

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: 2010

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 %	1.96%	1.82%	1.93%	1.70%	1.87%	1.80%	1.90%	1.85%	1.80%	1.75%	1.79%	1.60%
	Averías Reparadas del Total de averías reportadas	< 24 Hrs	60.71%	69.61%	77.11%	80.46%	78.52%	83.94%	79.88%	81.01%	77.91%	75.88%	76.67%	74.67%
		> 72 Hrs	8.15%	8.90%	3.75%	2.63%	4.07%	1.93%	3.05%	3.49%	4.77%	5.94%	4.71%	7.67%
Respuesta Operadora (RO)	Llamadas atendidas <10 segundos / Total de tentativas de Llamadas al sistema operador	102	88.68%	91.77%	90.17%	90.33%	90.53%	91.34%	91.12%	90.82%	90.13%	91.45%	91.21%	90.87%
		103	94.03%	92.66%	91.94%	91.27%	90.50%	90.98%	90.56%	90.53%	90.78%	90.79%	90.65%	91.05%
		104	91.51%	90.40%	89.76%	86.02%	90.95%	90.13%	90.79%	92.21%	90.23%	91.48%	93.32%	86.60%
Tasa de Llamadas Completadas	Tentativas de Llamadas Completadas / Total de Tentativas de Llamadas	Local	98.57%	98.64%	98.64%	99.48%	99.57%	99.59%	99.69%	99.58%	99.75%	99.71%	99.62%	99.67%
		LDN	98.95%	98.84%	99.21%	98.74%	98.95%	99.09%	99.25%	98.42%	99.15%	99.44%	99.46%	99.22%
		LDI	98.06%	96.74%	95.86%	96.83%	97.34%	98.19%	98.53%	97.38%	97.01%	97.22%	98.43%	98.24%
	101, 102 y otros internos	Lima 1 - El Cercado	99.83%	98.84%	*	*	*	*	*	*	*	*	*	*
		Lima 2 - Lince	83.10%	81.50%	86.86%	70.26%	70.44%	*	*	*	*	*	*	*
		Tandem San Isidro	90.13%	84.87%	89.70%	91.18%	83.37%	91.27%	85.73%	79.38%	75.14%	89.50%	85.60%	85.47%
		Tandem Washington	85.94%	92.98%	95.60%	95.52%	91.20%	96.43%	96.31%	96.01%	78.44%	97.04%	96.67%	97.20%
		Lima 1 - El Cercado	93.36%	95.83%	95.72%	95.42%	95.68%	94.41%	94.05%	91.78%	85.52%	92.58%	93.93%	90.38%
		Lima 2 - Lince	94.24%	95.65%	95.02%	94.74%	94.83%	94.82%	94.92%	92.76%	88.64%	93.65%	95.89%	92.97%
	103, 104, 108, 109, 123, 1212, 145 y otros internos	Tandem San Isidro	91.07%	95.28%	94.22%	93.86%	89.80%	91.88%	95.74%	92.53%	83.33%	92.02%	94.41%	89.84%
		Tandem Washington	88.80%	93.13%	90.62%	87.74%	89.60%	89.49%	93.03%	89.63%	82.48%	90.29%	92.39%	88.87%
		0800XXXX	96.89%	97.39%	85.38%	97.08%	96.40%	96.51%	70.40%	96.13%	97.42%	94.90%	90.42%	97.33%
	ASR Tentativas de Llamadas Contestadas / Total de Tentativas de Llamadas	Americatel	70.07%	64.67%	69.16%	70.16%	67.60%	71.54%	72.49%	70.94%	74.73%	71.57%	71.75%	72.71%
		Amitel LD	51.67%	50.45%	48.31%	47.75%	46.08%	55.45%	54.91%	70.66%	70.07%	76.49%	49.61%	48.80%
		Convergía	61.11%	57.74%	57.49%	67.98%	66.95%	63.98%	65.74%	64.46%	65.40%	64.99%	65.60%	64.41%
		Gamacom	35.77%	27.62%	27.45%	26.70%	41.90%	-	-	-	-	-	-	-
		Gilat To Home	37.38%	37.45%	39.43%	39.81%	38.91%	39.12%	40.51%	39.96%	39.50%	39.83%	40.33%	39.70%
		IDT	79.72%	78.28%	79.66%	79.42%	76.76%	79.75%	80.95%	81.73%	81.59%	81.59%	82.73%	80.29%
		Impsat	87.23%	85.33%	82.39%	84.71%	87.29%	86.20%	86.23%	87.20%	86.97%	85.97%	87.03%	86.36%
		Infoductos	67.56%	71.53%	76.28%	75.16%	74.92%	76.78%	78.83%	78.58%	79.56%	78.87%	82.80%	78.36%
		Inversiones OSA	-	-	-	-	-	-	-	-	-	-	-	-
		IP Telefonía Fija	-	-	-	-	-	-	-	-	-	-	-	-
		Telecom LD	100.00%	100.00%	100.00%	99.08%	99.52%	99.60%	99.59%	97.69%	89.29%	99.41%	100.00%	99.23%
		Telefonía Móviles	45.54%	45.29%	45.02%	45.00%	44.60%	45.47%	45.87%	45.60%	46.84%	46.45%	47.74%	46.51%
		Multimedia VOIP	-	1.99%	7.94%	2.66%	2.87%	4.10%	1.86%	5.32%	4.69%	1.33%	0.54%	2.04%
		Nextel	44.07%	40.18%	46.41%	46.43%	47.64%	49.37%	48.05%	48.32%	63.19%	50.21%	51.97%	50.77%
		Netline	97.12%	92.64%	93.38%	99.44%	98.72%	94.88%	99.51%	99.24%	99.56%	99.62%	99.76%	86.32%
Perusat		64.40%	62.03%	58.38%	59.34%	64.30%	61.77%	64.91%	65.16%	65.50%	67.82%	73.05%	68.58%	
Rural Telecom		37.98%	37.38%	36.85%	29.56%	29.69%	29.91%	31.87%	37.13%	30.04%	27.89%	34.88%	36.02%	
Sitel		0.13%	0.06%	0.25%	0.09%	0.04%	0.04%	0.08%	0.00%	-	-	-	-	
Telmex	66.67%	65.88%	65.67%	65.47%	66.96%	68.46%	67.70%	67.15%	68.06%	71.66%	72.89%	71.81%		
TESAM	3.69%	16.67%	9.09%	4.00%	9.09%	2.69%	2.76%	4.35%	1.32%	6.01%	37.50%	3.70%		
Claro	39.33%	39.53%	40.29%	41.54%	41.67%	41.80%	41.15%	41.46%	39.06%	39.34%	39.23%	37.49%		
Teleandina fija	-	-	-	-	-	-	-	-	-	-	-	-		
Valtron	44.49%	55.00%	48.43%	57.81%	51.26%	47.93%	51.26%	50.91%	50.90%	44.64%	45.81%	45.63%		

^{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: 2010

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 %	1.34%	1.12%	1.72%	1.71%	0.94%	1.04%	0.89%	3.40%	2.14%	1.83%	1.90%	1.38%
	Averías Reparadas del Total de averías reportadas	< 24 Hrs	83.74%	84.12%	87.93%	85.54%	77.06%	80.64%	79.25%	92.57%	87.35%	82.23%	86.25%	80.34%
		> 72 Hrs	2.97%	2.05%	1.52%	1.86%	3.26%	2.41%	2.66%	1.73%	2.71%	3.28%	3.00%	5.20%

SERVICIO: Servicio de Telefonía de Uso Público
 AÑO: 2010

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	87.88%	86.99%	85.56%	87.10%	86.28%	86.33%	88.65%	89.85%	86.57%	87.21%	89.37%	86.54%
Tasa de Reparaciones TUPs (TR)	Averías reparadas en < 24h del total de reportadas o detectadas	< 24 horas	80.00%	84.51%	83.55%	85.10%	85.49%	85.04%	84.56%	85.12%	84.47%	84.04%	82.89%	84.43%