

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: 2006

Indicador	Fórmula	Meta	Ene	Feb	Mar	Abr	May	Jun	Jul	Ago	Set	Oct	Nov	Dic
Tasa de Incidencia de Fallas (TIF) <sup>1/</sup>	Averías Reportadas / Líneas en Servicio	=< 1,60 %	1,51%	1,56%	1,58%	1,49%	2,10%	1,67%	2,00%	2,11%	2,08%	1,99%	1,75%	1,76%
	Averías Reparadas del Total de averías reportadas		92,57%	84,13%	90,35%	77,44%	74,74%	82,09%	66,33%	62,53%	60,89%	75,13%	83,02%	86,38%
		< 24 Hrs	0,89%	1,89%	1,17%	8,90%	4,05%	1,30%	6,46%	8,46%	7,24%	1,58%	0,83%	0,59%
Respuesta Operadora (RO)	Llamadas atendidas <10 segundos/ Total de tentativas de Llamadas al sistema operador.	102	91,69%	89,57%	92,64%	91,41%	78,96%	87,19%	84,50%	79,26%	86,28%	95,99%	97,46%	94,70%
		103	90,13%	90,47%	90,55%	90,02%	90,44%	90,15%	90,24%	90,36%	90,00%	90,20%	90,23%	89,40%
		104	90,69%	90,36%	90,55%	90,18%	90,86%	90,43%	90,51%	90,07%	90,15%	90,22%	90,23%	90,11%
Tasa de Llamadas Completadas	Tentativas de Llamadas Completadas/ Total de Tentativas de Llamadas	Local	99,40%	99,26%	99,36%	99,42%	99,58%	99,68%	99,32%	99,24%	99,45%	99,32%	99,24%	98,28%
		LDN	96,67%	98,88%	99,38%	97,66%	98,89%	94,87%	98,58%	98,75%	99,21%	99,33%	99,05%	97,98%
		LDI	93,98%	96,48%	97,12%	95,72%	95,75%	93,66%	97,43%	96,21%	96,29%	97,05%	93,65%	96,10%
	102 y otros internos	Lima 1 - El Cercado	98,97%	98,59%	98,36%	98,39%	98,98%	97,93%	98,56%	98,19%	97,11%	99,23%	99,25%	98,94%
		Lima 2 - Lince	86,94%	81,64%	99,23%	97,38%	99,17%	97,97%	98,73%	98,30%	97,25%	99,50%	99,45%	99,30%
		Tandem San Isidro	96,87%	98,55%	94,30%	98,39%	95,80%	98,65%	98,57%	98,61%	94,34%	99,79%	99,87%	99,31%
		Tandem Washington	96,83%	96,65%	97,39%	98,66%	99,84%	99,85%	99,78%	99,70%	99,78%	99,78%	99,68%	99,68%
	103, 104, 108, 109, 123, 1212, 145 y otros internos	Lima 1 - El Cercado	98,50%	95,31%	95,63%	96,36%	95,89%	97,53%	97,40%	97,91%	97,08%	98,45%	97,81%	93,37%
		Lima 2 - Lince	98,46%	96,16%	96,40%	96,78%	96,49%	97,70%	97,61%	98,00%	97,46%	98,63%	97,13%	94,96%
		Tandem San Isidro	96,24%	96,30%	95,77%	96,33%	96,09%	97,45%	97,50%	97,90%	97,72%	98,48%	97,05%	95,71%
		Tandem Washington	95,41%	94,64%	95,30%	96,01%	94,98%	96,95%	97,96%	97,57%	96,90%	97,94%	97,69%	92,34%
	ASR Tentativas de Llamadas Contestadas/ Total de Tentativas de Llamadas	0800XXXX	90,47%	88,95%	80,53%	74,27%	90,60%	86,72%	88,55%	90,50%	91,69%	89,72%	82,65%	85,67%
		1910 (Digital Way)	61,06%	57,28%	47,64%	49,55%	55,66%	49,19%	63,91%	64,16%	63,53%	66,21%	54,48%	62,58%
		Americatel	70,11%	68,57%	67,74%	70,34%	67,86%	68,30%	67,75%	66,10%	66,45%	66,07%	67,22%	63,64%
		Claro	47,86%	40,56%	44,31%	40,82%	45,56%	46,68%	46,61%	46,19%	46,36%	46,26%	47,47%	46,90%
		Comunicaciones Móviles	53,96%	49,06%	50,26%	48,83%	50,41%	49,08%	47,36%	44,90%	44,15%	46,54%	44,45%	37,93%
		Convergencia	74,47%	73,14%	71,24%	72,08%	68,64%	75,42%	80,70%	79,22%	83,81%	82,58%	80,02%	79,29%
		Gamacon	---	---	---	43,43%	54,29%	57,40%	49,29%	52,27%	51,05%	51,15%	50,57%	48,09%
		Gilat To Home	54,01%	41,79%	40,85%	40,67%	37,89%	38,59%	38,63%	36,41%	37,15%	35,37%	36,05%	35,85%
		IDT	51,62%	99,09%	99,03%	97,06%	97,36%	97,48%	96,45%	96,24%	95,39%	93,43%	92,32%	90,35%
		Impsat	77,38%	78,83%	79,89%	81,34%	81,83%	78,39%	77,10%	81,68%	84,02%	83,14%	83,88%	82,43%
		Infoductos	57,09%	56,29%	57,20%	57,21%	58,36%	56,75%	55,32%	49,54%	48,33%	60,15%	57,18%	58,32%
		LAT	99,95%	99,48%	100,00%	99,60%	100,00%	100,00%	99,98%	100,00%	98,81%	96,08%	92,95%	90,71%
		Layc Sistemas	57,50%	57,86%	60,24%	58,69%	62,31%	60,24%	57,97%	57,60%	57,33%	56,24%	58,53%	55,16%
		Nextel	51,11%	49,95%	51,11%	50,15%	50,26%	50,08%	49,11%	48,69%	49,71%	48,58%	48,69%	46,21%
		Perusat	56,15%	56,20%	55,56%	56,07%	56,28%	55,64%	53,40%	49,64%	54,78%	54,21%	53,66%	51,70%
		Rural Telecom	40,26%	38,94%	32,05%	41,84%	43,47%	44,19%	40,36%	41,23%	36,30%	41,92%	37,05%	41,94%
		Sitel	75,19%	82,96%	80,29%	77,71%	63,16%	51,78%	95,14%	97,09%	94,63%	92,59%	96,94%	92,02%
		Telecom LD	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	99,72%	99,68%	100,00%	100,00%	100,00%
		Telefonía Móviles	51,46%	47,88%	48,66%	42,55%	49,61%	50,01%	47,89%	47,32%	43,56%	45,04%	45,50%	38,67%
Telmex		65,96%	69,31%	69,43%	69,96%	69,48%	71,05%	74,20%	72,35%	74,01%	74,51%	77,55%	76,59%	
TESAM	7,21%	25,63%	21,44%	24,75%	24,63%	25,23%	17,59%	21,78%	19,46%	20,19%	13,48%	18,34%		
Valtron	---	---	---	---	---	---	20,00%	46,15%	34,62%	46,51%	52,52%	59,62%	48,53%	

<sup>1/</sup> Se incluyen rurales residenciales.

SERVICIO: Servicio de Acceso a Internet  
AÑO: 2006

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 %	3,24%	2,80%	1,45%	1,49%	1,62%	1,66%	1,45%	4,13%	3,16%	2,62%	1,56%	1,15%
	Averías Reparadas del Total de averías reportadas		99,04%	98,43%	96,30%	77,44%	96,18%	94,52%	91,94%	95,88%	92,80%	92,09%	88,71%	81,06%
		< 24 Hrs	0,70%	0,32%	0,68%	8,90%	0,72%	1,29%	0,53%	1,19%	0,77%	0,86%	1,34%	

SERVICIO: Servicio de Telefonía de Uso Público  
AÑO: 2006

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	91,82%	85,00%	91,86%	89,75%	91,43%	91,08%	85,28%	85,53%	85,24%	92,03%	90,56%	87,15%
Tasa de Reparaciones TUPs (TR)	Averías reparadas en < 24h del total de reportadas o detectadas.	< 24 horas	80,00%	90,48%	80,00%	92,98%	89,50%	95,61%	97,68%	87,00%	84,18%	85,69%	86,98%	87,34%