

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: 2012

Indicador	Fórmula	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 %	2.45%	2.70%	2.92%	2.44%	2.67%	2.49%	2.17%	2.30%	2.11%	2.18%	2.14%	2.04%	
	Averías Reparadas del Total de averías reportadas	< 24 Hrs	67.99%	63.71%	66.12%	69.32%	70.43%	73.89%	81.26%	75.55%	78.19%	78.77%	82.24%	80.99%	
		> 72 Hrs	6.63%	9.53%	7.17%	6.27%	6.39%	5.28%	3.24%	5.40%	4.08%	4.56%	3.18%	3.37%	
Respuesta Operadora (RO)	Llamadas atendidas <10 segundos / Total de tentativas de Llamadas al sistema operador	102	90.43%	90.72%	90.57%	90.22%	90.29%	90.42%	90.88%	90.60%	90.46%	90.57%	90.48%	90.72%	
		103	92.76%	91.51%	92.48%	92.09%	93.78%	94.57%	93.38%	93.26%	92.85%	93.74%	93.75%	92.94%	
		104	91.18%	93.91%	91.73%	90.73%	92.03%	91.46%	91.05%	92.30%	92.16%	91.25%	93.74%	91.90%	
Tentativas de Llamadas Completadas / Total de Tentativas de Llamadas	Local	90.00%	99.72%	99.66%	99.62%	99.69%	99.60%	99.57%	99.39%	99.58%	99.27%	95.65%	99.13%	99.38%	
	LDN	98.80%	99.15%	99.30%	99.47%	99.51%	98.51%	99.03%	98.91%	98.86%	98.49%	97.75%	98.43%		
	LDI	99.04%	98.62%	98.35%	98.86%	98.60%	97.64%	98.14%	98.70%	99.04%	98.57%	99.01%	98.56%		
Tasa de Llamadas Completadas	ASR Tentativas de Llamadas Contestadas / Total de Tentativas de Llamadas	101, 102 y otros internos	Lima 1 - El Cercado	*	*	*	*	*	*	*	*	*	*	*	
			Lima 2 - Lince	*	*	*	*	*	*	*	*	*	*	*	
			Tandem San Isidro	96.65%	95.90%	97.34%	96.78%	96.84%	96.12%	96.60%	95.92%	96.35%	93.19%	96.04%	91.62%
			Tandem Washington	96.76%	96.15%	97.56%	97.22%	97.08%	96.45%	96.87%	96.16%	96.60%	93.22%	96.29%	91.63%
		103, 104, 108, 109, 123, 1212, 145 y otros internos	Lima 1 - El Cercado	96.80%	98.04%	96.42%	98.45%	97.79%	97.52%	95.27%	95.18%	98.24%	96.67%	84.14%	95.13%
			Lima 2 - Lince	95.76%	97.53%	95.01%	97.19%	97.10%	96.92%	93.47%	93.67%	97.68%	95.69%	89.42%	94.17%
			Tandem San Isidro	93.31%	95.14%	94.54%	97.14%	93.70%	94.58%	91.11%	91.92%	95.24%	94.29%	76.49%	88.88%
			Tandem Washington	92.78%	93.97%	92.91%	95.19%	91.80%	92.53%	87.02%	90.32%	92.95%	92.70%	86.85%	86.21%
		0800XXXX		97.42%	96.65%	97.55%	97.87%	97.51%	97.47%	97.19%	97.69%	97.07%	97.20%	92.61%	93.01%
		Americatel	72.96%	73.36%	72.61%	75.46%	71.83%	73.65%	72.92%	72.48%	74.21%	71.13%	73.28%	71.86%	
			Amitel LD	73.08%	76.54%	83.52%	75.13%	65.33%	60.12%	60.12%	18.11%	9.76%	11.00%	4.56%	18.72%
			Anura	*	*	*	*	*	*	*	*	40.00%	20.56%	42.26%	89.42%
			Convergia	63.05%	62.01%	64.15%	65.65%	62.87%	60.54%	60.54%	65.14%	67.10%	68.60%	39.11%	70.59%
			Gamacom	*	*	*	*	*	*	*	*	*	*	*	*
			Gilat To Home	39.40%	37.46%	35.29%	37.62%	39.17%	40.67%	40.67%	40.71%	40.82%	42.18%	43.14%	42.48%
			Global Backbone	4.85%	10.54%	58.18%	97.60%	92.86%	97.89%	97.89%	86.26%	82.38%	52.27%	8.78%	67.42%
			IDT	71.55%	68.11%	66.06%	67.63%	69.09%	70.84%	70.84%	72.77%	71.88%	70.35%	73.62%	68.01%
			Impsat	85.85%	83.65%	82.56%	83.03%	81.44%	84.40%	84.40%	85.01%	83.03%	82.44%	50.24%	83.55%
			Infoductos	78.47%	76.39%	77.42%	76.23%	79.46%	81.45%	81.45%	82.53%	79.44%	72.01%	43.49%	75.50%
			Inversiones OSA	78.56%	79.56%	66.98%	81.63%	92.34%	95.29%	95.29%	98.30%	97.99%	98.33%	98.93%	98.89%
			IP Telefonía Fija	3.28%	3.32%	10.65%	4.91%	2.37%	2.21%	2.21%	6.09%	4.09%	1.89%	2.37%	1.04%
			Telecom LD	100.00%	100.00%	100.00%	97.44%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	91.67%
			Telefonía Móviles	49.70%	49.30%	49.60%	51.76%	50.88%	50.98%	51.00%	51.22%	51.74%	51.15%	52.04%	50.40%
			Multimedia VOIP	0.00%	0.03%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
			Natphon												
			Nextel	48.67%	47.88%	48.97%	44.69%	49.12%	48.71%	48.71%	49.33%	47.95%	47.53%	47.24%	49.70%
			Netline	89.26%	92.58%	92.82%	87.90%	94.13%	91.06%	91.06%	91.93%	94.67%	95.61%	94.02%	93.87%
			Perusat	72.72%	70.45%	59.65%	63.41%	71.97%	70.72%	70.72%	69.98%	74.19%	64.43%	70.77%	61.76%
			Rural Telecom	32.30%	39.29%	37.00%	37.56%	37.75%	37.64%	37.64%	34.87%	34.86%	35.71%	29.95%	36.08%
		Sitel	*	*	*	*	*	*	*	*	*	*	*	*	
Telmex	71.85%	70.99%	69.25%	74.12%	69.87%	77.16%	73.58%	74.18%	73.49%	72.22%	73.78%	72.58%			
TESAM	2.09%	1.67%	2.10%	15.79%	1.72%	1.50%	1.50%	2.03%	1.09%	2.01%	1.77%	1.43%			
Claro	43.05%	45.79%	45.95%	47.97%	47.19%	46.87%	49.08%	49.08%	49.12%	49.56%	47.15%	47.62%			
Sky Telecom															
Teleandina fija	53.60%	58.00%	56.54%	54.65%	61.89%	56.63%	56.63%	64.62%	54.79%	48.78%	50.36%	55.01%			
Winner System Fuja	*	*	*	*	*	*	*	33.76%	33.69%	31.04%	33.63%	51.69%			
Valtron	46.55%	46.30%	47.23%	40.70%	49.44%	48.49%	48.49%	49.50%	40.03%	59.36%	48.19%	35.51%			

^{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: 2012

Indicador	Fórmula	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 %	2.80%	1.60%	1.87%	1.26%	1.29%	2.08%	1.80%	1.89%	1.19%	1.94%	2.22%	1.72%
	Averías Reparadas del Total de averías reportadas	< 24 Hrs	87.57%	77.20%	78.38%	73.00%	75.43%	84.49%	76.28%	84.65%	76.94%	87.37%	87.49%	87.01%
		> 72 Hrs	2.04%	4.05%	4.64%	6.81%	4.31%	2.56%	4.57%	2.54%	4.10%	2.36%	1.88%	2.62%

SERVICIO: Servicio de Telefonía de Uso Público
AÑO: 2012

Indicador	Fórmula	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%	87.34%	86.35%	88.06%	86.77%	88.69%	87.92%	88.85%	90.61%	87.83%	89.74%	87.28%	88.45%

Fe de Erratas : Dice : **Oct** Debe Decir: **Oct**
 Local 95.65% 99.65%

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Formato de Publicación en Página Web

Tasa de Reparaciones TUPs (TR)	Averías reparadas en < 24h del total de reportadas o detectadas	< 24 horas	80.00%	91.23%	89.28%	90.30%	91.45%	91.50%	88.96%	86.86%	89.55%	90.05%	89.10%	87.46%	91.40%
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