

| INDICADOR | FORMULA | META | JAN | FEBRERO | MARZO | ABRIL | MAYO | JUNIO | JULIO | AGOSTO | SEPTIEMBRE | OCTUBRE | NOVIEMBRE | DICIEMBRE** | |
|------------------------------|--|----------|----------|---------|--------|--------|--------|--------|--------|--------|------------|---------|-----------|-------------|--------|
| Tasa de Incidencia de Fallas | Averias Reportadas / Líneas en Servicio | < 1.00% | 0.93% | 0.74% | 0.75% | 0.79% | 0.86% | 0.96% | 0.91% | 0.99% | 0.97% | 0.94% | 0.00% | 0.01% | |
| | Averias Reparadas Total de Averias Reportadas | < 24 Hrs | 44.93% | 50.30% | 47.04% | 45.92% | 48.87% | 33.42% | 35.15% | 28.95% | 29.46% | 29.93% | 36.73% | 39.39% | |
| | Llamadas Completadas / Total de Intentos de Llamadas | Local | > 95.00% | 99.56% | 99.61% | 99.63% | 99.72% | 99.70% | 99.67% | 99.71% | 99.69% | 99.71% | 99.74% | 99.75% | 99.68% |
| | Inter | - | 99.40% | 99.40% | 99.40% | 99.40% | 99.40% | 99.40% | 99.40% | 99.40% | 99.40% | 99.40% | 99.40% | 99.40% | 99.40% |
| | LoI | - | 98.63% | 98.86% | 99.02% | 99.12% | 99.09% | 99.03% | 99.07% | 98.99% | 99.03% | 98.97% | 98.99% | 98.99% | 98.99% |
| | Americantel | - | 58.71% | 34.30% | 28.02% | 46.50% | 65.57% | 57.08% | 52.88% | 56.88% | 70.45% | 57.24% | 58.99% | 58.80% | 58.80% |
| | Amtel LD | - | 64.70% | 76.52% | 85.40% | 91.21% | 93.14% | 90.54% | 91.53% | 91.77% | 89.14% | 87.96% | 87.24% | 76.66% | 76.66% |
| | Celular | - | 74.34% | 73.00% | 78.07% | 76.49% | 78.76% | 80.85% | 73.22% | 76.81% | 65.22% | 77.11% | 71.21% | 75.48% | 75.48% |
| | Convergida | - | 74.34% | 73.00% | 78.07% | 76.49% | 78.76% | 80.85% | 73.22% | 76.81% | 65.22% | 77.11% | 71.21% | 75.48% | 75.48% |
| | Gamscom | * | * | * | * | * | * | * | * | * | * | * | * | * | |
| | Gilat Satcom | - | 20.35% | 17.61% | 16.67% | 16.77% | 13.02% | 15.40% | 17.21% | 19.97% | 19.29% | 12.40% | 18.96% | 21.20% | 21.20% |
| | Global Backbone | - | 20.35% | 17.61% | 16.67% | 16.77% | 13.02% | 15.40% | 17.21% | 19.97% | 19.29% | 12.40% | 18.96% | 21.20% | 21.20% |
| | IPTT | - | * | * | * | * | * | * | * | * | * | * | * | * | |
| | Level 3 (Global Crossing, Ex Impac) | - | 74.85% | 77.40% | 75.51% | 73.81% | 76.54% | 77.91% | 56.03% | 58.80% | 89.20% | 79.80% | 59.17% | 81.49% | 81.49% |
| | Level 3 (Global Crossing, Ex Impac) | ASR | 74.85% | 77.40% | 75.51% | 73.81% | 76.54% | 77.91% | 56.03% | 58.80% | 89.20% | 79.80% | 59.17% | 81.49% | 81.49% |
| | Inversiones OSA Fila | - | 83.37% | 83.05% | 58.08% | 83.65% | 70.07% | 79.96% | 70.62% | 74.27% | 81.67% | 73.81% | 73.42% | 75.71% | 75.71% |
| | IP Telefonía Fija | - | * | * | * | * | * | * | * | * | * | * | * | * | |
| | IBASIS (Ex Telecom) | - | * | * | * | * | * | * | * | * | * | * | * | * | |
| | Total Internet | - | 53.38% | 52.59% | 52.73% | 52.15% | 52.46% | 52.05% | 50.75% | 51.06% | 51.51% | 50.10% | 52.44% | 52.54% | 52.54% |
| | Multimedia VoIP | - | * | * | * | * | * | * | * | * | * | * | * | * | |
| | National | - | * | * | * | * | * | * | * | * | * | * | * | * | |
| | Entel (Ex Nortel) | - | 49.00% | 45.65% | 43.82% | 42.25% | 42.21% | 36.08% | 37.50% | 42.25% | 40.00% | 39.47% | 36.21% | 35.21% | 35.21% |
| | Entel (Ex Nortel) | ASR | 88.83% | 81.95% | 88.45% | 91.74% | 88.64% | 92.71% | 94.17% | 93.38% | 94.19% | 94.69% | 93.69% | 94.34% | 94.34% |
| | Optical IP | - | 80.65% | 73.96% | 70.62% | 77.23% | 71.36% | 82.51% | 78.37% | 86.00% | 84.87% | 83.71% | 84.87% | 84.87% | 84.87% |
| | Prensa | - | * | * | * | * | * | * | * | * | * | * | * | * | |
| | Rumah Telecom | - | * | * | * | * | * | * | * | * | * | * | * | * | |
| | Sitel | - | * | * | * | * | * | * | * | * | * | * | * | * | |
| | Telmex | - | 67.94% | 69.28% | 68.04% | 62.38% | 64.00% | 58.01% | 67.93% | 66.20% | 66.37% | 52.45% | 52.39% | 52.39% | 52.39% |
| | TFSA (Global Star) | - | * | * | * | * | * | * | * | * | * | * | * | * | |
| | Claro | - | 37.77% | 38.95% | 40.13% | 41.01% | 38.31% | 38.49% | 38.71% | 39.33% | 41.34% | 40.72% | 40.19% | 41.41% | 41.41% |
| | Sky Telecom | - | * | * | * | * | * | * | * | * | * | * | * | * | |
| | Telcelanda Fija | - | * | * | * | * | * | * | * | * | * | * | * | * | |
| | ViaSat | - | * | * | * | * | * | * | * | * | * | * | * | * | |
| | Vitel | Móvil | 45.00% | 44.74% | 41.14% | 44.62% | 27.58% | 25.61% | 26.46% | 26.71% | 28.88% | 30.03% | 27.88% | 29.03% | 29.03% |
| | Vitel | - | * | * | * | * | * | * | * | * | * | * | * | * | |
| | Winmax System Fijo | - | 87.37% | 85.72% | 80.66% | 84.85% | 84.07% | 87.89% | 83.40% | 76.32% | 88.44% | 87.75% | 84.52% | 89.20% | 89.20% |
| | Entel (Ex Nortel) - NGN | - | * | * | * | * | * | * | * | * | * | * | * | * | |
| | Operador Ingresa - NGN | - | 34.27% | 38.49% | 40.03% | 43.60% | 42.84% | 39.74% | 39.87% | 44.34% | 42.99% | 40.13% | 48.48% | 42.54% | 42.54% |
| | Fravatel - NGN | - | 98.62% | 78.38% | 62.45% | 77.90% | 75.27% | 87.30% | 93.18% | 92.01% | 89.80% | 62.85% | 94.63% | 75.07% | 75.07% |
| | Intertel - NGN | - | * | * | * | * | * | * | * | * | * | * | * | * | |
| | IPX | - | 56.81% | 56.64% | 58.54% | 52.20% | 97.26% | 96.03% | 99.67% | 99.77% | 99.77% | 99.77% | 99.77% | 99.77% | 99.77% |
| | 19xx | - | 59.23% | 59.52% | 59.89% | 60.61% | 60.67% | 56.99% | 50.38% | 55.10% | 56.12% | 20.93% | 58.52% | 58.52% | 58.52% |
| | 0 800 XXXX | - | 89.99% | 90.24% | 91.41% | 91.00% | 89.63% | 89.40% | 89.97% | 90.71% | 90.29% | 89.71% | 89.71% | 89.71% | 89.71% |

** Se actualizaron los valores del TIF considerando lo remitido en el reporte R.

| INDICADOR | | FORMULA | META | JANERO | FEBRERO | MARZO | ABRIL | MAYO | JUNIO | JULIO | AGOSTO | SEPTIEMBRE | OCTUBRE | NOVIEMBRE | DICIEMBRE | |
|---|--|----------|---------------|--------|---------|-------|-------|-------|-------|-------|--------|------------|---------|-----------|-----------|-------|
| Tasa de Intentos No Establecidos / Total de Intentos (por departamento y la Provincia Constitucional del Callao) | Número de Intentos No Establecidos / Total de Intentos (por departamento y la Provincia Constitucional del Callao) | \$ 3.000 | AMAZONAS | 0.94% | 1.13% | 1.18% | 1.90% | 1.04% | 2.88% | 1.55% | 1.94% | 2.53% | 3.28% | 1.55% | 2.28% | |
| | | | ANASH | 0.24% | 0.24% | 0.24% | 0.46% | 0.24% | 0.61% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% |
| | | | APURIMAC | 0.58% | 0.61% | 0.65% | 0.69% | 0.60% | 0.77% | 0.75% | 0.62% | 0.57% | 0.73% | 0.63% | 0.54% | 0.54% |
| | | | AREQUIPA | 0.40% | 0.39% | 0.43% | 0.53% | 0.41% | 0.41% | 0.63% | 0.74% | 0.56% | 0.53% | 0.32% | 0.45% | 0.63% |
| | | | AYACUCHO | 1.95% | 1.79% | 1.69% | 0.93% | 1.16% | 1.11% | 0.56% | 1.27% | 1.00% | 0.57% | 1.27% | 1.27% | 1.27% |
| | | | CAJAMARCA | 1.74% | 1.74% | 1.74% | 1.74% | 1.74% | 1.74% | 1.74% | 1.74% | 1.74% | 1.74% | 1.74% | 1.74% | 1.74% |
| | | | CUSCO | 0.55% | 1.10% | 0.65% | 1.52% | 0.82% | 0.59% | 0.71% | 0.58% | 0.82% | 0.75% | 0.67% | 0.55% | 0.55% |
| | | | HUANCAVELICA | 1.15% | 0.98% | 1.30% | 1.34% | 1.40% | 2.27% | 1.29% | 0.98% | 0.95% | 2.20% | 2.41% | 0.90% | 0.90% |
| | | | HUANUCO | 0.27% | 0.31% | 0.40% | 0.35% | 0.27% | 0.79% | 0.27% | 0.27% | 0.27% | 0.27% | 0.27% | 0.27% | 0.27% |
| | | | JUNIN | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% |
| | | | LA LIBERTAD | 0.62% | 0.66% | 0.52% | 0.44% | 0.51% | 1.25% | 0.94% | 0.43% | 0.55% | 0.77% | 0.78% | 0.66% | 0.66% |
| | | | LAMBAYEQUE | 0.42% | 0.20% | 0.31% | 0.25% | 0.36% | 0.44% | 1.69% | 0.21% | 0.21% | 0.21% | 0.19% | 0.19% | 0.19% |
| | | | LORETO | 0.51% | 0.52% | 1.46% | 2.64% | 3.55% | 0.90% | 2.35% | 1.64% | 3.10% | 1.99% | 1.28% | 3.81% | 3.81% |
| | | | MAGRE DE DIOS | 0.26% | 0.21% | 0.39% | 0.35% | 0.40% | 0.82% | 0.43% | 0.44% | 0.53% | 0.66% | 0.65% | 0.66% | 0.66% |
| | | | MAZORCA | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% |
| | | | PASCO | 0.44% | 0.50% | 0.55% | 0.56% | 0.53% | 0.47% | 1.00% | 0.44% | 0.39% | 0.29% | 0.27% | 0.26% | 0.26% |
| | | | PILURA | 0.48% | 0.33% | 0.74% | 0.67% | 1.14% | 0.60% | 0.27% | 0.41% | 0.38% | 0.47% | 0.24% | 0.41% | 0.41% |
| | | | PUNO | 0.91% | 0.84% | 0.93% | 0.93% | 0.58% | 0.58% | 1.27% | 0.83% | 0.80% | 0.70% | 2.88% | 1.13% | 1.13% |
| | | | SAN MARTIN | 0.51% | 0.66% | 0.67% | 0.68% | 0.68% | 0.58% | 0.58% | 0.58% | 0.62% | 0.62% | 0.52% | 0.52% | 0.52% |
| | | | TACNA | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.21% | 0.21% | 0.21% |
| | | | TUMBES | 0.22% | 0.23% | 0.90% | 0.31% | 0.72% | 0.44% | 1.20% | 0.37% | 1.21% | 1.49% | 0.41% | 0.24% | 0.24% |
| | | | UCAYALI | 0.80% | 0.83% | 0.61% | 0.87% | 0.75% | 2.20% | 0.81% | 0.74% | 0.87% | 0.92% | 0.73% | 0.73% | 0.73% |
| Tasa de Llamadas Interrumpidas / Total de Llamadas Establecidas (por departamento y la Provincia Constitucional del Callao) | Total de Llamadas Interrumpidas / Total de Llamadas Establecidas (por departamento y la Provincia Constitucional del Callao) | \$ 2.000 | AMAZONAS | 0.95% | 0.82% | 0.82% | 0.93% | 0.93% | 0.93% | 1.10% | 0.85% | 0.85% | 0.85% | 1.07% | 0.93% | 0.93% |
| | | | ANASH | 0.42% | 0.58% | 0.51% | 0.72% | 0.51% | 0.71% | 0.51% | 0.51% | 0.51% | 0.73% | 0.73% | 0.52% | 0.52% |
| | | | APURIMAC | 0.69% | 0.83% | 0.82% | 0.87% | 0.78% | 0.75% | 0.91% | 0.84% | 0.80% | 0.63% | 0.66% | 0.68% | 0.68% |
| | | | AREQUIPA | 0.40% | 0.43% | 0.49% | 0.51% | 0.46% | 0.41% | 0.44% | 0.47% | 0.47% | 0.41% | 0.45% | 0.41% | 0.38% |
| | | | CAJAMARCA | 0.64% | 0.64% | 0.64% | 0.64% | 0.64% | 0.64% | 0.64% | 0.64% | 0.64% | 0.64% | 0.64% | 0.64% | 0.64% |
| | | | CUSCO | 0.45% | 0.58% | 0.59% | 0.59% | 0.57% | 0.58% | 0.64% | 0.66% | 0.71% | 0.67% | 0.65% | 0.62% | 0.62% |
| | | | HUANCAVELICA | 0.98% | 0.97% | 1.16% | 1.32% | 1.67% | 1.89% | 1.53% | 1.62% | 1.54% | 1.44% | 0.96% | 0.89% | 0.89% |
| | | | HUANUCO | 0.74% | 0.78% | 0.85% | 0.85% | 0.85% | 0.85% | 0.77% | 0.77% | 0.77% | 0.69% | 0.72% | 0.72% | 0.72% |
| | | | JUNIN | 0.65% | 0.48% | 0.46% | 0.48% | 0.49% | 0.48% | 0.52% | 0.53% | 0.52% | 0.52% | 0.51% | 0.47% | 0.47% |
| | | | LA LIBERTAD | 0.47% | 0.54% | 0.53% | 0.61% | 0.54% | 0.56% | 0.50% | 0.50% | 0.48% | 0.50% | 0.43% | 0.43% | 0.43% |
| | | | LAMBAYEQUE | 0.33% | 0.31% | 0.34% | 0.34% | 0.34% | 0.34% | 0.35% | 0.35% | 0.35% | 0.35% | 0.33% | 0.33% | 0.33% |
| | | | LMR | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% |
| | | | LORETO | 0.52% | 0.54% | 0.88% | 1.55% | 1.88% | 0.50% | 1.39% | 0.97% | 0.85% | 0.61% | 0.52% | 1.17% | 1.17% |
| | | | MAGRE DE DIOS | 0.25% | 0.39% | 0.36% | 0.42% | 0.65% | 0.48% | 1.03% | 0.53% | 0.39% | 0.42% | 0.34% | 0.37% | 0.37% |
| | | | MAZORCA | 0.34% | 0.34% | 0.35% | 0.35% | 0.35% | 0.35% | 0.32% | 0.32% | 0.32% | 0.32% | 0.32% | 0.32% | 0.32% |
| | | | PASCO | 0.34% | 0.35% | 0.37% | 0.37% | 0.37% | 0.37% | 0.37% | 0.37% | 0.37% | 0.37% | 0.37% | 0.37% | 0.37% |
| | | | PILURA | 0.38% | 0.41% | 0.49% | 0.50% | 0.75% | 0.46% | 0.46% | 0.41% | 0.44% | 0.38% | 0.44% | 0.44% | 0.44% |
| | | | PUNO | 0.41% | 0.56% | 0.64% | 0.57% | 0.58% | 0.58% | 0.53% | 0.53% | 0.63% | 0.50% | 0.53% | 0.46% | 0.46% |
| | | | SAN MARTIN | 0.74% | 0.78% | 0.75% | 0.74% | 0.74% | 0.74% | 0.68% | 0.68% | 0.74% | 0.74% | 0.74% | 0.74% | 0.74% |
| | | | TACNA | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% | 0.24% |
| | | | TUMBES | 0.26% | 0.26% | 0.33% | 0.33% | 0.61% | 0.28% | 0.41% | 0.31% | 0.47% | 0.28% | 0.33% | 0.27% | 0.27% |
| | | | UCAYALI | 0.47% | 0.42% | 0.50% | 0.46% | 0.49% | 0.58% | 0.51% | 0.48% | 0.48% | 0.43% | 0.38% | 0.37% | 0.37% |

| SERVICIO DE ACCESO A INTERNET 2021 | | | | | | | | | | | |
|---|--|-----------|-------|--------|------------|------------|--------------|--------------|--------|--------|--------|
| SERVICIO DEL PERÚ S.A.A. Servicio de Acceso a Internet | | | | | | | | | | | |
| INDICADOR | FÓRMULA | META | JUNIO | JULIO | SEPTIEMBRE | OCTUBRE*** | NOVIEMBRE*** | DICIEMBRE*** | | | |
| Tasa de Incidencia de Fallas | Averías Reportadas / Líneas en Servicio | < 2,00% | 2.37% | 2.42% | 2.89% | 2.73% | 2.68% | 2.46% | 2.13% | 2.47% | 2.58% |
| Tasa de Causación de Enlaces | Averías Reparadas del Total de Averías Reportadas | < 24 Hrs | - | 59.96% | 59.66% | 51.86% | 48.21% | 53.91% | 53.04% | 53.31% | 51.80% |
| Tasa de Transferencia de Datos | www.movistar.com.pe/informacion-a-abonados-y-usuarios/indicadores-de-calidad | | | | | | | | | | |
| Mediciones de prueba de la empresa | Tramo usuario - ISP: Enlace Web de herramienta de medición Web para que el usuario mida su velocidad media de transferencia (TDT) y determine los parámetros: tasa de pérdida de paquetes, latencia y variación de la latencia del servicio de acceso a Internet de su proveedor. https://internetoficial.tpp.net/ | | | | | | | | | | |
| Respuesta de R0 Tramo 1 (primero tramo): | | ≤ 40 sec. | 85% * | ** | ** | ** | ** | ** | ** | ** | ** |

EMPRESA:
TELÉFONICO DEL PERÚ S.A.A.
Intendencia de User Público
20200-80
AND:

| INDICADOR | FÓRMULA | META | ENERO | FEBRERO | MARZO | ABRIL | MAYO | JUNIO | JULIO | AGOSTO | SEPTIEMBRE | OCTUBRE | NOVIEMBRE | DICIEMBRE |
|--------------------------------|---|----------|--------|---------|--------|--------|--------|--------|--------|--------|------------|---------|-----------|-----------|
| Tasa de Deserción ^a | Averías Reparadas en < 24 hrs. del total de reportadas o < 24 Hrs. | > 90.00% | 27.09% | 46.07% | 66.29% | 61.00% | 55.27% | 60.45% | 67.23% | 66.45% | 64.79% | 64.07% | 69.70% | 66.77% |

*Impactado por la emergencia sanitaria

SERVICIO:
Distribución de radiodifusión por cable

| | | | | | | | | | | | | | | |
|-----------------------|---|---------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Tasa de Incidencia de | Averías Reportadas / Lineas en Servicio | ≤ 2.00% | 2.25% | 2.11% | 2.41% | 2.22% | 2.34% | 2.20% | 2.00% | 1.90% | 2.09% | 2.16% | 0.36% | 0.38% |
| | | ≤ 2.00% | 2.25% | 2.11% | 2.41% | 2.22% | 2.34% | 2.20% | 2.00% | 1.90% | 2.09% | 2.16% | 0.36% | 0.38% |

| Folios | Averías Reportadas Del Total De Averías Reportadas |
|--------|--|
| 1 | 100% |
| 2 | 80% |
| 3 | 80% |
| 4 | 80% |
| 5 | 80% |
| 6 | 80% |
| 7 | 80% |
| 8 | 80% |
| 9 | 80% |
| 10 | 80% |
| 11 | 80% |
| 12 | 80% |
| 13 | 80% |
| 14 | 80% |
| 15 | 80% |
| 16 | 80% |
| 17 | 80% |
| 18 | 80% |
| 19 | 80% |
| 20 | 80% |
| 21 | 80% |
| 22 | 80% |
| 23 | 80% |
| 24 | 80% |
| 25 | 80% |
| 26 | 80% |
| 27 | 80% |
| 28 | 80% |
| 29 | 80% |
| 30 | 80% |
| 31 | 80% |
| 32 | 80% |
| 33 | 80% |
| 34 | 80% |
| 35 | 80% |
| 36 | 80% |
| 37 | 80% |
| 38 | 80% |
| 39 | 80% |
| 40 | 80% |
| 41 | 80% |
| 42 | 80% |
| 43 | 80% |
| 44 | 80% |
| 45 | 80% |
| 46 | 80% |
| 47 | 80% |
| 48 | 80% |
| 49 | 80% |
| 50 | 80% |
| 51 | 80% |
| 52 | 80% |
| 53 | 80% |
| 54 | 80% |
| 55 | 80% |
| 56 | 80% |
| 57 | 80% |
| 58 | 80% |
| 59 | 80% |
| 60 | 80% |
| 61 | 80% |
| 62 | 80% |
| 63 | 80% |
| 64 | 80% |
| 65 | 80% |
| 66 | 80% |
| 67 | 80% |
| 68 | 80% |
| 69 | 80% |
| 70 | 80% |
| 71 | 80% |
| 72 | 80% |
| 73 | 80% |
| 74 | 80% |
| 75 | 80% |
| 76 | 80% |
| 77 | 80% |
| 78 | 80% |
| 79 | 80% |
| 80 | 80% |
| 81 | 80% |
| 82 | 80% |
| 83 | 80% |
| 84 | 80% |
| 85 | 80% |
| 86 | 80% |
| 87 | 80% |
| 88 | 80% |
| 89 | 80% |
| 90 | 80% |
| 91 | 80% |
| 92 | 80% |
| 93 | 80% |
| 94 | 80% |
| 95 | 80% |
| 96 | 80% |
| 97 | 80% |
| 98 | 80% |
| 99 | 80% |
| 100 | 80% |
| 101 | 80% |
| 102 | 80% |
| 103 | 80% |
| 104 | 80% |
| 105 | 80% |
| 106 | 80% |
| 107 | 80% |
| 108 | 80% |
| 109 | 80% |
| 110 | 80% |
| 111 | 80% |
| 112 | 80% |
| 113 | 80% |
| 114 | 80% |
| 115 | 80% |
| 116 | 80% |
| 117 | 80% |
| 118 | 80% |
| 119 | 80% |
| 120 | 80% |
| 121 | 80% |
| 122 | 80% |
| 123 | 80% |
| 124 | 80% |
| 125 | 80% |
| 126 | 80% |
| 127 | 80% |
| 128 | 80% |
| 129 | 80% |
| 130 | 80% |
| 131 | 80% |
| 132 | 80% |
| 133 | 80% |
| 134 | 80% |
| 135 | 80% |
| 136 | 80% |
| 137 | 80% |
| 138 | 80% |
| 139 | 80% |
| 140 | 80% |
| 141 | 80% |
| 142 | 80% |
| 143 | 80% |
| 144 | 80% |
| 145 | 80% |
| 146 | 80% |
| 147 | 80% |
| 148 | 80% |
| 149 | 80% |
| 150 | 80% |
| 151 | 80% |
| 152 | 80% |
| 153 | 80% |
| 154 | 80% |
| 155 | 80% |
| 156 | 80% |
| 157 | 80% |
| 158 | 80% |
| 159 | 80% |
| 160 | 80% |
| 161 | 80% |
| 162 | 80% |
| 163 | 80% |
| 164 | 80% |
| 165 | 80% |
| 166 | 80% |
| 167 | 80% |
| 168 | 80% |
| 169 | 80% |
| 170 | 80% |
| 171 | 80% |
| 172 | 80% |
| 173 | 80% |
| 174 | 80% |
| 175 | 80% |
| 176 | 80% |
| 177 | 80% |
| 178 | 80% |
| 179 | 80% |
| 180 | 80% |
| 181 | 80% |
| 182 | 80% |
| 183 | 80% |
| 184 | 80% |
| 185 | 80% |
| 186 | 80% |
| 187 | 80% |
| 188 | 80% |
| 189 | 80% |
| 190 | 80% |
| 191 | 80% |
| 192 | 80% |
| 193 | 80% |
| 194 | 80% |
| 195 | 80% |
| 196 | 80% |
| 197 | 80% |
| 198 | 80% |
| 199 | 80% |
| 200 | 80% |
| 201 | 80% |
| 202 | 80% |
| 203 | 80% |
| 204 | 80% |
| 205 | 80% |
| 206 | 80% |
| 207 | 80% |
| 208 | 80% |
| 209 | 80% |
| 210 | 80% |
| 211 | 80% |
| 212 | 80% |
| 213 | 80% |
| 214 | 80% |
| 215 | 80% |
| 216 | 80% |
| 217 | 80% |
| 218 | 80% |
| 219 | 80% |
| 220 | 80% |
| 221 | 80% |
| 222 | 80% |
| 223 | 80% |
| 224 | 80% |
| 225 | 80% |
| 226 | 80% |
| 227 | 80% |
| 228 | 80% |
| 229 | 80% |
| 230 | 80% |
| 231 | 80% |
| 232 | 80% |
| 233 | 80% |
| 234 | 80% |
| | |

* La meta se incrementa anualmente, correspondiendo al siguiente año 75%, 80% hasta 85% en ambos tramos
**El indicador de calidad RO se encuentra incluido dentro del indicador de atención AVH

*** Se actualizaron los valores del TIR considerando lo remitido en el reporte RIR

EMPRESA: Telefónica del Perú S.A.A SERVICIO: Indicadores de Calidad Medidos por Osiintel

| INDICADOR | FORMULA | META | SERVICIO | Enlace Web |
|----------------------------------|---|------|------------------------|------------|
| Tasa de Intentos no Establecidos | Proporción de intentos no establecidos respecto al total de intentos, | N.A. | Servicio Público móvil | |

| | | | |
|--------------------------------|---|------------|------------------------|
| Tasa de Llamadas Interrumpidas | Proporción de llamadas interrumpidas respecto al total de llamadas | N.A. | Servicio Público móvil |
| Calidad de Voz | Valor promedio de mediciones de la inteligibilidad de la voz de una | MOS > 3.00 | Servicio Público móvil |

| | | | |
|---|---|---------------------|------------------------|
| Calidad de Cobertura de Servicio | Proporción de mediciones de campo con intensidad de señal mayor a - | CCS \geq 95.00% | Servicio Público móvil |
| Tiempo de Entrega de Mensajes de Texto | Tiempo promedio de entrega de mensajes de texto recibidos dentro de | TEMIT \leq 20 Seg | Servicio Público móvil |

Accesibilidad de llamadas Proportion de llamadas establecidas respect al total de intentos de N/A Servicio Pùblico móvil
Reliabilidad de llamadas Proportion de llamadas interrumpidas respect al total de llamadas N/A Servicio Pùblico móvil <https://www.oipstel.gob.pe/sistem>

Velocidad promedio, por centro poblado supervisado, medido entre las
Velocidades de cumplimiento de la velocidad mínima, por centro poblado

Atención y servicios de atención al cliente: Teléfono 91-299.7070. Teléfono 91-737.0000. Servicio Público móvil.