

Anexo N°8 Manual de Procedimiento para la Medición, Cálculo y Reporte del Indicador de Calidad de los Servicios Públicos de Telecomunicaciones - Formato de Publicación en Página Web

EMPRESA: TELEFÓNICA DEL PERÚ S.A.A.

SERVICIO: Servicio de Telefonía Fija

AÑO: 2013

INDICADOR	FORMULA	META	Ene	Feb	Mar	Abr	May	Jun	Jul	Ago	Set	Oct	Nov	Dic	
Tasa de Incidencia de Fallas (TIF) ^{1/}	Averías Reportadas / Líneas en Servicio		=< 1,60 %	2.04%	1.91%	2.14%	2.23%	2.11%	2.07%	2.10%	2.09%	1.97%	1.93%	1.84%	1.76%
	Averías Reparadas del Total de averías reportadas	< 24 Hrs		83.01%	79.77%	72.85%	77.77%	76.57%	68.14%	58.48%	59.63%	69.22%	71.31%	70.16%	75.37%
		> 72 Hrs		3.19%	3.30%	5.85%	4.13%	5.69%	7.60%	10.99%	12.36%	7.24%	7.13%	6.87%	4.71%
Respuesta Operadora (RO)	Llamadas atendidas <10 segundos/ Total de tentativas de Llamadas al sistema operador		90.00%	90.34%	90.06%	90.23%	90.32%	91.30%	90.33%	90.06%	90.57%	90.15%	90.13%	90.47%	90.19%
				92.34%	92.38%	90.50%	90.58%	91.35%	91.39%	90.19%	90.23%	90.01%	90.55%	90.63%	90.34%
				91.41%	90.84%	91.76%	90.29%	92.28%	91.50%	90.82%	91.21%	91.07%	91.57%	91.07%	91.71%
Tasa de Llamadas Completadas	Tentativas de Llamadas Completadas/ Total de Tentativas de Llamadas		90.00%	99.34%	99.36%	99.07%	98.94%	99.24%	99.19%	99.29%	99.39%	99.35%	99.32%		99.39%
	Local			98.93%	99.07%	98.90%	98.84%	98.76%	95.43%	99.24%	99.30%	97.23%	98.65%		98.95%
	LDN			98.91%	94.09%	97.47%	99.08%	98.95%	96.13%	98.66%	98.88%	99.13%	98.19%		98.65%
	LDI			*	*	*	*	*	*	*	*	*	*	*	*
	101, 102 y otros internos			*	*	*	*	*	*	*	*	*	*	*	*
	Lima 1 - El Cercado			95.52%	86.67%	85.89%	95.71%	95.22%	96.27%	96.19%	95.11%	96.45%	96.38%	96.53%	96.59%
	Lima 2 - Lince			95.86%	87.70%	83.90%	96.20%	95.64%	96.88%	96.68%	95.30%	96.81%	96.97%	96.91%	96.80%
	Tandem San Isidro			96.77%	96.16%	94.56%	94.40%	96.49%	97.66%	96.52%	94.80%	96.80%	98.24%	98.41%	96.89%
	Tandem Washington			96.24%	95.24%	93.35%	92.72%	95.80%	96.96%	96.34%	96.80%	97.58%	98.07%	97.94%	96.65%
	103, 104, 108, 109, 123, 1212, 145 y otros internos			91.20%	93.40%	90.73%	90.37%	91.01%	88.33%	84.71%	87.11%	93.83%	95.07%	94.47%	93.97%
	Lima 1 - El Cercado			89.35%	91.53%	89.15%	88.64%	87.03%	87.65%	88.72%	89.29%	91.56%	95.08%	94.95%	93.15%
	Lima 2 - Lince			93.38%	93.71%	96.90%	96.98%	96.59%	92.33%	92.41%	93.94%	95.57%	95.26%	94.38%	92.44%
	Tandem San Isidro			71.08%	70.76%	71.99%	72.25%	71.15%	73.75%	71.20%	72.91%	72.39%	73.07%	74.82%	66.93%
	Tandem Washington			20.77%	27.84%	7.31%	8.84%	10.63%	7.88%	12.74%	12.77%	26.36%	26.36%	26.36%	23.22%
	0800XXXX			90.85%	90.35%	91.79%	88.32%	82.06%	84.80%	89.50%	83.82%	89.25%	83.41%	83.73%	86.83%
	Americatel			69.85%	68.62%	69.81%	71.66%	71.09%	73.54%	74.74%	69.00%	71.28%	72.55%	70.20%	68.71%
	Amitel LD			*	*	*	*	*	*	*	*	*	*	*	*
	Anura			41.46%	40.57%	43.16%	43.96%	41.79%	42.37%	43.23%	42.45%	41.75%	41.90%	41.82%	42.03%
	Convergia			68.08%	60.08%	41.94%	54.45%	42.48%	41.40%	44.36%	39.32%	46.27%	48.51%	43.40%	52.06%
	Gamacom			71.51%	73.51%	72.23%	72.97%	69.27%	71.43%	70.60%	70.86%	70.73%	68.00%	73.64%	70.25%
	Gilat To Home			84.53%	84.88%	84.97%	56.72%	82.81%	80.00%	80.21%	74.93%	78.42%	76.14%	73.91%	76.26%
	Global Backbone			72.21%	78.39%	79.08%	80.84%	81.66%	70.91%	69.90%	72.17%	77.56%	76.33%	73.42%	75.87%
	IDT			99.27%	99.06%	99.29%	99.22%	99.53%	99.30%	99.43%	99.37%	88.12%	94.03%	98.81%	98.91%
	Global Crossing (Ex)Impsat			4.02%	3.66%	6.45%	2.96%	0.80%	2.08%	2.72%	1.21%	1.46%	2.19%	1.36%	2.02%
	Infoductos			100.00%	100.00%	96.55%	100.00%	100.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	Inversiones OSA Fija			51.39%	50.54%	52.52%	51.85%	51.50%	48.46%	50.64%	50.71%	51.54%	52.07%	52.26%	49.62%
	IP Telefonía Fija			0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	IBASIS (Ex Telecom)			*	*	*	*	*	*	*	*	*	*	*	*
	Telefonica Móviles			49.00%	49.04%	49.04%	50.58%	49.92%	49.52%	49.44%	48.64%	48.22%	50.58%	50.73%	49.56%
	Multimedia VOIP			96.03%	96.52%	96.24%	96.25%	93.57%	94.51%	86.23%	91.16%	87.36%	87.56%	88.05%	87.66%
	Natphon			*	*	*	*	*	44.00%	53.38%	52.13%	61.94%	69.62%	51.16%	49.55%
	Nextel			68.96%	63.65%	53.91%	57.06%	51.59%	30.27%	48.79%	28.94%	38.77%	34.46%	36.06%	27.73%
	Netline			36.96%	35.89%	35.50%	27.57%	33.68%	33.56%	30.19%	33.76%	32.91%	27.52%	29.26%	11.45%
Optical IP			*	*	*	*	*	*	*	*	*	*	*	*	
Perusat			73.30%	71.61%	64.20%	73.06%	71.98%	73.57%	73.78%	73.29%	73.33%	72.47%	72.50%	72.20%	
Rural Telecom			0.56%	2.42%	14.89%	2.29%	1.13%	0.49%	3.40%	2.01%	3.95%	5.32%	1.16%	3.54%	
Sitel			49.49%	47.60%	48.49%	50.43%	49.44%	50.07%	49.76%	51.28%	49.22%	49.33%	49.33%	49.12%	
Telmex			*	*	*	*	*	*	*	*	*	*	*	*	
TESAM			47.70%	62.70%	45.07%	64.29%	63.81%	59.24%	58.11%	57.29%	60.16%	55.11%	48.71%	51.02%	
Claro			52.13%	54.06%	39.73%	46.91%	41.30%	54.28%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
Sky Telecom			*	*	*	*	*	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
Teleandina fija			31.82%	12.52%	36.94%	38.94%	52.14%	41.74%	39.97%	40.56%	40.66%	61.50%	68.87%	77.30%	
Valtron															
Viettel Móvil															
Winner System Fija															

^{1/} Se incluyen rurales residenciales.

* Este tráfico se cursa a través de las Tandem San Isidro y Washington

SERVICIO: Servicio de Acceso a Internet

AÑO: 2013

INDICADOR	FORMULA	META	Ene	Feb	Mar	Abr	May	Jun	Jul	Ago	Set	Oct	Nov	Dic	
Tasa de Incidencia de Fallas (TIF)	Averías Reportadas / Líneas en Servicio		=< 9,00 %	2.03%	2.58%	1.77%	2.08%	1.89%	2.36%	1.57%	1.77%	1.63%	1.75%	1.90%	1.65%
	Averías Reparadas del Total de averías reportadas	< 24 Hrs		88.44%	86.44%	76.18%	76.05%	77.45%	76.51%	73.58%	74.28%	78.77%	76.73%	75.50%	75.35%
		> 72 Hrs		1.92%	2.69%	5.94%	4.52%	6.45%	5.87%	6.87%	6.25%	3.92%	5.60%	6.01%	3.90%

SERVICIO: Servicio de Telefonía de Uso Público

AÑO: 2013

INDICADOR	FORMULA	META	Ene	Feb	Mar	Abr	May	Jun	Jul	Ago	Set	Oct	Nov	Dic	
Respuesta de Operadora (RO)	Llamadas atendidas < 20s / Total de tentativas de Llamadas al sistema operador	Total	85.00%	87.30%	87.03%	90.40%	90.01%	88.69%	88.34%	87.47%	86.26%	89.05%	88.46%	87.95%	86.68%
Tasa de Reparaciones TUPs (TR) ^{2/}	Averías reparadas en < 24h del total de reportadas o detectadas	< 24 horas	80.00%	92.73%	91.73%	91.62%	92.32%	92.26%	92.26%	89.54%	86.70%	90.64%	92.58%	90.24%	92.49%