

EMPRESA: Telefonía del Perú SAA
SERVICIO: Telefonía Fija
AÑO: 2020

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%	0.98%	0.93%	0.50%	0.28%	0.41%	0.49%	0.66%	0.63%	0.74%	0.87%	0.85%	0.50%
	Averías Reparadas del Total de Averías Reportadas	< 24 hrs	38.82%	43.04%	39.95%	44.97%	45.87%	54.67%	46.35%	54.41%	51.63%	46.96%	46.82%	44.52%
Tasa de Llamadas Completadas	Llamadas Completadas / Total de Intentos de Llamadas	AOR Llamadas Contestadas / Total de Intentos de Llamadas	Local	99.46%	99.43%	99.59%	99.63%	99.62%	99.58%	99.58%	99.58%	99.60%	99.60%	99.47%
			LOW	98.68%	98.76%	98.96%	98.99%	98.71%	98.69%	98.71%	98.93%	99.03%	99.90%	99.44%
			UR	98.60%	98.57%	98.77%	98.65%	98.65%	98.65%	98.70%	98.81%	99.93%	99.73%	98.32%
			Americatel	99.94%	94.89%	7.43%**	19.43%**	12.47%**	16.45%**	16.45%**	10.74%**	33.46%**	36.81%**	58.49%
			America											
			America LT	83.83%	90.87%	94.67%	93.80%	84.90%	80.83%	74.41%	78.28%	93.28%	92.52%	89.83%
			Conversia	81.82%	78.20%	69.28%	72.70%	67.05%	75.39%	71.43%	78.50%	75.71%	71.79%	66.82%
			Global To Home											
			Global To Home	21.38%	26.91%	34.41%	36.17%	17.15%	16.60%	13.42%	10.47%	15.43%	19.04%	7.24%
			Global Backbone											
			IP											
			Level 3 (Global Crossing, Ex Import)	51.48%	42.91%	41.27%	28.58%	86.63%	88.99%	84.12%	81.84%	81.44%	77.73%	74.16%
			Infoductos	80.65%	75.17%	79.33%	66.29%	59.21%	66.62%	59.21%	75.74%	66.38%	74.15%	67.40%
			Inversiones OSA Fija	80.08%	83.43%	74.42%	87.20%	83.49%	89.49%	70.96%	67.79%	82.83%	80.52%	80.28%
			IP Telefonía Fija											
			IBASIS (Ex Telefonos)											
			Telefonía Móvil	49.85%	46.71%	54.97%	51.08%	57.06%	58.78%	56.41%	55.71%	53.55%	52.27%	53.04%
			Multimedia VOP											
			Netatlon											
			Enter (Ex Netcom)	45.19%	40.13%	52.48%	57.21%	40.80%	44.30%	54.36%	53.60%	51.59%	51.73%	49.45%
			Netline	90.70%	90.26%	75.75%	91.20%	87.84%	66.48%	90.71%	90.92%	90.58%	91.30%	89.56%
			Optical IP	85.25%	86.67%	75.63%	66.56%	42.43%	74.38%	67.17%	63.89%	71.39%	52.85%	54.40%
			Perusat											
			Rural Telecom											
			Shel											
			Telefonos	42.02%	46.67%	45.65%	35.08%	37.22%	41.51%	49.80%	55.72%	62.46%	64.65%	62.67%
			TESAM (Global Star)											
			Star Telecom	40.32%	44.07%	46.63%	48.43%	50.95%	47.87%	45.13%	44.15%	44.19%	41.20%	40.99%
			Claro											
			Telefonía fija											
			Valtron											
			Ventel Móvil	39.53%	37.28%	41.20%	48.19%	48.72%	49.03%	47.50%	45.89%	42.00%	45.78%	44.72%
			Valtel											
			Winner System Fija	78.57%	75.87%	64.05%	53.63%	67.78%	74.65%	82.14%	75.06%	72.91%	78.67%	76.19%
			Inversiones Móvil - NGN											
			Operador Ingreso - NGN											
			Trasatel - NGN	80.55%	73.21%	73.14%	90.27%	73.13%	53.12%	62.68%	80.24%	92.01%	97.84%	95.48%
			UR	98.49%	99.13%	99.35%	99.60%	99.56%	99.33%	99.73%	99.89%	99.90%	99.88%	99.90%
			IXV	96.03%	94.50%	95.64%	97.95%	97.88%	98.21%	98.12%	98.97%	98.55%	99.34%	99.14%
			IXVX	49.00%	54.10%	56.66%	56.42%	57.55%	56.85%	51.38%	58.55%	57.63%	51.41%	54.78%
			0.000 XXXX	91.12%	90.99%	90.48%	91.07%	91.94%	91.17%	87.70%	91.64%	91.64%	89.87%	91.44%

*** Para este periodo no se cuenta con llamadas. **Valor impactado por la emergencia nacional
*** Los valores del indicador TIF se actualizaron utilizando la planta reportada en cumplimiento a la Norma de Requerimiento de Información Periódica (NRPI), la cual se ve reflejada en la web del Punks: <https://punks.optel.gob.pe/>

EMPRESA: Telefonía del Perú SAA
SERVICIO: Servicio Público Móvil
AÑO: 2020

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	≤ 2.00%	2.08%	2.68%	2.77%	3.07%	2.40%	2.11%	2.10%	1.05%	1.40%	0.97%	2.19%	0.50%
			AMAZONAS	0.66%	0.64%	0.76%	0.76%	0.43%	0.49%	0.44%	0.76%	0.38%	0.37%	0.45%
			ANCAH	0.37%	0.36%	0.41%	0.41%	0.39%	0.74%	0.57%	0.45%	0.46%	0.38%	0.38%
			APURIMAC	0.32%	0.35%	0.38%	0.46%	0.33%	0.35%	0.31%	0.30%	0.37%	0.48%	1.20%
			AREQUIPA	1.06%	0.59%	1.08%	0.53%	0.33%	0.42%	0.33%	0.32%	0.88%	1.00%	1.77%
			AYACUCHO	0.62%	0.68%	0.79%	0.92%	0.98%	1.38%	0.70%	0.72%	0.95%	0.64%	0.65%
			CAJAMARCA	0.60%	0.60%	1.37%	1.33%	0.73%	1.27%	0.43%	0.45%	1.47%	1.48%	0.60%
			CUSCO	0.60%	0.64%	0.68%	0.72%	1.07%	2.43%	1.06%	1.09%	1.15%	1.26%	0.94%
			HUANCAVELICA	0.61%	0.72%	0.80%	1.26%	0.88%	1.94%	0.51%	0.26%	0.26%	0.36%	0.27%
			HUANUCO	0.53%	0.51%	0.51%	0.44%	0.44%	0.23%	0.23%	0.12%	0.45%	0.25%	0.29%
			ICA	0.42%	0.49%	0.39%	0.55%	0.54%	0.75%	1.20%	0.49%	0.59%	0.42%	0.51%
			PIURA	0.23%	0.27%	0.27%	0.27%	0.21%	0.44%	0.34%	0.36%	0.52%	0.26%	0.28%
			LAMBAYEQUE	0.24%	0.41%	0.60%	0.53%	0.53%	0.06%	1.15%	0.73%	0.61%	0.60%	0.40%
			LIMA	0.70%	0.55%	1.38%	1.03%	0.88%	0.43%	0.39%	0.37%	0.46%	0.37%	0.34%
			MADRE DE DIOS	0.24%	0.33%	0.36%	0.33%	0.31%	0.59%	0.32%	0.31%	0.38%	0.57%	0.60%
			MOROGUEGUA	0.52%	0.70%	0.62%	1.35%	1.12%	0.19%	0.20%	0.20%	0.19%	0.52%	0.26%
			PASCO	0.42%	0.47%	0.61%	1.02%	0.61%	0.75%	0.66%	0.66%	0.70%	0.63%	0.58%
			PUERTO	0.34%	0.25%	0.32%	0.38%	0.42%	0.37%	0.28%	0.28%	0.34%	0.47%	0.40%
			PUNO	0.41%	0.40%	0.46%	0.37%	0.33%	0.64%	0.17%	0.40%	0.43%	0.56%	0.48%
			SAN MARTIN	0.61%	0.66%	0.79%	0.66%	0.71%	0.62%	0.66%	0.66%	0.70%	0.63%	0.56%
			TACNA	0.16%	0.27%	0.21%	0.21%	0.20%	0.21%	0.24%	0.18%	0.44%	0.65%	0.19%
			TUMBES	1.00%	0.18%	0.31%	0.31%	0.20%	0.21%	4.90%	1.87%	0.20%	1.07%	0.27%
			UCAYALI	0.46%	1.24%	0.46%	0.46%	0.46%	0.52%	1.20%	2.37%	1.99%	1.63%	1.37%
			AMAZONAS	0.65%	0.56%	0.60%	0.57%	0.68%	0.66%	0.62%	0.62%	0.51%	0.62%	0.51%
			ANCAH	0.54%	0.56%	0.60%	0.72%	0.62%	0.60%	0.61%	0.60%	0.83%	0.55%	0.56%
			APURIMAC	0.46%	0.49%	0.60%	0.64%	0.57%	0.59%	0.62%	0.56%	0.58%	0.51%	0.48%
			AREQUIPA	0.37%	0.42%	0.48%	0.54%	0.42%	0.55%	0.71%	0.47%	0.47%	0.46%	0.40%
			AYACUCHO	0.52%	0.51%	0.55%	0.55%	0.48%	0.43%	0.47%	0.48%	0.62%	0.46%	0.52%
			CAJAMARCA	0.46%	0.58%	0.58%	0.61%	0.57%	0.78%	0.50%	0.72%	0.63%	0.69%	0.73%
			CUSCO	0.42%	0.42%	0.48%	0.56%	0.53%	0.62%	0.51%	0.42%	0.44%	0.45%	0.45%
			HUANCAVELICA	0.46%	0.58%	0.71%	0.83%	0.78%	0.79%	0.83%	0.85%	0.68%	0.71%	0.80%
			HUANUCO	0.42%	0.29%	0.38%	0.40%	0.31%	0.29%	0.32%	0.31%	0.46%	0.27%	0.47%
			ICA	0.33%	0.33%	0.30%	0.38%	0.59%	0.41%	0.38%	0.50%	0.31%	0.29%	0.26%
			JUNIN	0.44%	0.68%	0.46%	0.62%	0.54%	0.57%	0.60%	0.41%	0.40%	0.37%	0.38%
			LA LIBERTAD	0.33%	0.38%	0.40%	0.40%	0.38%	0.46%	0.57%	0.50%	0.50%	0.54%	0.46%
			LAMBAYEQUE	0.28%	0.28%	0.35%	0.47%	0.49%	0.55%	0.50%	0.37%	0.35%	0.53%	0.30%
			LIMA	0.55%	0.37%	0.47%	0.51%	0.51%	0.46%	0.47%	0.41%	0.42%	0.41%	0.48%
			LORETO	0.35%	0.37%	0.42%	0.42%	0.59%	0.32%	0.40%	0.31%	0.37%	0.43%	0.31%
			MADRE DE DIOS	0.34%	0.39%	0.40%	0.50%	0.46%	0.45%	0.46%	0.88%	1.13%	1.42%	0.75%
			MOROGUEGUA	0.28%	0.33%	0.33%	0.37%	0.30%	0.32%	0.36%	0.32%	0.31%	0.37%	0.34%
			PASCO	0.38%	0.46%	0.39%	0.37%	0.44%	0.36%	0.49%	0.39%	0.41%	0.50%	0.40%
			PIURA	0.28%	0.27%	0.33%	0.37%	0.38%	0.47%	0.42%	0.38%	0.37%	0.38%	0.37%
			PUNO	0.32%	0.34%	0.39%	0.49%	0.38%	0.38%	0.41%	0.35%	0.35%	0.41%	0.36%
			SAN MARTIN	0.35%	0.35%	0.80%	0.80%	0.70%	0.70%	0.70%	0.72%	0.72%	0.70%	0.70%
			TACNA	0.49%	0.26%	0.29%	0.37%	0.36%	0.36%	0.36%	0.45%	0.28%	0.28%	0.22%
			TUMBES	0.33%	0.24%	0.27%	0.28%	0.27%	0.43%	0.56%	0.54%	0.45%	0.47%	0.32%
			UCAYALI	0.32%	0.40%	0.39%	0.45%	0.51%	0.65%	0.45%	0.44%	0.52%	0.49%	0.47%

EMPRESA: Telefonía del Perú SAA
SERVICIO: Servicio de Acceso a Internet
AÑO: 2020

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	2.00%	2.15%	2.37%	1.92%	1.56%	2.02%	2.06%	1.89%	2.28%	2.67%	2.16%	2.19%	2.38%
	Averías Reparadas del Total de Averías Reportadas	< 24 Hrs	62.60%	60.06%	61.98%	66.79%	65.22%	60.18%	57.10%	57.94%	56.76%	58.39%	56.52%	59.58%
Tasa de Ocupación de Enlaces	www.movistar.com.pe/mide-tu-velocidad													
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 (TDO) y determine los parámetros: tasa de pérdida de paquetes, latencia y variación de la latencia del servicio de acceso a Internet de su proveedor.													
Mediciones de prueba de la empresa	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 TTP, L, VL, medidos entre las 10:00 y 23:59 horas contra un servidor ubicado en el núcleo de su red, en el NAF y fuera del territorio nacional. Se deberá incluir una breve descripción de las mediciones efectuadas (planes incluidos, cantidad de sondas de medición usadas, distritos incluidos, cantidad de mediciones efectuadas)													
Requisitos de mediciones	RD Tramo (31primer tramo):	6.40 seg.	85% *	**	**	**	**	**	**	**	**	**	**	**
	RD Tramo (32segundo tramo):	6.30 seg.	85% *	**	**	**	**	**	**	**	**	**	**	**