

EMPRESA: Telefonica del Peru SAA
 SERVICIO: Telefonía Fija
 AÑO: 2018

INDICADOR	FORMULA	META	ENERO	FEBRERO	MARZO	ABRIL	MAYO	JUNIO	JULIO	AGOSTO	SEPTIEMBRE	OCTUBRE	NOVIEMBRE	DICIEMBRE	
Tasa de Incidencia de Fallos**	Averías Reportadas / Líneas en Servicio	≤ 1.00%	1.30%	1.81%	1.20%	1.09%	1.09%	1.53%	1.61%	1.65%	1.67%	1.50%	1.18%	1.11%	
	Averías Reparadas del Total de Averías Reportadas	< 24 Hrs	57.11%	61.54%	50.09%	56.18%	55.68%	38.71%	41.10%	36.39%	48.92%	49.77%	58.60%	57.87%	
Tasa de Llamadas Completadas	Llamadas Completadas / Total de Intentos de Llamadas	Local	≥ 95.00%	99.72%	99.64%	99.53%	99.66%	99.41%	99.53%	99.61%	99.59%	99.54%	99.64%	99.62%	
		LDN		98.17%	98.08%	98.25%	98.37%	98.19%	98.27%	98.88%	98.86%	99.91%	99.01%	98.97%	
		LDI		98.95%	98.67%	98.71%	98.49%	98.06%	98.33%	99.00%	98.89%	99.03%	98.98%	99.01%	
	ASR	Llamadas Contestadas / Total de Intentos de Llamadas	Americatel		68.41%	70.54%	70.22%	71.51%	75.10%	75.48%	70.77%	64.46%	64.23%	62.71%	62.36%
			Amitel LD		*	*	*	*	*	*	*	*	*	*	*
			Anura		88.99%	90.97%	89.44%	88.39%	91.10%	89.82%	90.17%	89.56%	90.94%	89.11%	93.55%
			Convergía		64.26%	67.27%	63.06%	63.26%	65.23%	65.39%	64.07%	65.64%	70.55%	69.77%	69.73%
			Gamatcom		*	*	*	*	*	*	*	*	*	*	*
	ASR	Llamadas Contestadas / Total de Intentos de Llamadas	Gilat To Home		38.13%	39.77%	39.76%	40.08%	39.01%	40.38%	39.42%	38.46%	39.81%	38.14%	39.19%
			Global Backbone		*	*	*	*	*	*	*	*	*	*	*
			IDT		*	*	*	*	*	*	*	*	*	*	*
			Level 3 (Global Crossing, Ex Impsat)		50.97%	51.77%	51.29%	43.11%	44.48%	53.17%	45.18%	43.05%	51.49%	43.17%	56.51%
			Infoductos		75.16%	76.73%	75.25%	71.27%	71.69%	72.69%	71.00%	74.02%	76.20%	74.96%	77.90%
			Inversiones OSA Fija		83.38%	85.78%	85.88%	86.08%	87.01%	80.70%	84.20%	85.75%	86.27%	85.13%	87.55%
			IP Telefonía Fija		*	*	*	*	*	*	*	*	*	*	*
			IBASIS (Ex Telecom)		*	*	*	*	*	*	*	*	*	*	*
			Telefonía Móviles		47.15%	46.03%	44.32%	45.13%	44.95%	49.44%	46.95%	45.00%	45.53%	47.54%	48.47%
			Multimedia VOIP		*	*	*	*	*	*	*	*	*	*	*
			Naiphton		*	*	*	*	*	*	*	*	*	*	*
			Entel (Ex Nextel)		52.63%	47.73%	45.44%	46.43%	48.07%	49.44%	46.77%	47.80%	48.02%	47.37%	46.44%
			Nexline		86.74%	88.30%	88.15%	88.52%	85.49%	88.99%	88.65%	88.68%	90.37%	89.33%	89.49%
			Optical IP		87.81%	89.55%	87.15%	87.91%	87.08%	86.41%	83.59%	86.46%	83.47%	82.16%	84.96%
			Perusat		0.88%	0.18%	0.18%	0.69%	0.00%	0.00%	*	*	*	*	*
			Rural Telecom		*	*	*	*	*	*	*	*	*	*	*
			Sitel		*	*	*	*	*	*	*	*	*	*	*
			Telex		67.86%	66.93%	63.49%	59.38%	59.15%	65.84%	60.25%	59.20%	62.94%	56.53%	61.42%
			TESAM (Global Star)		2.80%	0.62%	0.00%	0.29%	0.33%	0.80%	0.00%	0.80%	1.03%	0.55%	0.27%
			Claro		54.25%	51.55%	50.07%	48.55%	49.15%	46.36%	47.15%	47.73%	46.89%	43.77%	44.64%
			Sky Telecom		*	*	*	*	*	*	*	*	*	*	*
			Teleandina fija		14.45%	15.23%	15.23%	13.41%	14.25%	15.12%	13.60%	3.25%	12.88%	7.56%	11.53%
			Valtron		*	*	*	*	*	*	*	*	*	*	*
			Vietel Móvil		41.95%	42.03%	43.00%	41.57%	41.98%	42.23%	41.63%	40.97%	35.39%	35.55%	40.12%
			Velatel		18.79%	29.11%	29.11%	15.79%	7.65%	1.91%	0.00%	*	*	*	*
			Winner System Fija		83.80%	81.74%	80.21%	82.17%	84.09%	81.07%	75.61%	77.27%	76.41%	77.01%	78.58%
			Inversiones Moche- NGN		72.99%	63.80%	64.79%	64.31%	64.31%	*	*	*	*	*	*
			Operator Inngny- NGN		21.17%	16.33%	22.74%	10.03%	18.03%	20.06%	31.03%	23.44%	20.08%	20.40%	27.57%
			Fravatel- NGN		51.25%	51.25%	51.25%	51.25%	51.25%	58.06%	69.46%	66.17%	56.81%	67.62%	72.41%
			10X	≥ 70.00%	97.81%	98.58%	98.76%	99.13%	99.19%	99.20%	98.74%	99.23%	97.87%	99.20%	99.25%
	1XY		88.42%	92.17%	91.54%	91.83%	91.87%	91.74%	91.90%	91.66%	91.66%	92.86%	92.76%		
	19XX		20.50%	17.22%	16.25%	100.00%	50.00%	*	93.62%	62.92%	62.31%	62.25%	62.26%		
	0 800 XXXX		60.00%	50.00%	50.00%	50.00%	100.00%	*	65.64%	94.19%	88.03%	92.56%	92.66%		

* Para este período no se encuentra data.
 ** Información actualizada en junio de 2019.

EMPRESA: Telefonica del Peru SAA
 SERVICIO: Servicio Publico Móvil
 AÑO: 2018

INDICADOR	FORMULA	META	ENERO	FEBRERO	MARZO	ABRIL	MAYO	JUNIO	JULIO	AGOSTO	SEPTIEMBRE	OCTUBRE	NOVIEMBRE	DICIEMBRE	
Tasa de Intentos No Establecidos	Número de Intentos No Establecidos / Total de Intentos (por departamento y la Provincia Constitucional del Callao)	AMAZONAS	1.34%	0.81%	0.59%	0.72%	0.56%	0.58%	0.45%	0.86%	0.70%	0.83%	0.91%	0.65%	
		ANCASH	1.02%	1.28%	1.45%	1.08%	0.75%	0.59%	0.35%	0.73%	0.84%	1.06%	0.76%	0.79%	
		APIURIMAC	0.41%	0.41%	0.40%	0.37%	0.60%	0.73%	0.63%	0.81%	0.77%	0.72%	0.64%	0.45%	
		AREQUIPA	0.45%	0.47%	0.44%	0.42%	0.47%	0.43%	0.43%	1.02%	0.43%	0.45%	0.42%	0.37%	
		AYACUCHO	2.13%	1.89%	0.92%	1.57%	0.46%	0.49%	0.46%	0.38%	0.35%	1.52%	0.63%	0.58%	
		CAJAMARCA	1.59%	2.81%	2.28%	1.92%	1.05%	1.58%	1.34%	1.76%	2.02%	1.72%	0.81%	0.94%	
		CUSCO	1.08%	0.55%	1.14%	0.81%	0.56%	0.72%	0.57%	0.76%	0.64%	0.60%	0.90%	0.64%	
		HUANCAVELICA	0.88%	0.60%	0.96%	1.72%	1.84%	1.12%	1.32%	1.27%	2.08%	3.04%	1.35%	0.96%	
		HUANUCO	0.50%	0.88%	0.81%	2.43%	0.32%	0.33%	0.21%	0.17%	0.19%	0.22%	1.77%	0.38%	
		ICA	0.50%	0.69%	0.79%	0.36%	0.31%	1.57%	0.60%	0.73%	0.81%	0.61%	0.62%	0.26%	
		JUNIN	0.91%	0.46%	0.46%	0.37%	1.08%	0.39%	1.89%	0.85%	0.70%	0.49%	1.59%	0.39%	
		LA LIBERTAD	0.85%	0.57%	0.66%	0.49%	0.61%	0.57%	0.46%	0.54%	0.56%	0.44%	0.44%	0.47%	
		LAMBAYEGUE	1.03%	0.58%	0.43%	0.48%	0.77%	0.55%	0.35%	0.69%	0.42%	0.59%	0.41%	0.29%	
		LIMA	1.19%	1.90%	0.90%	0.76%	0.78%	0.83%	0.83%	0.84%	0.70%	0.76%	0.63%	0.63%	
		LORETO	1.11%	0.99%	1.94%	1.35%	0.93%	0.95%	1.61%	2.03%	1.16%	1.06%	1.10%	0.50%	
		MADRE DE DIOS	0.34%	0.44%	0.44%	0.74%	0.44%	0.47%	0.53%	0.41%	0.43%	0.62%	0.44%	0.30%	
		MOQUEGUA	0.41%	0.32%	0.60%	0.21%	0.21%	0.24%	0.35%	0.29%	0.31%	0.34%	0.32%	0.52%	
		PASCO	0.45%	0.89%	2.25%	2.21%	0.35%	1.66%	0.30%	0.57%	0.59%	0.58%	0.66%	0.46%	
		PIURA	0.61%	0.84%	0.76%	0.95%	0.48%	0.86%	0.36%	0.71%	0.46%	0.35%	0.29%	0.35%	
		PLUNO	1.00%	1.01%	0.96%	0.76%	1.72%	0.87%	0.71%	0.68%	0.61%	0.82%	0.80%	1.11%	
		SAN MARTIN	0.77%	1.30%	0.73%	1.39%	1.11%	0.70%	1.09%	0.96%	0.71%	0.63%	0.69%	0.54%	
		TACNA	1.54%	0.81%	1.67%	0.28%	0.58%	0.44%	1.51%	0.71%	0.54%	0.86%	0.35%	0.22%	
		TUMBES	0.26%	0.71%	0.81%	0.32%	0.44%	0.34%	0.35%	0.55%	0.32%	0.34%	0.23%	0.30%	
		UCAYALI	1.00%	3.29%	0.62%	0.43%	0.50%	1.08%	3.05%	1.87%	0.99%	1.43%	1.48%	0.84%	
		Tasa de Llamadas Interrumpidas	Total de Llamadas Interrumpidas del Total de Llamadas Establecidas (por departamento y la Provincia Constitucional del Callao)	AMAZONAS	1.40%	1.05%	0.97%	0.93%	0.93%	0.99%	0.74%	0.50%	0.56%	0.55%	0.56%
				ANCASH	0.80%	0.83%	0.86%	0.78%	0.74%	0.69%	0.65%	0.88%	0.75%	0.59%	0.72%
				APIURIMAC	0.87%	0.81%	0.74%	0.69%	0.75%	0.86%	0.61%	0.67%	0.69%	0.69%	0.63%
				AREQUIPA	0.75%	0.70%	0.71%	0.68%	0.64%	0.73%	0.60%	0.60%	0.53%	0.51%	0.56%
				AYACUCHO	0.61%	0.83%	0.64%	0.41%	0.35%	0.34%	0.40%	0.27%	0.43%	0.30%	0.25%
				CAJAMARCA	1.24%	1.22%	1.06%	1.09%	1.04%	1.00%	0.89%	0.79%	0.70%	0.87%	0.87%
				CUSCO	0.74%	0.83%	0.80%	0.72%	0.69%	0.75%	0.54%	0.57%	0.58%	0.67%	0.68%
				HUANCAVELICA	1.26%	1.25%	1.21%	1.21%	1.15%	1.12%	0.94%	0.91%	0.84%	0.91%	0.89%
				HUANUCO	0.66%	0.57%	0.57%	0.40%	0.40%	0.33%	0.29%	0.12%	0.39%	0.14%	0.15%
ICA	0.67%			0.64%	0.47%	0.47%	0.35%	0.38%	0.38%	0.28%	0.46%	0.25%	0.24%		
JUNIN	0.84%			0.81%	0.72%	0.64%	0.60%	0.86%	0.61%	0.63%	0.67%	0.46%	0.45%		
LA LIBERTAD	0.83%			0.72%	0.70%	0.62%	0.60%	0.63%	0.51%	0.62%	0.55%	0.47%	0.62%		
LAMBAYEGUE	0.85%			0.65%	0.57%	0.59%	0.60%	0.67%	0.48%	0.48%	0.47%	0.41%	0.54%		
LIMA	0.69%			0.62%	0.61%	0.59%	0.55%	0.55%	0.57%	0.60%	0.43%	0.57%	0.65%		
LORETO	0.79%			0.80%	0.80%	0.76%	0.83%	0.82%	0.80%	0.77%	0.67%	0.42%	0.39%		
MADRE DE DIOS	0.91%			1.04%	0.92%	0.96%	0.88%	0.85%	0.64%	0.42%	0.55%	0.44%	0.51%		
MOQUEGUA	0.59%			0.57%	0.60%	0.51%	0.59%	0.55%	0.53%	0.44%	0.44%	0.58%	0.48%		
PASCO	0.78%			0.80%	0.80%	0.54%	0.44%	0.37%	0.32%	0.26%	0.42%	0.29%	0.35%		
PIURA	0.58%			0.68%	0.62%	0.62%	0.53%	0.57%	0.39%	0.40%	0.44%	0.36%	0.36%		
PLUNO	0.78%			0.74%	0.72%	0.72%	0.67%	0.73%	0.49%	0.41%	0.52%	0.50%	0.61%		
SAN MARTIN	1.03%			0.98%	0.88%	0.93%	0.99%	0.88%	0.98%	0.81%	0.74%	0.71%	0.78%		
TACNA	0.66%			0.65%	0.58%	0.45%	0.46%	0.48%	0.49%	0.46%	0.50%	0.53%	0.47%		
TUMBES	0.44%			0.61%	0.45%	0.39%	0.42%	0.44%	0.34%	0.29%	0.41%	0.29%	0.24%		
UCAYALI	0.84%	0.90%	0.71%	0.62%	0.62%	0.67%	0.61%	0.62%	0.67%	0.64%	0.54%				