

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: 2014

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 %	1.85%	1.72%	1.87%	1.84%	1.94%	1.82%	1.97%	2.03%	2.06%	2.03%	1.90%	1.90%	
	Averías Reparadas del Total de averías reportadas	< 24 Hrs	70.17%	61.87%	50.17%	47.42%	44.57%	49.35%	49.48%	45.18%	48.66%	48.10%	50.93%	51.19%	
		> 72 Hrs	5.79%	9.24%	13.93%	17.33%	20.76%	17.71%	18.28%	20.39%	18.10%	18.29%	14.78%	15.72%	
Respuesta Operadora (RO)	Llamadas atendidas <10 segundos/ Total de tentativas de Llamadas al sistema operador	102	90.07%	90.09%	90.09%	90.42%	90.21%	90.62%	90.11%	90.29%	90.02%	90.17%	92.92%	92.92%	
		103	90.99%	90.15%	90.25%	91.06%	91.12%	90.57%	90.82%	92.50%	91.38%	91.22%	92.36%	91.05%	
		104	91.14%	92.99%	91.67%	91.14%	91.62%	91.83%	93.33%	91.52%	92.29%	90.16%	90.49%	90.89%	
Tasa de Llamadas Completadas	Tentativas de Llamadas Completadas/ Total de Tentativas de Llamadas	Local	99.31%	98.70%	98.92%	99.25%	99.10%	98.90%	98.48%	98.37%	99.07%	99.17%	99.21%	99.10%	
		LDN	98.91%	92.27%	99.25%	99.05%	98.78%	98.99%	99.28%	97.01%	98.96%	99.05%	99.08%	99.22%	
		LDI	98.66%	98.81%	98.25%	91.20%	98.73%	98.80%	98.01%	98.46%	97.79%	98.53%	98.59%	98.66%	
	101, 102 y otros internos	Lima 1 - El Cercado	*	*	*	*	*	*	*	*	*	*	*	*	*
		Lima 2 - Lince	*	*	*	*	*	*	*	*	*	*	*	*	*
		Tandem San Isidro	96.61%	94.40%	95.65%	96.72%	96.82%	97.00%	96.74%	96.73%	99.64% (**)	95.72% (**)	89.38% (**)	92.06% (**)	
		Tandem Washington	97.08%	94.53%	96.73%	97.20%	97.17%	97.30%	97.22%	97.18%					
	103, 104, 108, 109, 123, 1212, 145 y otros internos	Lima 1 - El Cercado	95.39%	96.04%	93.69%	94.28%	96.78%	96.87%	97.79%	98.52%	95.20%	97.97%	98.09%	97.80%	
		Lima 2 - Lince	95.42%	96.02%	93.25%	94.00%	96.88%	96.32%	97.59%	98.37%	96.32%	97.86%	97.58%	99.81%	
		Tandem San Isidro	92.19%	94.83%	93.21%	94.41%	97.04%	96.81%	98.10%	98.56%	90.55%	98.38%	98.38%	98.47%	
		Tandem Washington	91.36%	91.94%	89.95%	90.51%	93.18%	93.50%	93.05%	95.30%	85.80%	93.98%	90.61%	91.48%	
	0800XXXX		92.58%	92.93%	94.66%	94.34%	94.90%	95.68%	92.87%	93.07%	92.94%	93.02%	93.68%	92.87%	
	ASR Tentativas de Llamadas Contestadas/ Total de Tentativas de Llamadas	Americatel	71.09%	68.27%	70.32%	70.34%	63.56%	72.54%	68.03%	68.27%	69.13%	64.88%	69.84%	69.84%	
		Amitel LD	38.27%	24.31%	0.75%	2.00%	1.04%	0.11%	0.06%	0.03%	0.22%	0.22%	0.22%	0.05%	
		Anura	68.89%	89.72%	90.12%	83.65%	83.49%	86.97%	86.54%	85.93%	84.96%	86.08%	87.53%	91.82%	
		Convergia	71.58%	76.05%	79.16%	72.51%	72.66%	82.34%	77.63%	77.10%	76.01%	73.06%	70.44%	76.04%	
		Gamacom	-	-	-	-	-	-	-	-	-	-	-	-	
		Gilat To Home	40.56%	40.46%	42.38%	38.44%	40.31%	43.39%	42.77%	45.06%	44.95%	44.87%	43.68%	44.44%	
		Global Backbone	47.40%	40.70%	50.70%	0.00%	40.40%	46.11%	0.00%	-	-	-	-	-	
		IDT	71.16%	71.30%	69.80%	59.72%	69.35%	67.93%	63.08%	63.72%	64.46%	62.89%	63.35%	62.92%	
		Global Crossing (Ex)Impsat	77.91%	79.10%	80.31%	74.05%	79.32%	80.03%	80.99%	80.47%	78.30%	80.46%	77.92%	79.05%	
		Infoductos	76.11%	75.53%	79.48%	70.99%	80.43%	76.68%	73.06%	82.14%	80.63%	78.18%	78.32%	77.83%	
		Inversiones OSA Fija	98.55%	99.48%	99.46%	82.45%	93.83%	91.11%	82.18%	84.24%	75.11%	79.47%	79.71%	71.54%	
		IP Telefonía Fija	1.43%	1.12%	1.63%	1.52%	2.51%	0.00%	70.07%	97.11%	100.00%	98.24%	97.84%	99.45%	
		IBASIS (Ex Telecom)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
		Telefonica Móviles	53.55%	52.98%	51.80%	51.96%	52.55%	52.39%	52.20%	50.49%	50.62%	46.10%	50.93%	50.55%	
		Multimedia VOIP	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
		Natphon	-	-	-	-	-	-	-	-	-	-	-	-	
		Nextel	50.44%	49.20%	48.25%	43.99%	46.21%	47.84%	47.02%	46.72%	48.02%	48.73%	48.51%	52.97%	
		Netline	81.49%	81.36%	81.53%	77.52%	87.18%	91.67%	78.90%	78.68%	70.73%	70.99%	70.17%	67.19%	
		Optical IP	60.71%	63.44%	60.82%	46.67%	30.00%	30.43%	25.61%	24.64%	17.39%	89.16%	56.06%	42.00%	
		Perusat	28.67%	31.93%	32.01%	34.20%	36.89%	33.05%	39.16%	46.23%	38.03%	33.66%	29.60%	30.49%	
		Rural Telecom	7.12%	14.46%	18.82%	11.85%	22.13%	4.74%	4.88%	1.88%	2.05%	4.44%	6.87%	4.25%	
Sitel		-	-	-	-	-	-	-	-	-	-	-	-		
Telmex		72.39%	72.03%	65.56%	63.83%	61.82%	63.40%	56.09%	68.10%	69.03%	70.34%	71.52%	67.03%		
TESAM	4.79%	4.32%	1.42%	1.91%	1.21%	1.99%	0.63%	3.23%	1.68%	2.43%	2.01%	0.50%			
Claro	50.31%	50.70%	50.51%	50.61%	50.84%	49.17%	51.05%	48.29%	48.79%	48.60%	48.38%	48.38%			
Sky Telecom	-	-	-	-	-	-	-	-	-	-	-	-			
Teleandina fija	50.27%	42.92%	44.86%	51.82%	39.81%	28.37%	28.40%	29.59%	31.28%	32.08%	33.79%	32.13%			
Valtron	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	-	-	-	-			
Viettel Móvil	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	44.82%	45.47%	40.60%	40.79%	41.69%			
Winner System Fija	77.82%	80.66%	74.49%	69.79%	78.29%	88.18%	79.67%	75.35%	74.74%	65.35%	64.82%	54.28%			
Inversiones Moche - NGN	-	-	-	-	-	-	-	13.35%	76.18%	80.21%	86.41%	85.18%			
Operador Ingenyo - NGN	-	-	-	-	-	-	-	-	47.33%	45.15%	57.65%	49.67%	80.03%		

^{1/} Se incluyen rurales residenciales.

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

** Desde el 05/09 transferencias de rutas a NGN

***Fe de Erratas: El valor publicado para el indicador RO 2014 de telefonía fija incluye de forma conjunta el servicio de acceso a Internet.**

SERVICIO: Servicio de Acceso a Internet

AÑO: 2014

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 %	1.59%	1.78%	2.72%	2.11%	2.03%	2.83%	2.12%	2.61%	3.19%	3.08%	2.68%	2.99%
	Averías Reparadas del Total de averías reportadas	< 24 Hrs	72.63%	64.93%	56.63%	62.68%	67.67%	77.16%	75.41%	76.51%	78.98%	70.56%	69.06%	76.04%
		> 72 Hrs	5.97%	9.41%	11.75%	10.65%	6.92%	4.05%	5.36%	5.49%	5.58%	8.76%	8.06%	55.51%

SERVICIO: Servicio de Telefonía de Uso Público

AÑO: 2014

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%	85.62%	86.40%	86.46%	90.87%	88.80%	89.37%	86.59%	86.67%	85.75%	87.62%	87.80%
Tasa de Reparaciones TUPs (TR)⊠	Averías reparadas en < 24h del total de reportadas o detectadas	< 24 horas	80.00%	92.54%	91.23%	93.69%	93.36%	92.78%	92.71%	93.00%	91.61%	90.55%	89.14%	92.00%

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Fe de Erratas			Diciembre	Diciembre
Tasa de Incidencia de Fallas (TIF)	Averías Reportadas / Lineas en Servicio		2.99%	2.99%
	Averías Reparadas del Total de Averías Reportadas	< 24 Hrs	76.04%	76.04%
		>72Hrs	55.51%	5.51%