

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

INDICADOR	FORMULA	META	ENERO	FEBRERO	MARZO	ABRIL	MAYO	JUNIO	JULIO	AGOSTO	SEPTIEMBRE	OCTUBRE	NOVIEMBRE	DICEMBRE
Tasa de Incidencia de Fallas	Averías Reportadas / Líneas en Servicio	≤ 1.60%	1.78%	2.14%	2.29%	2.71%	1.95%	1.60%	2.71%	1.65%	1.50%	1.50%	1.34%	1.29%
	Averías Reparadas del Total de Averías Reportadas	< 24 Hrs	65.19%	54.49%	54.88%	55.08%	65.01%	57.39%	66.78%	61.43%	61.35%	62.16%	66.52%	62.72%
Tasa de Llamadas Completadas	Llamadas Completadas / Total de Intentos de Llamadas	Local	98.41%	98.03%	97.24%	97.88%	98.29%	98.46%	98.65%	98.92%	98.39%	98.94%	99.79%	99.61%
		LDN	97.96%	97.70%	96.65%	97.06%	97.41%	97.33%	97.62%	97.58%	97.44%	97.44%	98.35%	99.04%
		LDI	98.67%	99.01%	98.39%	99.03%	98.88%	98.56%	98.89%	99.13%	98.71%	98.14%	98.17%	98.43%
		Americatel	74.36%	71.98%	68.29%	74.57%	71.21%	71.27%	75.01%	73.85%	73.19%	72.45%	73.80%	71.63%
		Amitel LD	98.95%	98.90%	98.93%	*	*	*	*	*	*	*	*	*
		Anura	89.23%	90.73%	87.33%	92.40%	86.84%	89.31%	90.03%	87.73%	84.21%	87.33%	87.33%	87.33%
		Convergía	74.66%	73.72%	63.18%	64.78%	58.07%	56.26%	65.54%	64.11%	67.94%	64.02%	64.02%	66.39%
		Gamacom	*	*	*	*	*	*	*	*	*	*	*	*
		Gilat To Home	37.80%	39.26%	36.29%	40.35%	40.41%	40.81%	42.04%	41.15%	42.58%	42.34%	42.34%	38.02%
		Global Backbone	*	*	*	*	*	*	*	*	*	*	*	*
		IDT	54.35%	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 Impsat)	79.83%	81.33%	78.31%	74.85%	76.29%	79.96%	67.73%	66.94%	69.66%	74.70%	74.70%	64.36%
		Infoductos	81.60%	76.43%	80.19%	76.60%	82.13%	82.38%	82.94%	78.37%	80.90%	79.98%	79.98%	71.88%
		Inversiones OSA Fija	95.00%	93.51%	93.16%	90.62%	92.27%	88.56%	88.84%	89.01%	87.02%	87.47%	87.47%	89.19%
		IP Telefonía Fija	12.89%	7.21%	23.13%	10.39%	15.70%	24.18%	7.46%	18.82%	14.20%	7.69%	13.99%	0.00%
		IBASIS (Ex Telecom)	*	*	*	*	*	*	*	*	*	*	*	*
		Telefonía Móviles	37.80%	48.81%	46.27%	47.17%	45.97%	47.99%	47.84%	48.35%	48.41%	46.24%	44.16%	42.79%
		Multimedia VOIP	*	*	*	*	*	*	*	*	*	*	*	*
		Natipho	*	*	*	*	*	*	*	*	*	*	*	*
		Entel (Ex Nextel)	52.54%	48.81%	48.17%	49.28%	48.49%	50.22%	53.00%	52.81%	48.41%	50.55%	44.16%	42.79%
		Netline	78.57%	77.94%	84.32%	83.86%	85.69%	83.59%	83.59%	83.59%	83.94%	84.98%	84.98%	85.98%
		Optical IP	81.64%	81.01%	79.02%	80.75%	82.29%	84.90%	85.13%	84.09%	82.16%	80.76%	44.16%	81.61%
		Perusat	11.89%	5.54%	4.18%	3.93%	5.11%	2.09%	3.86%	9.50%	6.65%	0.25%	0.25%	0.88%
		Rural Telecom	*	*	*	*	*	*	*	*	*	*	*	*
		Sitel	*	*	*	*	*	*	*	*	*	*	*	*
		Telecom	66.80%	65.10%	59.63%	64.65%	62.17%	61.74%	63.24%	67.44%	63.93%	64.14%	66.86%	67.15%
		TESAM (Global Star)	1.18%	1.01%	1.01%	1.81%	0.00%	0.71%	0.28%	0.83%	0.00%	1.72%	1.72%	0.81%
		Claro	48.78%	44.86%	44.59%	44.27%	44.86%	46.03%	46.26%	49.66%	48.15%	46.62%	52.05%	52.97%
		Sky Telecom	*	*	*	*	*	*	*	*	*	*	*	*
		Teleandina fija	15.31%	19.37%	20.04%	10.85%	16.39%	18.54%	22.65%	21.80%	20.47%	21.44%	52.05%	52.97%
Valtron	*	*	*	*	*	*	*	*	*	*	*	*		
Viettel Móvil	40.18%	41.52%	42.07%	42.99%	42.05%	42.95%	43.68%	43.15%	43.42%	41.16%	41.16%	42.85%		
Velatel	30.23%	33.46%	33.12%	32.60%	34.57%	32.36%	34.17%	37.75%	57.64%	24.82%	18.79%			
Winner System Fija	87.95%	87.91%	86.89%	84.38%	77.11%	77.53%	78.76%	79.27%	76.77%	80.15%	81.88%	81.89%		
Inversiones Móvil - NGN	20.53%	74.07%	72.79%	78.18%	75.68%	81.46%	80.70%	83.50%	86.97%	73.76%	69.95%			
Operador Ingnpy - NGN	28.99%	21.45%	0.2543	20.28%	14.07%	29.47%	30.22%	35.87%	32.89%	29.02%	31.86%	28.46%		
Fravatel - NGN	70.42%	88.77%	83.69%	92.42%	60.52%	27.57%	62.94%	49.42%	61.26%	51.25%	51.25%			
10X	99.02%	98.55%	98.27%	98.27%	99.01%	99.25%	97.87%	98.34%	99.00%	98.58%	98.99%	98.62%		
1XY	68.12%	65.89%	58.11%	58.12%	58.73%	59.67%	58.86%	58.37%	57.36%	55.15%	56.36%	56.27%		
19XX	56.27%	49.75%	53.51%	47.81%	50.56%	51.23%	47.89%	53.26%	57.65%	48.92%	47.97%	21.83%		
0 800 XXXX	40.00%	75.00%	100.00%	63.16%	95.65%	70.00%	75.00%	100.00%	100.00%	100.00%	80.00%	*		

\* Para este periodo no se encuentra data.

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 SERVICIO: Servicio Público Móvil  
 AÑO: 2017

INDICADOR	FORMULA	META	ENERO	FEBRERO	MARZO	ABRIL	MAYO	JUNIO	JULIO	AGOSTO	SEPTIEMBRE	OCTUBRE	NOVIEMBRE	DICEMBRE
Tasa de Intentos No Establecidos	Número de Intentos No Establecidos / Total de Intentos (por departamento y la Provincia Constitucional del Callao)	AMAZONAS	1.48%	1.51%	1.54%	1.09%	1.23%	2.28%	2.05%	0.63%	1.07%	1.50%	1.07%	
		ANCASH	1.61%	1.08%	1.02%	0.79%	0.67%	1.10%	1.45%	1.11%	0.91%	1.16%	1.32%	0.86%
		APURIMAC	1.44%	0.93%	0.88%	0.77%	0.56%	1.31%	0.55%	0.53%	1.01%	0.53%	0.44%	0.43%
		AREQUIPA	0.62%	0.74%	0.71%	0.70%	0.67%	0.75%	0.84%	0.79%	0.76%	0.51%	0.62%	0.47%
		AYACUCHO	1.22%	1.41%	1.51%	1.91%	1.12%	0.94%	0.80%	0.77%	2.07%	1.64%	0.96%	0.49%
		CAJAMARCA	2.45%	2.05%	2.49%	1.69%	1.50%	2.79%	2.75%	3.15%	1.77%	1.36%	2.66%	2.89%
		CUSCO	0.50%	0.68%	1.02%	0.86%	0.52%	1.31%	0.47%	0.77%	0.62%	0.96%	0.62%	0.82%
		HUANCAVELICA	1.09%	0.96%	2.18%	3.05%	1.98%	1.34%	1.14%	1.04%	3.42%	1.17%	1.04%	1.19%
		HUANUCO	0.64%	0.57%	0.58%	0.59%	0.52%	0.47%	0.59%	0.68%	0.79%	0.51%	0.49%	0.39%
		ICA	1.24%	1.00%	1.06%	0.59%	0.57%	0.74%	0.95%	1.10%	4.50%	1.95%	1.21%	0.57%
		JUNIN	2.03%	0.92%	0.97%	1.39%	1.10%	1.26%	1.25%	0.79%	2.27%	0.70%	0.88%	0.70%
		LA LIBERTAD	1.65%	2.02%	1.59%	1.12%	1.04%	1.55%	1.29%	0.98%	1.03%	0.93%	0.62%	1.45%
		LAMBAYEQUE	1.38%	1.55%	1.35%	1.20%	0.64%	0.53%	0.62%	0.49%	0.58%	0.86%	0.77%	2.69%
		LIMA	1.01%	1.15%	1.10%	1.04%	0.87%	0.78%	1.02%	1.48%	1.05%	1.69%	2.65%	1.26%
		LORETO	0.97%	1.04%	1.04%	1.58%	0.65%	0.91%	1.42%	1.84%	1.44%	1.21%	3.59%	3.22%
		MADRE DE DIOS	0.27%	0.35%	0.27%	0.32%	0.36%	0.28%	0.33%	0.41%	0.29%	0.31%	0.77%	0.30%
		MOQUEGUA	0.41%	0.42%	0.47%	0.70%	0.38%	0.29%	0.36%	0.28%	0.79%	0.94%	1.41%	0.38%
		PASCO	0.86%	0.49%	0.54%	1.42%	0.54%	1.00%	0.83%	1.27%	0.57%	1.04%	1.14%	1.07%
		PIURA	1.42%	1.34%	1.48%	1.16%	1.03%	0.86%	1.66%	1.09%	0.84%	0.63%	1.09%	0.87%
		PUNO	0.84%	1.46%	1.67%	0.73%	1.02%	0.51%	0.66%	0.55%	0.63%	0.99%	1.11%	1.00%
		SAN MARTIN	1.58%	1.20%	1.16%	1.36%	1.19%	1.38%	1.95%	1.80%	1.43%	1.14%	0.91%	0.67%
		TACNA	1.02%	0.73%	1.07%	1.02%	0.95%	0.51%	0.51%	1.80%	0.85%	1.39%	1.49%	0.68%
		TUMBES	0.83%	0.93%	0.70%	0.59%	0.98%	0.70%	3.60%	1.35%	1.01%	0.38%	0.57%	0.46%
		UCAYALI	1.53%	2.12%	2.84%	1.58%	0.82%	1.53%	1.12%	0.67%	1.82%	0.67%	3.93%	1.68%
		AMAZONAS	1.90%	1.45%	1.43%	1.52%	1.29%	1.43%	1.08%	1.09%	1.12%	1.11%	1.13%	1.22%
		ANCASH	1.13%	1.13%	1.07%	1.11%	0.99%	0.99%	1.00%	0.99%	0.84%	0.98%	0.94%	0.81%
		APURIMAC	1.11%	1.17%	1.20%	1.20%	1.15%	1.12%	0.91%	0.84%	0.93%	0.97%	0.86%	0.87%
		AREQUIPA	1.20%	1.26%	1.27%	1.29%	1.39%	1.15%	1.29%	1.09%	0.84%	0.93%	1.02%	0.70%
		AYACUCHO	2.19%	1.87%	1.73%	1.70%	1.32%	1.14%	0.89%	0.85%	0.98%	0.94%	0.82%	0.62%
		CAJAMARCA	2.17%	1.89%	1.87%	1.65%	1.50%	1.44%	1.19%	1.05%	1.19%	1.34%	1.24%	1.22%
		CUSCO	0.99%	1.00%	1.11%	1.22%	1.03%	1.00%	0.84%	1.06%	0.79%	1.06%	0.77%	0.77%
		HUANCAVELICA	1.65%	1.40%	1.42%	1.33%	1.46%	1.30%	1.11%	1.11%	1.47%	1.39%	1.14%	1.46%
		HUANUCO	1.12%	1.20%	0.99%	0.73%	0.68%	0.74%	0.64%	0.63%	0.72%	0.72%	0.72%	0.64%
ICA	1.15%	1.14%	1.10%	1.13%	1.01%	0.85%	0.92%	1.02%	1.23%	1.14%	0.73%	0.70%		
JUNIN	1.81%	1.39%	1.49%	1.70%	1.35%	1.15%	1.00%	1.01%	1.02%	1.71%	0.84%	0.83%		
LA LIBERTAD	1.45%	1.48%	1.40%	1.26%	1.20%	1.24%	1.02%	0.82%	0.85%	1.17%	0.88%	0.80%		
LAMBAYEQUE	1.30%	1.44%	1.27%	1.23%	1.19%	1.02%	0.88%	0.80%	0.80%	0.99%	0.76%	0.74%		
LIMA	0.80%	0.80%	0.74%	0.70%	0.71%	0.57%	0.66%	0.75%	0.81%	0.67%	0.80%	0.64%		
LORETO	1.07%	1.05%	1.01%	0.99%	0.84%	0.87%	0.83%	0.93%	0.97%	0.89%	0.92%	0.86%		
MADRE DE DIOS	0.86%	0.81%	0.86%	0.94%	1.00%	0.91%	0.77%	0.88%	0.82%	0.78%	0.92%	0.86%		
MOQUEGUA	0.73%	0.74%	0.87%	0.91%	0.71%	0.71%	0.51%	0.69%	0.68%	0.89%	0.65%	0.60%		
PASCO	1.06%	1.13%	1.05%	0.96%	0.92%	0.78%	0.82%	0.80%	0.92%	0.85%	0.85%	0.81%		
PIURA	1.33%	1.46%	1.47%	1.03%	0.88%	0.91%	0.72%	0.70%	0.72%	0.84%	0.82%	0.57%		
PUNO	1.08%	1.15%	1.28%	1.14%	1.02%	1.02%	0.82%	0.85%	1.02%	0.85%	1.17%	0.88%		
SAN MARTIN	1.18%	1.23%	1.15%	1.28%	1.13%	1.08%	1.07%	1.18%	1.19%	1.05				