

EMPRESA: Telefonica del Peru SAA
SERVICO: Telefonía Fija
AÑO: 2023

INDICADOR	FORMULA	META	ENERO	FEBRERO	MARZO	ABRIL	MAYO	JUNIO	JULIO	AGOSTO	SEPTIEMBRE	OCTUBRE	NOVIEMBRE	DICIEMBRE
Tasa de Incidencia de Fallas	Averías Reportadas / Líneas en Servicio	≤ 1.60%	0.11%	0.33%	0.24%	0.22%	0.33%	0.48%	0.43%	0.61%	0.99%	0.99%	1.13%	1.13%
	Averías Reportadas / Total de Averías Reportadas	< 24 Hrs	20.41%	20.81%	31.16%	37.85%	39.10%	50.00%	50.24%	53.88%	64.63%	63.36%	60.07%	55.46%
Tasa de Llamadas Complejas	Llamadas Completadas / Total de Intentos de Llamadas	≥ 95.00%	99.65%	99.64%	99.68%	99.71%	99.73%	99.76%	99.72%	99.75%	99.78%	99.73%	99.73%	99.73%
	Local		99.65%	99.64%	99.68%	99.71%	99.73%	99.76%	99.72%	99.75%	99.78%	99.73%	99.73%	99.73%
	LDN		99.65%	99.64%	99.68%	99.71%	99.73%	99.76%	99.72%	99.75%	99.78%	99.73%	99.73%	99.73%
	LDI	-	98.90%	98.93%	98.89%	98.91%	98.94%	98.97%	98.92%	98.94%	98.91%	98.90%	98.92%	98.90%
	Ampliación		49.27%	51.21%	47.89%	43.17%	46.90%	50.51%	53.43%	53.48%	46.47%	49.64%	49.43%	48.18%
	Ampliación LD		+	+	+	+	+	+	+	+	+	+	+	+
	Anura		91.96%	85.11%	89.93%	91.26%	92.39%	92.83%	92.43%	93.36%	91.58%	91.61%	93.09%	94.19%
	Comercial		74.90%	67.00%	68.84%	70.61%	78.42%	69.15%	76.69%	75.46%	72.24%	64.16%	60.11%	64.44%
	Guatemala		+	+	+	+	+	+	+	+	+	+	+	+
	Global To Home		13.86%	11.46%	5.11%	9.97%	14.14%	12.93%	6.35%	10.37%	6.56%	10.22%	10.35%	11.97%
	Global Backhome		+	+	+	+	+	+	+	+	+	+	+	+
	Int		+	+	+	+	+	+	+	+	+	+	+	+
	Level 3 (Global Crossing, Ex Impuls)		58.42%	62.03%	49.90%	52.64%	55.69%	44.55%	52.21%	57.07%	50.13%	51.23%	25.24%	36.32%
	Indicadores		50.22%	59.63%	31.94%	33.33%	10.80%	7.62%	66.67%	0.00%	0.00%	0.00%	0.00%	0.00%
	Inversiones CSA Fija		+	+	+	+	+	+	+	+	+	+	+	+
	IP Telefonía Fija		+	+	+	+	+	+	+	+	+	+	+	+
	ISDN (Ex Telecom)		+	+	+	+	+	+	+	+	+	+	+	+
	Telefonía Móviles		60.40%	60.16%	61.79%	64.52%	62.09%	62.67%	61.84%	61.38%	57.48%	59.31%	60.29%	63.28%
	MultiMedia VoIP		+	+	+	+	+	+	+	+	+	+	+	+
	Surfing		+	+	+	+	+	+	+	+	+	+	+	+
	Entel (Ex Neotel)		28.81%	30.08%	27.80%	27.00%	29.57%	32.64%	30.37%	30.27%	31.68%	32.29%	32.14%	34.92%
	Nelcom		85.68%	85.33%	84.99%	83.82%	85.80%	80.50%	82.54%	85.90%	82.05%	82.74%	81.20%	79.68%
	Optical IP		+	+	+	+	+	+	+	+	+	+	+	+
	Peruair		+	+	+	+	+	+	+	+	+	+	+	+
	Rural Telecom		+	+	+	+	+	+	+	+	+	+	+	+
	Snel		+	+	+	+	+	+	+	+	+	+	+	+
	Trinex		42.63%	42.63%	39.68%	42.12%	38.02%	42.60%	40.33%	41.78%	40.58%	41.48%	41.40%	45.92%
	TESAM (Global Star)		+	+	+	+	+	+	+	+	+	+	+	+
	Claro		39.79%	37.92%	34.16%	33.87%	33.62%	36.05%	36.58%	37.26%	36.67%	37.11%	38.56%	38.66%
	Sky Telecom		+	+	+	+	+	+	+	+	+	+	+	+
	Teleandina Fija		+	+	+	+	+	+	+	+	+	+	+	+
	Valtron		+	+	+	+	+	+	+	+	+	+	+	+
	Velvet		34.30%	33.97%	33.61%	34.31%	34.40%	38.93%	39.60%	37.07%	37.33%	38.40%	35.28%	43.67%
	Winer System Fija		85.61%	85.02%	83.98%	85.73%	83.98%	75.31%	76.92%	75.82%	70.26%	63.85%	23.93%	0.00%
	Operador Ingreso - NEIN		73.69%	61.99%	84.82%	89.90%	73.24%	67.53%	74.93%	86.19%	88.61%	86.97%	82.69%	82.69%
	Francia - NEIN		88.38%	81.49%	73.80%	85.14%	88.52%	87.57%	87.52%	89.71%	87.51%	88.30%	88.91%	84.39%
	Internas		74.41%	75.99%	76.88%	85.39%	82.87%	72.30%	80.71%	89.35%	83.99%	86.90%	92.4%	92.4%
	Internas		89.43%	88.05%	87.72%	80.02%	69.11%	49.60%	78.98%	66.18%	67.74%	87.20%	87.20%	87.20%
	Int	≥ 70.0%	99.95%	99.95%	99.95%	99.95%	99.95%	99.95%	99.95%	99.95%	99.95%	99.95%	99.95%	99.95%
	18XX	-	99.30%	99.30%	100.00%	100.00%	97.78%	98.11%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	18XX	-	52.79%	51.48%	52.46%	50.78%	51.94%	54.99%	41.44%	53.29%	51.35%	52.48%	54.84%	59.68%
	0 800 XXXX	-	81.41%	84.76%	83.89%	83.99%	82.02%	82.08%	83.34%	85.08%	84.01%	82.24%	81.19%	80.15%
* Para este periodo no se cuenta con llamadas														

EMPRESA: Telefonica del Peru SAA
SERVICO: Servicio Publico Movil
AÑO: 2023

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)	≤ 3.00%	AMAZONAS	1.18%	1.47%	1.03%	0.51%	1.25%	0.81%	1.22%	0.87%	2.07%	0.93%	1.16%	0.86%
			ANCASH	0.61%	0.74%	0.74%	0.65%	1.30%	0.92%	0.86%	0.85%	0.81%	0.99%	0.62%	0.63%
			APURIMAC	0.32%	0.36%	0.33%	0.31%	0.33%	0.51%	2.18%	0.32%	0.68%	0.66%	0.77%	0.71%
			AREQUIPA	0.34%	0.48%	0.54%	0.47%	0.66%	0.50%	0.92%	0.89%	0.98%	1.06%	1.20%	1.13%
			AYACUCHO	0.35%	0.30%	0.28%	0.06%	0.46%	0.39%	0.48%	0.54%	0.49%	0.54%	0.67%	0.32%
			CAJAMARCA	0.67%	1.04%	0.86%	0.58%	0.61%	0.89%	1.27%	0.74%	1.21%	0.93%	1.06%	1.35%
			CUSCO	0.64%	0.99%	1.04%	0.51%	1.38%	0.81%	1.48%	1.20%	1.42%	1.28%	1.38%	1.48%
			HUANCAVELICA	1.34%	0.99%	0.51%	1.34%	0.61%	0.89%	0.60%	0.67%	0.66%	0.66%	0.66%	0.60%
			HUANUCO	0.55%	0.34%	0.37%	3.67%	2.06%	0.72%	1.64%	0.89%	2.77%	3.08%	4.18%	1.64%
			ICA	1.10%	0.28%	0.87%	0.68%	1.09%	0.39%	0.38%	0.25%	0.54%	1.09%	1.06%	1.09%
			JUNIN	0.33%	0.28%	0.28%	0.33%	0.43%	0.36%	0.27%	0.46%	1.60%	2.01%	2.27%	0.84%
			LA LIBERTAD	0.36%	0.44%	1.41%	0.81%	0.40%	0.52%	0.62%	0.61%	1.36%	0.99%	0.68%	0.78%
			LAMAYQUEQUE	0.21%	0.29%	1.23%	1.39%	0.97%	0.39%	0.27%	0.53%	0.33%	1.09%	1.20%	2.13%
			LIMA	0.98%	0.73%	0.82%	0.87%	1.03%	0.55%	0.36%	0.50%	0.62%	0.92%	0.50%	0.60%
			LORITO	0.69%	1.87%	0.50%	0.76%	0.63%	0.66%	0.61%	0.52%	1.87%	0.88%	1.48%	0.61%
			MADRE DE DIOS	0.43%	0.40%	0.43%	0.43%	0.40%	0.43%	0.40%	0.43%	0.40%	0.43%	0.40%	0.43%
			MOQUEGUA	0.13%	1.08%	0.13%	0.22%	1.10%	0.48%	0.14%	0.14%	0.93%	0.20%	0.96%	0.23%
			PASCO	0.73%	1.03%	0.19%	0.52%	0.59%	3.00%	0.72%	1.62%	1.64%	1.53%	3.41%	0.77%
			PIURA	0.87%	1.05%	0.57%	0.87%	0.47%	0.87%	0.45%	0.87%	0.45%	0.87%	0.45%	0.87%
			PUNO	1.02%	1.05%	0.50%	0.46%	0.59%	1.22%	1.13%	2.20%	2.08%	2.88%	1.93%	1.93%
			SAN MARTIN	0.43%	0.63%	0.76%	0.65%	0.53%	0.49%	0.45%	0.56%	1.58%	1.91%	0.46%	0.51%
			TACNA	0.43%	0.18%	0.52%	0.41%	2.27%	1.87%	0.18%	0.36%	2.31%	0.68%	1.64%	0.87%
			TUMBES	1.38%	0.15%	1.10%	0.48%	0.15%	0.31%	0.89%	2.14%	0.95%	1.21%	0.65%	0.83%
			UCAYALI	1.37%	1.28%	1.79%	2.38%	1.33%	1.46%	1.44%	2.60%	1.01%	1.97%	1.72%	1.97%
			Tasa de Llamadas Interrumpidas	Total de Llamadas Interrumpidas del Total de Llamadas Establecidas (por departamento y la Provincia Constitucional del Callao)	≤ 2.00%	AMAZONAS	0.88%	0.88%	1.11%	0.85%	0.92%	0.78%	1.09%	0.85%	1.78%
ANCASH	0.49%	0.47%				0.53%	0.56%	0.58%	0.58%	0.58%	0.58%	0.97%	1.01%	1.03%	0.95%
APURIMAC	0.58%	0.88%				0.82%	0.58%	0.71%	0.40%	0.68%	0.62%	1.85%	1.63%	1.50%	0.71%
AREQUIPA	0.33%	0.36%				0.39%	0.40%	0.38%	0.34%	0.33%	0.38%	1.31%	1.00%	1.13%	1.22%
AYACUCHO	0.48%	0.50%				0.52%	0.48%	0.48%	0.48%	0.48%	0.48%	0.48%	0.48%	0.48%	0.48%
CAJAMARCA	0.72%	0.83%				0.88%	0.71%	0.75%	0.76%	0.76%	0.76%	1.39%	1.51%	1.43%	1.43%
CUSCO	0.48%	0.50%				0.52%	0.53%	0.53%	0.53%	0.48%	0.49%	1.61%	1.29%	1.38%	1.47%
HUANCAVELICA	0.96%	0.87%				1.20%	1.09%	1.10%	0.94%	0.94%	0.92%	1.81%	2.00%	1.97%	2.00%
HUANUCO	0.43%	0.44%				0.49%	0.62%	0.60%	0.64%	0.57%	0.86%	0.80%	0.91%	0.87%	0.87%
ICA	0.30%	0.28%				0.33%	0.26%	0.29%	0.30%	0.26%	0.29%	1.09%	0.77%	0.85%	0.92%
LIMA	0.41%	0.43%				0.44%	0.41%	0.41%	0.38%	0.38%	1.25%	0.77%	0.84%	0.82%	0.82%
LA LIBERTAD	0.37%	0.38%				0.47%	0.41%	0.36%	0.40%	0.38%	0.40%	0.97%	0.99%	0.99%	0.98%
LAMAYQUEQUE	0.30%	0.33%				0.46%	0.33%	0.33%	0.32%	0.38%	0.77%	0.84%	0.86%	0.86%	0.86%
LIMA	0.61%	0.65%				0.58%	0.58%	0.63%	0.60%	0.58%	0.62%	1.16%	1.13%	1.16%	1.19%
LORITO	0.30%	0.37%				0.37%	0.47%	0.40%	0.39%	0.40%	0.39%	1.25%	0.89%	0.93%	0.87%
MADRE DE DIOS	0.28%	0.40%				0.38%	0.40%	0.36%	0.37%	0.36%	0.34%	0.84%	0.84%	0.84%	0.84%
MOQUEGUA	0.24%	0.30%				0.28%	0.36%	0.28%	0.27%	0.28%	0.79%	0.58%	0.79%	0.64%	0.64%
PASCO	0.53%	0.47%				0.45%	0.46%	0.47%	0.45%	0.49%	0.65%	0.65%	0.64%	0.65%	0.65%
PIURA	0.41%	0.46%				0.55%	0.45%	0.44%	0.44%	0.44%	0.44%	0.44%	0.44%	0.44%	0.44%
PUNO	0.40%	0.42%				0.60%	0.40%	0.47%	0.47%	0.48%	0.52%	1.67%	1.20%	1.20%	1.29%
SAN MARTIN	0.63%	0.67%				0.64%	0.67%	0.68%	0.63%	0.59%	0.60%	1.10%	1.27%	1.12%	1.05%
TACNA	0.34%	0.30%				0.32%	0.32%	0.37%	0.36%	0.32%	0.34%	1.23%	0.77%	0.77%	0.99%
TUMBES	0.37%	0.38%				0.43%	0.43%	0.48%	0.43%	0.48%	0.43%	0.93%	0.93%	0.93%	0.93%
UCAYALI	0.63%	0.68%				0.83%	0.75%	0.72%	0.71%	0.55%	0.51%	1.16%	0.93%	0.98%	0.85%