

EMPRESA: Telefonía de Peru SAA
SERVICIO: Telefonía Fija
AÑO: 2021

INDICADOR	FORMULA	META	ENERO	FEBRERO	MARZO	ABRIL	MAYO	JUNIO	JULIO	AGOSTO	SEPTIEMBRE	OCTUBRE	NOVIEMBRE	DICIEMBRE**
Tasa de Incidencia de Falas	Averías Reportadas / Líneas en Servicio	-	0.93%	0.74%	0.75%	0.79%	0.86%	0.96%	0.93%	0.99%	0.97%	0.94%	0.90%	0.91%
	Averías Reportadas del Total de Averías Reportadas	< 24 Hrs	44.81%	50.90%	47.04%	45.50%	43.87%	33.42%	35.15%	38.56%	39.48%	29.91%	36.73%	30.39%
Tasa de Llamadas Completadas	Llamadas Completadas / Total de Intentos de Llamadas	-	99.96%	99.61%	99.65%	99.72%	99.70%	99.67%	99.71%	99.69%	99.71%	99.73%	99.68%	99.61%
	Local	2 95.00%	99.85%	99.65%	99.65%	99.72%	99.70%	99.67%	99.71%	99.69%	99.71%	99.73%	99.68%	99.61%
	UR	-	98.83%	98.86%	99.02%	99.12%	99.09%	99.07%	99.07%	99.07%	99.03%	98.97%	98.99%	98.86%
	América	-	58.71%	34.30%	28.02%	46.50%	65.17%	57.08%	52.88%	56.48%	57.45%	57.24%	58.99%	58.80%
	América LD	-	+	+	+	+	+	+	+	+	+	+	+	+
	Amara	-	64.70%	76.52%	85.40%	92.61%	93.54%	90.56%	91.93%	86.57%	89.14%	87.96%	87.24%	76.66%
	Comercio	-	74.54%	73.06%	78.07%	78.49%	78.76%	80.55%	73.22%	75.81%	75.22%	77.11%	77.21%	75.48%
	Gaseos	-	+	+	+	+	+	+	+	+	+	+	+	+
	Gilat To Home	-	20.35%	17.61%	16.67%	16.77%	13.05%	15.40%	17.12%	19.97%	19.29%	12.40%	18.96%	21.20%
	Global Services	-	+	+	+	+	+	+	+	+	+	+	+	+
	Level 3 (Global Crossing, Ex Impact)	-	74.85%	77.40%	75.51%	73.81%	75.54%	77.91%	76.93%	58.80%	80.20%	79.89%	59.17%	81.49%
	Inductivo	-	72.75%	72.40%	74.21%	81.12%	81.55%	83.29%	84.51%	75.22%	82.64%	83.83%	78.82%	81.80%
	Inversiones OSA Fija	-	83.78%	83.65%	58.08%	83.65%	70.07%	79.86%	70.62%	74.27%	71.67%	73.42%	75.71%	75.71%
	IP Telefonía Fija	-	+	+	+	+	+	+	+	+	+	+	+	+
	IRAS (En Telefonía)	-	+	+	+	+	+	+	+	+	+	+	+	+
	Telefonía Móvil	-	53.38%	52.59%	52.73%	52.15%	52.46%	52.05%	50.75%	51.06%	51.51%	50.10%	52.44%	52.54%
	Telefonía Voz	-	+	+	+	+	+	+	+	+	+	+	+	+
	Telefonía Voz	-	+	+	+	+	+	+	+	+	+	+	+	+
	Entel (En Neutral)	-	44.09%	45.34%	41.92%	41.25%	38.21%	36.20%	37.54%	38.95%	40.03%	39.47%	38.11%	35.71%
	Entel	-	68.81%	81.50%	88.45%	91.74%	88.64%	92.11%	94.17%	93.35%	94.19%	94.69%	94.34%	94.34%
	Optical IP	-	80.55%	73.96%	70.62%	77.12%	71.36%	82.51%	78.17%	84.00%	84.87%	85.24%	83.71%	84.18%
	Peruair	-	+	+	+	+	+	+	+	+	+	+	+	+
	Rural Telecom	-	+	+	+	+	+	+	+	+	+	+	+	+
	Sisal	-	67.94%	69.28%	68.04%	62.38%	64.00%	58.01%	67.93%	66.20%	66.37%	52.45%	52.39%	56.21%
	TESMA (Global Star)	-	+	+	+	+	+	+	+	+	+	+	+	+
	Claro	-	37.78%	38.95%	40.13%	41.01%	38.31%	38.49%	38.71%	39.33%	41.34%	40.72%	40.19%	41.41%
	Sky Telecom	-	+	+	+	+	+	+	+	+	+	+	+	+
	Telefonía Fija	-	+	+	+	+	+	+	+	+	+	+	+	+
	Votcom	-	+	+	+	+	+	+	+	+	+	+	+	+
	Votcom Móvil	-	45.08%	44.74%	41.14%	44.62%	27.58%	25.81%	26.46%	25.71%	28.88%	30.02%	27.88%	29.03%
	Votcom	-	+	+	+	+	+	+	+	+	+	+	+	+
	Winner System Fija	-	87.37%	85.72%	80.66%	83.65%	84.07%	87.69%	83.40%	76.32%	88.44%	87.75%	84.52%	89.20%
	Intercomunicación	-	+	+	+	+	+	+	+	+	+	+	+	+
	Operación Nacional - NGN	-	34.72%	38.49%	40.03%	43.60%	42.84%	39.74%	39.87%	44.34%	42.99%	40.13%	48.48%	42.54%
	Privatnet - NGN	-	98.62%	78.38%	62.45%	77.94%	73.27%	87.30%	93.18%	92.01%	89.80%	62.85%	94.63%	75.67%
	UR	-	97.86%	99.65%	99.64%	99.64%	99.64%	99.64%	99.64%	99.64%	99.64%	99.64%	99.64%	99.64%
	UR	2 70.00%	98.81%	98.64%	98.54%	92.89%	92.20%	95.03%	99.62%	99.70%	99.70%	99.66%	99.66%	99.66%
	UR	-	99.23%	99.52%	99.89%	90.41%	80.67%	86.99%	90.38%	95.10%	96.12%	90.93%	95.52%	98.52%
	UR	-	99.88%	90.24%	91.41%	91.00%	85.61%	89.40%	88.14%	90.71%	90.71%	90.29%	89.71%	89.71%
* Para este periodo no se cuenta con llamadas.														

** Se actualizaron los valores del TF considerando lo remitido en el reporte R/P

EMPRESA: Telefonía de Peru SAA
SERVICIO: Servicio Público Móvil
AÑO: 2021

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 0.04%	1.13%	1.18%	1.73%	1.96%	1.60%	2.88%	1.55%	1.94%	2.53%	1.38%	1.55%
			ANCAH 0.12%	0.45%	0.56%	0.69%	0.74%	0.61%	0.66%	0.72%	0.79%	0.83%	0.69%	0.68%
			APURIMAC 0.18%	0.51%	0.65%	0.69%	0.60%	0.77%	0.73%	0.62%	0.57%	0.73%	0.61%	0.64%
			AREQUIPA 0.40%	0.39%	0.43%	0.93%	0.41%	0.41%	0.81%	0.46%	0.74%	0.56%	0.32%	0.45%
			AYACUCHO 1.95%	1.79%	1.69%	0.93%	1.16%	1.11%	0.56%	0.72%	1.27%	1.00%	0.57%	0.61%
			CAJAMARCA 1.13%	1.10%	1.12%	1.18%	1.13%	0.99%	1.47%	1.09%	1.17%	1.28%	1.59%	0.75%
			CUSCO 0.53%	1.10%	0.65%	1.52%	0.82%	0.59%	0.71%	0.58%	0.82%	0.75%	0.67%	0.53%
			HUANCAVELICA 1.15%	0.95%	1.30%	1.94%	1.40%	2.27%	1.29%	0.98%	0.95%	2.20%	2.41%	0.90%
			HUACUC 0.71%	0.13%	0.40%	0.73%	0.79%	0.90%	0.82%	0.80%	1.50%	1.54%	0.48%	0.48%
			ICA 0.63%	0.41%	0.42%	0.29%	3.25%	1.22%	0.61%	1.06%	1.05%	1.34%	0.54%	0.33%
			JUNIN 1.21%	0.46%	0.50%	1.48%	0.51%	0.55%	0.56%	0.56%	0.75%	0.69%	0.66%	0.64%
			LA LIBERTAD 0.62%	0.66%	0.52%	0.44%	0.51%	1.25%	0.54%	0.45%	0.55%	0.77%	0.76%	0.60%
			LAMBAYEQUE 0.50%	0.30%	0.51%	0.65%	0.36%	0.44%	1.60%	1.21%	0.61%	0.96%	1.19%	1.64%
			IMA 0.42%	0.42%	0.43%	0.47%	0.54%	0.47%	0.43%	0.43%	0.43%	0.46%	0.46%	0.53%
			LORETO 0.51%	0.52%	1.46%	2.64%	3.55%	0.90%	2.55%	1.64%	3.10%	1.99%	1.28%	3.81%
			MADRE DE DIOS 0.26%	0.21%	0.39%	0.35%	0.40%	0.82%	0.45%	0.44%	0.53%	0.69%	0.85%	0.66%
			MOQUEGUA 1.30%	0.91%	0.76%	0.99%	0.83%	0.21%	0.33%	0.25%	0.33%	0.30%	1.03%	1.03%
			PASCO 0.44%	0.50%	0.55%	0.56%	0.53%	0.47%	1.09%	0.44%	0.39%	0.27%	0.39%	0.39%
			PUNO 0.48%	0.33%	0.74%	0.67%	1.14%	0.69%	0.77%	0.41%	0.38%	0.47%	0.74%	0.41%
			PUÑO 0.91%	0.84%	0.93%	0.55%	0.89%	0.51%	3.27%	0.83%	0.80%	2.70%	2.88%	1.11%
			SAN MARTIN 0.51%	0.66%	0.67%	0.68%	0.53%	0.92%	0.53%	0.57%	0.56%	0.62%	1.97%	0.62%
			TACNA 0.22%	0.21%	0.75%	0.81%	0.34%	0.46%	0.33%	0.25%	0.51%	0.21%	0.77%	0.77%
			TUMBES 0.22%	0.23%	0.90%	0.31%	0.72%	0.44%	1.20%	0.37%	1.21%	0.49%	0.41%	0.24%
			UCAYALI 0.80%	1.83%	0.61%	0.61%	0.75%	2.20%	0.81%	0.74%	0.87%	0.82%	0.73%	3.25%
			AMAZONAS 0.19%	0.81%	0.82%	0.89%	0.93%	0.80%	1.16%	0.88%	0.85%	0.93%	1.02%	0.93%
			ANCAH 0.42%	0.58%	0.61%	0.72%	0.88%	0.73%	0.73%	0.65%	0.90%	0.73%	0.73%	0.74%
			APURIMAC 0.69%	0.83%	0.82%	0.87%	0.76%	0.75%	0.91%	0.84%	0.80%	0.63%	0.66%	0.68%
			AREQUIPA 0.40%	0.43%	0.49%	0.53%	0.46%	0.41%	0.44%	0.47%	0.56%	0.43%	0.43%	0.38%
			AYACUCHO 0.60%	0.72%	0.77%	0.87%	0.76%	0.74%	0.74%	0.74%	0.68%	0.65%	0.62%	0.62%
			CAJAMARCA 0.64%	0.72%	0.80%	0.77%	0.73%	0.75%	0.85%	0.84%	0.80%	0.90%	0.88%	0.82%
			CUSCO 0.45%	0.58%	0.59%	0.59%	0.57%	0.58%	0.64%	0.68%	0.71%	0.67%	0.65%	0.62%
			HUANCAVELICA 0.98%	0.97%	1.16%	1.32%	1.67%	1.89%	1.55%	1.62%	1.54%	1.44%	0.96%	0.88%
			HUACUC 0.14%	0.28%	0.85%	0.85%	0.87%	0.77%	0.72%	0.72%	0.74%	0.69%	0.71%	0.67%
			ICA 0.11%	0.34%	0.32%	0.31%	0.37%	0.38%	0.38%	0.46%	0.48%	0.51%	0.32%	0.31%
			JUNIN 0.65%	0.48%	0.40%	0.48%	0.49%	0.48%	0.52%	0.53%	0.52%	0.52%	0.51%	0.47%
			LORETO 0.67%	0.54%	0.57%	0.61%	0.54%	0.56%	0.56%	0.56%	0.46%	0.50%	0.43%	0.41%
			LAMBAYEQUE 0.33%	0.33%	0.34%	0.35%	0.35%	0.36%	0.38%	0.38%	0.39%	0.35%	0.33%	0.35%
			IMA 0.48%	0.51%	0.57%	0.54%	0.53%	0.54%	0.48%	0.44%	0.47%	0.46%	0.48%	0.53%
			MOQUEGUA 0.51%	0.44%	0.48%	0.55%	1.88%	1.50%	0.88%	1.19%	0.97%	0.61%	0.52%	1.17%
			MADRE DE DIOS 0.21%	0.39%	0.36%	0.42%	0.65%	0.48%	1.03%	0.33%	0.39%	0.42%	0.34%	0.37%
			PASCO 0.44%	0.34%	0.36%	0.31%	0.38%	0.31%	0.27%	0.31%	0.32%	0.28%	0.34%	0.31%
			PUNO 0.17%	0.55%	0.41%	0.42%	0.43%	0.46%	0.50%	0.49%	0.50%	0.50%	0.43%	0.37%
			PUÑO 0.58%	0.41%	0.49%	0.50%	0.75%	0.45%	0.50%	0.41%	0.45%	0.44%	0.44%	0.44%
			SAN MARTIN 0.41%	0.56%	0.44%	0.57%	0.58%	0.51%	0.53%	0.51%	0.63%	0.50%	0.53%	0.46%
			TACNA 0.83%	0.82%	0.82%	0.77%	0.82%	0.67%	0.83%	0.44%	0.65%	0.78%	0.70%	0.70%
			TUMBES 0.26%	0.26%	0.33%	0.25%	0.21%	0.21%	0.21%	0.21%	0.21%	0.21%	0.21%	0.21%
			UCAYALI 0.47%	0.42%	0.50%	0.46%	0.45%	0.55%	0.51%	0.48%	0.48%	0.43%	0.38%	0.57%

EMPRESA: Telefonía de Peru SAA
SERVICIO: Servicio de Acceso a Internet
AÑO: 2021

INDICADOR	FORMULA		META	ENERO	FEBRERO	MARZO	ABRIL	MAYO	JUNIO	JULIO	AGOSTO	SEPTIEMBRE	OCTUBRE***	NOVIEMBRE***	DICIEMBRE***
	Averías Reportadas / Líneas en Servicio		< 2.00%	2.17%	2.42%	2.49%	2.71%	2.89%	2.47%	2.11%	2.17%	2.47%	2.16%	2.30%	0.68%
Tasa de Incidencia de Falas	Averías Reportadas del Total de Averías Reportadas		< 24 Hrs	59.36%	59.66%	51.86%	48.21%	53.91%	53.04%	53.31%	51.80%	45.63%	47.81%	52.54%	51.75%
Tasa de Ocupación de Enlaces	www.movistar.com.pe/informacion-a-abonados-y-usuarios/indicadores-de-calidad														
Tasa de Transferencia de Datos	Tramo usuario - ISP: Enlace Web de herramienta de medición Web para que el usuario mida su velocidad media de transferencia (T/D) o determine los parámetros: tasa de pérdida de paquetes, latencia y variación de la latencia del servicio de acceso a Internet de su proveedor. https://midevelocidad.telefonica.net.pe/														
Mediciones de prueba de la entrega	Resultados de la medición de los indicadores VP (expresado como porcentaje de la velocidad máxima) y de los valores promedio de los parámetros del servicio LTP, L, W, medidos entre las 10:00 y 23:59 horas contra un servidor ubicado en el núcleo de su red, en el NPA y fuera del territorio nacional. Se deberá incluir una breve descripción de las mediciones efectuadas (planes incluidos, cantidad de ondas de medición usadas, distrúos incluidos, cantidad de mediciones efectuadas)														
Respuesta de Operadora	RO Tramo 1 (primer tramo):	< 40 ms	85% *	**	**	**	**	**	**	**	**	**	**	**	**
	RO Tramo 2 (segundo tramo):	< 20 ms	85% *	**	**	**	**	**	**	**	**	**	**	**	**