

EMPRESA: Telefonica del Peru SAA  
SERVICIO: Telefonía Fija  
AÑO: 2020

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%	0.58%	0.93%	0.50%	0.28%	0.41%	0.49%	0.66%	0.63%	0.74%	0.83%	0.81%	0.86%
	Averías Reportadas del Total de Averías Reportadas	< 24 Hrs	38.12%	43.04%	39.95%	44.97%	45.87%	54.67%	46.35%	54.41%	51.63%	46.96%	46.82%	44.52%
Tasa de Llamadas Completadas / Total de Intentos de Llamadas	Local	≥ 95.00%	99.46%	99.59%	99.62%	99.63%	99.58%	99.59%	99.59%	99.58%	99.58%	99.60%	99.60%	99.47%
	LOW	98.68%	98.76%	98.96%	98.99%	98.73%	98.69%	98.71%	98.73%	98.75%	98.95%	99.03%	99.06%	99.44%
	UP	98.69%	98.57%	98.57%	98.27%	98.28%	98.48%	98.65%	98.63%	98.20%	98.81%	99.13%	98.73%	98.32%
	Americatel	59.94%	54.89%	7.43%**	19.43%**	12.74%**	16.45%**	16.45%**	10.74%**	33.60%**	36.81%**	36.81%**	58.49%**	41.50%
	Amor/LD	83.83%	90.87%	94.67%	93.80%	84.90%	80.83%	80.83%	74.41%	78.28%	93.28%	92.52%	89.83%	88.55%
	Amor/LD	81.82%	78.20%	69.28%	72.70%	67.05%	75.39%	71.43%	78.50%	75.71%	71.79%	66.38%	74.15%	68.62%
	Conversata	83.83%	90.87%	94.67%	93.80%	84.90%	80.83%	80.83%	74.41%	78.28%	93.28%	92.52%	89.83%	88.55%
	Conversata	81.82%	78.20%	69.28%	72.70%	67.05%	75.39%	71.43%	78.50%	75.71%	71.79%	66.38%	74.15%	68.62%
	Global Home	21.88%	26.91%	34.41%	16.17%	17.15%	16.60%	13.44%	10.47%	15.43%	15.04%	7.24%	19.99%	19.99%
	Global Backbone	+	+	+	+	+	+	+	+	+	+	+	+	+
	IP	+	+	+	+	+	+	+	+	+	+	+	+	+
	Level 3 (Global Crossing, Ex Impart)	51.48%	42.91%	41.27%	28.58%	86.63%	88.99%	84.13%	81.84%	81.44%	77.73%	74.16%	72.17%	72.17%
	Inductos	80.65%	75.17%	79.33%	66.20%	59.21%	66.62%	47.94%	73.41%	75.74%	66.38%	74.15%	67.40%	67.40%
	Inversiones OSA Fija	80.28%	83.43%	74.42%	87.30%	83.49%	89.49%	70.96%	67.71%	82.83%	80.28%	79.59%	80.28%	80.28%
	IP Telefonía Fija	+	+	+	+	+	+	+	+	+	+	+	+	+
	IBASIS (Ex Telecom)	+	+	+	+	+	+	+	+	+	+	+	+	+
	Telefonía Móviles	49.85%	46.71%	54.97%	61.26%	57.66%	58.78%	66.44%	55.21%	53.55%	52.27%	52.04%	53.60%	53.60%
	Multimedia VOP	+	+	+	+	+	+	+	+	+	+	+	+	+
	Mataphon	45.19%	45.17%	52.48%	57.21%	40.80%	44.30%	56.38%	53.60%	51.59%	51.73%	49.45%	45.99%	45.99%
	Enel (Ex Neotel)	90.20%	90.26%	75.75%	91.20%	87.84%	66.48%	90.71%	90.62%	90.58%	91.30%	90.70%	89.56%	89.56%
	Netline	85.23%	86.67%	75.63%	66.56%	42.43%	74.38%	67.17%	63.89%	71.39%	52.85%	54.40%	70.69%	70.69%
	Optical IP	+	+	+	+	+	+	+	+	+	+	+	+	+
	Perusat	+	+	+	+	+	+	+	+	+	+	+	+	+
	Rural Telecom	+	+	+	+	+	+	+	+	+	+	+	+	+
	Sitel	42.02%	46.67%	45.65%	35.08%	37.22%	41.51%	49.80%	55.72%	62.46%	62.61%	64.45%	62.67%	62.67%
	Telefonía	42.02%	46.67%	45.65%	35.08%	37.22%	41.51%	49.80%	55.72%	62.46%	62.61%	64.45%	62.67%	62.67%
	TESLA (Global Star)	40.32%	44.07%	46.63%	48.41%	50.95%	47.87%	45.13%	44.15%	44.19%	41.20%	41.31%	40.99%	40.99%
Claro	40.32%	44.07%	46.63%	48.41%	50.95%	47.87%	45.13%	44.15%	44.19%	41.20%	41.31%	40.99%	40.99%	
Sky Telecom	+	+	+	+	+	+	+	+	+	+	+	+	+	
Teleandina fija	+	+	+	+	+	+	+	+	+	+	+	+	+	
Valtron	39.53%	37.28%	41.20%	48.15%	48.72%	49.03%	47.50%	45.89%	42.00%	45.70%	44.72%	45.02%	45.02%	
Vetelnet	+	+	+	+	+	+	+	+	+	+	+	+	+	
Winner System Fija	78.57%	75.87%	64.05%	53.43%	67.78%	74.65%	82.14%	75.06%	72.91%	78.67%	79.20%	76.39%	76.39%	
Inversiones Móviles - NGN	25.10%	9.14%	33.74%	25.44%	30.79%	37.87%	28.37%	32.42%	24.52%	29.85%	25.88%	25.88%	25.88%	
Operador Inverso - NGN	80.53%	74.21%	73.14%	90.27%	93.13%	53.12%	62.21%	62.68%	80.24%	92.01%	97.84%	95.48%	95.48%	
Fransatel - NGN	98.49%	99.33%	99.35%	99.60%	99.54%	99.54%	99.54%	99.54%	99.50%	99.84%	99.84%	99.84%	99.84%	
IP	96.03%	94.50%	95.64%	97.95%	97.88%	98.21%	98.14%	98.97%	98.55%	99.34%	99.11%	99.14%	99.14%	
IXV	49.06%	54.10%	56.60%	56.41%	57.53%	56.85%	51.38%	58.65%	57.63%	59.41%	60.13%	54.78%	54.78%	
IXXX	91.32%	90.99%	90.48%	93.07%	91.94%	91.74%	91.64%	91.64%	91.64%	91.74%	91.74%	91.74%	91.74%	
O 000 XXXX	+	+	+	+	+	+	+	+	+	+	+	+	+	

EMPRESA: Telefonica del Peru SAA  
SERVICIO: Servicio Publico Móvil  
AÑO: 2020

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%	2.10%	3.18%	3.36%	0.83%	1.12%	2.07%	2.44%	1.15%	1.50%	0.97%	1.86%	0.91%
Tasa de Llamadas Interrumpidas	ANAZONAS	0.77%	0.93%	0.78%	0.73%	0.65%	0.41%	0.50%	0.48%	0.76%	0.38%	0.41%	0.45%	0.45%
	APURIMAC	0.37%	0.30%	0.43%	0.41%	0.39%	0.41%	0.57%	0.57%	0.45%	0.46%	0.63%	0.51%	0.29%
	AREQUIPA	0.32%	0.30%	0.36%	0.44%	0.54%	0.35%	0.51%	0.30%	0.37%	0.48%	0.51%	0.47%	0.29%
	AYACUCHO	0.62%	0.60%	0.16%	0.33%	0.37%	0.43%	0.38%	0.33%	0.88%	1.00%	1.05%	2.00%	2.00%
	CAJAMARCA	0.62%	1.39%	0.73%	1.00%	1.00%	1.40%	0.73%	0.72%	0.93%	0.64%	0.69%	0.70%	0.62%
	CUSCO	0.60%	0.78%	0.38%	1.28%	0.75%	0.69%	1.28%	0.43%	0.45%	1.67%	1.67%	0.65%	0.65%
	HUANCAVELICA	0.60%	0.86%	0.63%	0.88%	0.72%	1.08%	2.23%	2.43%	1.69%	1.15%	1.13%	1.13%	0.94%
	HUANUCO	0.34%	0.28%	0.80%	1.38%	0.88%	0.25%	0.71%	0.31%	0.26%	0.24%	0.30%	0.27%	0.27%
	ICA	0.60%	0.62%	0.26%	0.51%	0.42%	0.23%	0.22%	0.12%	0.13%	0.15%	0.24%	0.24%	0.24%
	JUNIN	0.42%	0.49%	0.69%	0.59%	0.59%	0.76%	1.00%	0.49%	0.59%	0.42%	0.48%	0.48%	0.51%
	LA LIBERTAD	0.32%	0.27%	0.36%	0.38%	0.32%	0.52%	0.34%	0.38%	0.26%	0.52%	0.26%	0.26%	0.26%
	LAMBAYEQUE	0.56%	0.44%	0.61%	0.61%	0.38%	0.28%	0.28%	0.29%	0.56%	0.66%	0.66%	0.66%	0.33%
	LIMA	0.56%	0.58%	1.44%	1.01%	0.58%	0.45%	0.39%	0.37%	0.40%	0.37%	0.51%	0.51%	0.44%
	LORETO	0.95%	1.17%	1.44%	2.25%	2.87%	1.40%	1.03%	1.15%	0.86%	0.94%	0.75%	1.04%	1.04%
	MADRE DE DIOS	0.25%	0.34%	0.36%	0.36%	0.31%	0.60%	0.32%	0.33%	0.38%	0.57%	0.46%	0.46%	0.42%
	MOQUEGUA	1.24%	0.71%	0.62%	1.38%	1.10%	1.19%	0.21%	0.11%	0.19%	0.21%	0.52%	0.75%	0.69%
	PASCO	0.88%	1.37%	0.62%	1.06%	1.48%	0.68%	0.53%	0.41%	0.52%	0.40%	0.71%	0.71%	0.58%
	PUNO	0.44%	0.25%	0.35%	0.35%	0.28%	0.33%	0.25%	0.25%	0.34%	0.34%	0.34%	0.40%	0.40%
	SAN MARTIN	0.40%	0.21%	0.83%	0.65%	0.81%	0.71%	0.69%	0.67%	0.69%	0.63%	0.71%	0.71%	0.57%
	TACNA	0.76%	0.27%	0.21%	0.21%	0.21%	0.21%	0.21%	0.21%	0.21%	0.44%	0.44%	0.44%	0.39%
	TUMBES	0.40%	0.18%	0.31%	0.31%	0.23%	0.23%	0.20%	0.20%	0.20%	1.07%	1.07%	1.07%	0.26%
	UCAYALI	0.44%	1.47%	1.30%	0.44%	0.42%	0.51%	1.20%	2.40%	4.01%	1.63%	1.38%	1.38%	3.78%
	AREQUIPA	0.38%	0.42%	0.48%	0.61%	0.69%	0.67%	0.62%	0.62%	0.62%	0.62%	0.51%	0.49%	0.51%
	APURIMAC	0.49%	0.49%	0.60%	0.60%	0.57%	0.59%	0.61%	0.56%	0.58%	0.53%	0.52%	0.52%	0.53%
	AYACUCHO	0.38%	0.42%	0.48%	0.61%	0.69%	0.67%	0.62%	0.62%	0.62%	0.62%	0.51%	0.49%	0.51%
	CAJAMARCA	0.49%	0.51%	0.55%	0.55%	0.47%	0.47%	0.47%	0.43%	0.47%	0.46%	0.47%	0.46%	0.46%
	CUSCO	0.49%	0.58%	0.55%	0.66%	0.69%	0.83%	0.79%	0.72%	0.63%	0.60%	0.60%	0.60%	0.73%
	HUANCAVELICA	0.44%	0.44%	0.44%	0.44%	0.44%	0.44%	0.44%	0.44%	0.44%	0.44%	0.44%	0.44%	0.44%
	HUANUCO	0.32%	0.29%	0.38%	0.41%	0.33%	0.29%	0.33%	0.31%	0.26%	0.27%	0.42%	0.42%	0.56%
	ICA	0.31%	0.34%	0.30%	0.37%	0.37%	0.46%	0.43%	0.46%	0.43%	0.29%	0.24%	0.24%	0.26%
	JUNIN	0.44%	0.68%	0.47%	0.63%	0.44%	0.57%	0.60%	0.43%	0.40%	0.40%	0.37%	0.47%	0.47%
	LA LIBERTAD	0.39%	0.38%	0.46%	0.60%	0.57%	0.67%	0.62%	0.56%	0.50%	0.54%	0.46%	0.46%	0.46%
	LAMBAYEQUE	0.29%	0.28%	0.35%	0.35%	0.47%	0.48%	0.53%	0.37%	0.38%	0.54%	0.54%	0.54%	0.31%
LIMA	0.34%	0.38%	0.48%	0.54%	0.48%	0.48%	0.43%	0.45%	0.41%	0.41%	0.41%	0.41%	0.41%	
LORETO	0.51%	0.56%	0.62%	0.72%	0.68%	0.99%	0.54%	0.51%	0.52%	0.57%	0.71%	0.71%	0.53%	
MADRE DE DIOS	0.51%	0.37%	0.42%	0.42%	0.42%	0.42%	0.42%	0.42%	0.42%	0.42%	0.42%	0.42%	0.42%	
MOQUEGUA	0.28%	0.32%	0.33%	0.33%	0.30%	0.32%	0.37%	0.37%	0.31%	0.37%	0.31%	0.38%	0.38%	
PASCO	0.38%	0.45%	0.38%	0.38%	0.34%	0.36%	0.47%	0.39%	0.39%	0.41%	0.44%	0.44%	0.40%	
PUNO	0.38%	0.27%	0.33%	0.38%	0.38%	0.44%	0.40%	0.38%	0.37%	0.38%	0.43%	0.43%	0.39%	
SAN MARTIN														