%	51.23%	47.89%	53.30%	57.65%	48.92%	47.97%	21.83%	21.83%
	O200 XXXX		40.00%	75.00%	100.00%	61.16%	95.65%	70.00%	75.00%	100.00%	100.00%	100.00%	100.00%	80.00%	80.00%

* Para este periodo no se encuentra data.

EMPRESA: Telefonía del Peru SAA
SERVICIO: Servicio Publico Movil
AÑO: 2017

INDICADOR	FORMULA	META	PERIODO											
			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)	≤ 1.00%	1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
Tasa de Llamadas Interrumpidas	Total de Llamadas Interrumpidas del Total de Llamadas Establecidas (por departamento y la Provincia Constitucional del Callao)	≤ 2.00%	1.61%	1.80%	1.02%	0.79%	0.76%	1.45%	1.11%	0.91%	1.26%	1.30%	0.86%	1.48%
	AMAZONAS		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	ANCASH		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	APURIMAC		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	AREQUIPA		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	AYACUCHO		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	CAJAMARCA		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	CUSCO		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	HUANCAYEL		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	HUANUCO		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	ICA		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	LA LIBERTAD		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	LAMBAYEQUE		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	LIMA		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	LORETO		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	MADRE DE DIOS		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	MOQUEGUA		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	PASCO		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	PIURA		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	PUNO		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	SAN MARTIN		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	TACNA		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	TUMBES		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	UCAYALI		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	AMAZONAS		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	ANCASH		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	APURIMAC		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	AREQUIPA		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	AYACUCHO		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	CAJAMARCA		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	CUSCO		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	HUANCAYEL		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	HUANUCO		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	ICA		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	LA LIBERTAD		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
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	LIMA		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
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	MADRE DE DIOS		1.42%	1.61%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	0.84%	0.94%	2.48%
	MOQUEGUA		1.42%	1.61%</										