

EMPRESA: Telefonica del Peru SAA
SERVICO: Telefonica Fija
AÑO: 2022

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	≤ 1.60%	0.01%	0.01%	0.05%	0.07%	0.10%	0.10%	0.10%	0.10%	0.10%	0.10%	0.10%	0.10%
	Averías Reportadas del Total de Averías Reportadas	< 24 hrs	20.42%	20.43%	22.03%	18.18%	30.12%	18.60%	59.91%	49.11%	20.45%	13.98%	20.81%	14.88%
Tasa de Llamadas Complejadas	Llamadas Completadas / Total de Intentos de Llamadas	≥ 95.00%	99.49%	99.70%	99.72%	99.69%	99.62%	99.70%	99.73%	99.62%	99.63%	99.70%	99.69%	99.68%
	Local		99.45%	99.47%	99.44%	99.42%	99.38%	99.47%	99.51%	99.47%	99.50%	99.48%	99.47%	99.40%
	LDI		99.06%	99.06%	99.07%	99.06%	99.03%	99.02%	98.98%	98.90%	98.93%	98.94%	98.93%	98.97%
	América		99.34%	99.44%	98.14%	97.64%	99.09%	98.67%	98.46%	98.60%	97.72%	94.48%	97.37%	95.06%
	América LD		+	+	+	+	+	+	+	+	+	+	+	+
	Amara		55.69%	89.63%	90.91%	88.65%	65.48%	69.52%	82.72%	85.38%	78.08%	85.70%	87.37%	90.73%
	Comercial		88.49%	79.12%	72.04%	57.18%	80.67%	75.28%	76.13%	76.07%	87.11%	86.84%	73.70%	73.70%
	Distintivo		+	+	+	+	+	+	+	+	+	+	+	+
	Gilat To Home		18.65%	14.31%	23.83%	12.92%	17.26%	26.11%	30.74%	16.28%	14.26%	12.48%	12.51%	10.86%
	Global Switching		+	+	+	+	+	+	+	+	+	+	+	+
	IoT		+	+	+	+	+	+	+	+	+	+	+	+
	Level 3 (Global Crossing, Ex Imposi)		81.36%	83.93%	82.86%	44.27%	59.35%	51.46%	65.34%	63.75%	66.67%	56.17%	66.05%	56.06%
	Modulos		82.44%	83.35%	87.09%	83.39%	87.71%	88.50%	87.21%	81.57%	74.74%	52.12%	60.50%	60.50%
	Inversiones OSA Fija		78.14%	71.48%	+	+	+	+	+	+	+	+	+	+
	IP Telefonía Fija		+	+	+	+	+	+	+	+	+	+	+	+
	ISDN (Ex Telecom)		+	+	+	+	+	+	+	+	+	+	+	+
	Telefonía Móviles		54.43%	55.58%	63.84%	59.55%	54.84%	60.19%	63.60%	62.40%	63.44%	60.54%	59.10%	58.97%
	Multiplay ISP		+	+	+	+	+	+	+	+	+	+	+	+
	Surfshop		+	+	+	+	+	+	+	+	+	+	+	+
	Entel (Ex Neotel)		84.12%	81.22%	82.12%	82.90%	82.34%	83.52%	83.68%	83.11%	83.66%	83.69%	80.52%	80.48%
	Netel		80.60%	84.60%	84.47%	82.86%	84.65%	82.86%	82.86%	82.86%	82.86%	82.86%	82.86%	82.86%
	Optical IP		84.99%	86.24%	88.30%	87.27%	87.54%	87.26%	86.63%	88.09%	87.55%	87.12%	85.40%	82.60%
	Basos (Ex Telecom)		+	+	+	+	+	+	+	+	+	+	+	+
	Rural Telecom		+	+	+	+	+	+	+	+	+	+	+	+
	Sisal		+	+	+	+	+	+	+	+	+	+	+	+
	Telecel		80.77%	80.77%	46.89%	49.89%	49.89%	49.89%	49.89%	45.19%	45.19%	42.51%	38.42%	42.46%
	TESAM (Global Star)		+	+	+	+	+	+	+	+	+	+	+	+
	Claro		89.94%	89.94%	42.43%	42.18%	40.74%	41.51%	41.57%	38.99%	39.04%	39.04%	37.18%	38.58%
	Sig Telecom		+	+	+	+	+	+	+	+	+	+	+	+
	Telcelandia Fija		+	+	+	+	+	+	+	+	+	+	+	+
	Valtron		+	+	+	+	+	+	+	+	+	+	+	+
	Verizon Movil		80.18%	89.17%	89.86%	85.46%	85.46%	84.69%	82.77%	84.31%	85.09%	84.50%	83.40%	83.48%
	Verizon		+	+	+	+	+	+	+	+	+	+	+	+
	Winnet System Fija		+	89.56%	87.67%	87.04%	77.35%	85.94%	84.82%	84.43%	84.72%	80.98%	85.18%	82.14%
	Inversiones Móviles - NGN		68.45%	64.74%	64.80%	61.54%	58.66%	73.50%	84.41%	63.18%	54.22%	61.16%	80.34%	59.60%
	Fractal - NGN		90.96%	91.82%	90.64%	91.25%	92.01%	93.08%	93.60%	92.92%	85.56%	89.72%	91.53%	88.97%
	Internet		79.19%	79.19%	79.19%	79.19%	79.19%	79.19%	79.19%	79.19%	79.19%	79.19%	79.19%	79.19%
	Yachay		+	+	+	+	+	+	+	+	+	+	+	+
	10%	≥ 70.00%	99.81%	99.89%	99.93%	99.93%	99.93%	99.93%	99.93%	99.93%	99.93%	99.93%	99.93%	99.93%
	10%		99.44%	99.44%	99.44%	99.44%	99.44%	99.44%	99.44%	99.44%	99.44%	99.44%	99.44%	99.44%
	10%		17.63%	16.90%	17.09%	16.58%	49.56%	51.31%	51.97%	52.31%	50.65%	49.40%	53.91%	52.70%
	10%		80.17%	89.01%	89.17%	89.07%	82.31%	91.25%	95.03%	88.63%	91.31%	86.16%	89.83%	85.50%
* Para este periodo no se cuenta con llamadas.														

EMPRESA: Telefonica del Peru SAA
SERVICO: Servicio Publico Movil
AÑO: 2022

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)	≤ 1.00%	AMAZONAS	0.86%	1.27%	2.96%	2.92%	1.62%	1.94%	4.48%	1.60%	1.56%	1.42%	2.65%	
			ANCAH	0.77%	0.86%	0.65%	1.55%	1.34%	1.05%	0.84%	1.29%	1.26%	0.77%	0.68%	
			APURIMAC	0.45%	0.44%	0.74%	0.44%	0.37%	0.40%	0.33%	0.41%	0.38%	0.35%	0.34%	0.32%
			AREQUIPA	0.33%	0.36%	0.56%	0.50%	0.20%	0.29%	0.21%	0.27%	0.21%	0.40%	0.68%	0.60%
			AYACUCHO	0.75%	0.83%	0.83%	1.20%	0.41%	0.45%	0.48%	0.51%	0.56%	0.44%	0.50%	
			CAJAMARCA	0.73%	0.96%	0.90%	0.68%	0.73%	1.13%	0.92%	0.86%	0.89%	0.81%	0.65%	0.66%
			CUSCO	0.38%	0.53%	1.52%	0.48%	1.39%	2.41%	2.46%	0.38%	0.46%	0.49%	0.30%	0.37%
			HUANCAVELICA	0.47%	0.48%	0.62%	0.51%	0.67%	0.63%	0.72%	0.78%	0.63%	0.63%	0.62%	
			HUANUCO	0.43%	0.59%	1.11%	1.80%	0.60%	0.95%	0.46%	0.51%	0.57%	0.62%	0.98%	0.71%
			ICA	0.19%	0.25%	0.32%	0.37%	0.20%	0.23%	0.23%	0.24%	0.23%	0.40%	0.20%	0.21%
			UNIN	0.44%	0.94%	1.18%	0.90%	0.57%	0.73%	1.33%	1.26%	0.55%	1.48%	0.38%	
			LA LIBERTAD	0.51%	0.49%	0.42%	0.50%	0.50%	0.47%	0.38%	0.50%	0.38%	0.39%	0.37%	
			LAMBAYEQUE	0.54%	0.78%	0.91%	0.20%	0.35%	0.35%	0.31%	0.34%	0.78%	0.44%	0.52%	
			LIMA	0.47%	0.52%	0.74%	0.90%	0.65%	0.47%	1.02%	0.63%	0.83%	0.60%	0.90%	0.92%
			LORETO	0.47%	1.17%	0.49%	0.44%	1.30%	0.70%	0.87%	0.63%	1.57%	1.26%	0.48%	0.54%
			MADRE DE DIOS	0.14%	0.48%	0.51%	0.42%	0.52%	0.42%	0.54%	0.48%	0.48%	0.47%	0.48%	
			MOQUEGUA	0.16%	0.14%	0.15%	0.17%	0.97%	0.42%	0.79%	0.31%	0.22%	0.15%	0.79%	0.18%
			PASCO	0.29%	0.25%	0.25%	0.81%	0.25%	0.24%	2.13%	0.37%	0.27%	0.28%	0.62%	0.88%
			PURAS	0.96%	0.52%	0.44%	0.44%	0.58%	0.58%	0.40%	0.57%	0.42%	0.45%	0.47%	
			PUNO	0.50%	0.42%	1.15%	0.57%	0.39%	1.46%	0.68%	2.59%	3.04%	0.88%	0.60%	1.80%
			SAN MARTIN	0.62%	0.60%	0.65%	1.96%	0.52%	0.63%	0.53%	0.46%	0.50%	0.63%	0.78%	0.55%
			TACNA	0.18%	0.20%	0.29%	0.30%	1.91%	0.92%	0.90%	0.69%	0.88%	0.30%	0.29%	
			TUMBES	1.33%	0.32%	0.19%	0.21%	0.89%	0.20%	0.84%	0.23%	0.19%	0.38%	0.13%	0.30%
			UCAYALI	0.72%	0.93%	0.69%	1.03%	0.49%	1.51%	2.03%	3.11%	2.41%	2.48%	2.45%	1.04%
Tasa de Llamadas Interrumpidas	Total de Llamadas Interrumpidas del Total de Llamadas Establecidas (por departamento y la Provincia Constitucional del Callao)	≤ 2.00%	AMAZONAS	0.81%	1.05%	1.00%	0.89%	0.88%	0.91%	1.01%	0.90%	1.07%	0.89%	0.84%	
			ANCAH	0.70%	0.98%	0.57%	0.69%	0.74%	0.74%	0.75%	0.68%	0.62%	0.59%	0.51%	
			APURIMAC	0.62%	0.64%	0.66%	0.65%	0.61%	0.61%	0.64%	0.74%	0.81%	0.64%	0.67%	
			AREQUIPA	0.38%	0.39%	0.40%	0.38%	0.40%	0.38%	0.38%	0.39%	0.44%	0.45%	0.38%	
			AYACUCHO	0.60%	0.62%	0.62%	0.64%	0.63%	0.61%	0.66%	0.61%	0.59%	0.68%	0.59%	0.56%
			CAJAMARCA	0.79%	0.78%	0.79%	0.84%	0.82%	0.84%	0.78%	0.89%	0.82%	0.80%	0.74%	
			CUSCO	0.65%	0.66%	0.65%	0.65%	0.61%	0.62%	0.62%	0.61%	0.62%	0.57%	0.55%	0.50%
			HUANCAVELICA	0.76%	0.80%	0.86%	0.77%	0.77%	0.81%	1.13%	1.07%	1.10%	0.91%	1.02%	
			HUANUCO	0.69%	0.69%	0.95%	0.77%	0.69%	0.87%	0.69%	0.73%	0.79%	0.93%	0.51%	
			ICA	0.31%	0.32%	0.30%	0.30%	0.34%	0.29%	0.39%	0.36%	0.46%	0.67%	0.31%	
			UNIN	0.46%	0.48%	0.49%	0.51%	0.44%	0.50%	0.29%	0.54%	0.46%	0.53%	0.60%	0.43%
			LAMBAYEQUE	0.46%	0.38%	0.43%	0.41%	0.40%	0.41%	0.40%	0.41%	0.41%	0.41%	0.39%	
			LAMBAYEQUE	0.41%	0.36%	0.31%	0.29%	0.29%	0.29%	0.33%	0.29%	0.33%	0.31%	0.28%	
			LIMA	0.44%	0.51%	0.50%	0.50%	0.49%	0.49%	0.49%	0.49%	0.49%	0.49%	0.49%	
			LORETO	0.50%	0.62%	0.42%	0.44%	0.49%	0.47%	0.47%	0.47%	0.47%	0.47%	0.44%	
			MADRE DE DIOS	0.29%	0.31%	0.30%	0.30%	0.31%	0.31%	0.31%	0.31%	0.31%	0.31%	0.31%	
			MOQUEGUA	0.23%	0.24%	0.23%	0.23%	0.23%	0.23%	0.23%	0.23%	0.23%	0.23%	0.21%	
			PASCO	0.47%	0.55%	0.52%	0.54%	0.59%	0.59%	0.59%	0.59%	0.59%	0.62%	0.39%	
			PURAS	0.48%	0.42%	0.40%	0.41%	0.41%	0.41%	0.41%	0.41%	0.41%	0.41%	0.41%	
			PUNO	0.40%	0.44%	0.51%	0.47%	0.39%	0.43%	0.46%	0.56%	0.57%	0.43%	0.47%	
			SAN MARTIN	0.72%	0.65%	0.64%	0.65%	0.66%	0.68%	0.61%	0.56%	0.60%	0.64%	0.59%	
			TACNA	0.34%	0.37%	0.42%	0.40%	0.45%	0.45%	0.45%	0.45%	0.45%	0.44%	0.33%	
			TUMBES	0.34%	0.30%	0.30%	0.30%	0.39%	0.34%	0.35%	0.37%	0.41%	0.31%	0.40%	
			UCAYALI	0.45%	0.45%	0.44%	0.60%	0.41%	0.55%	0.50%	0.85%	0.52%	0.49%	0.94%	0.75%