

**EMPRESA: TELEFÓNICA MÓVILES**

**SERVICIO: Telefonía Fija**

**AÑO: 2014**

INDICADOR	FORMULA	META	ENERO	FEBRERO	MARZO	ABRIL	MAYO	JUNIO	JULIO	AGOSTO	SEPTIEMBRE	OCTUBRE	NOVIEMBRE	DICIEMBRE	
Tasa de Incidencia de Fallas	Averías Reportadas (Averías Iris + Averías Ex BS) / Líneas en Servicio (Líneas Iris + Líneas Ex BS)	= < 1.60%	0.09%	0.12%	0.16%	0.10%	0.13%	0.13%	0.15%	0.09%	0.14%	0.12%	0.10%	0.13%	
	(Averías IRIS Reparadas en menos de 24 horas + Averías Ex BS Reparadas en menos de 24 horas) / (Total de Averías Iris Reportadas + Total de Averías Ex BS Reportadas)		81.90%	88.02%	86.52%	81.49%	88.80%	81.92%	86.06%	88.33%	81.57%	81.94%	82.38%	81.23%	
	(Averías IRIS Reparadas en más de 72 horas + Averías Ex BS Reparadas en más de 72 horas) / (Total de Averías Iris Reportadas + Total de Averías Ex BS Reportadas)		15.87%	8.33%	9.21%	12.81%	6.77%	10.41%	5.77%	3.11%	9.49%	9.35%	11.49%	9.38%	
Respuesta de Operadora	(Llamadas atendidas < 10 segundos + llamadas abandonadas < 10 segundos) / (Total de tentativas de llamadas al sistema operador)	102	90.00%	94.94%	96.04%	96.97%	96.99%	94.41%	91.34%	95.95%	92.75%	95.41%	92.84%	95.25%	93.19%
		103		91.63%	91.22%	90.27%	91.42%	91.81%	90.21%	90.92%	93.01%	91.43%	91.63%	92.07%	90.94%
		104		96.71%	97.91%	97.10%	95.70%	96.39%	79.49%	95.78%	96.90%	95.89%	91.37%	91.25%	97.13%
Tasa de Llamadas Completadas	Tentativa de Llamadas Completadas / Total de Tentativas de Llamadas	Total	90.00%	96.67%	96.73%	96.62%	96.21%	97.29%	97.20%	96.86%	93.64%	92.44%	96.83%	96.00%	95.03%
		Local		96.79%	96.80%	96.68%	96.22%	97.33%	97.25%	96.87%	93.45%	92.15%	96.83%	95.93%	94.91%
		102		95.49%	93.23%	95.21%	94.12%	93.52%	96.54%	98.68%	96.99%	96.72%	99.57%	98.53%	98.92%
		103		97.30%	98.06%	97.69%	98.40%	98.81%	98.75%	99.25%	98.42%	98.60%	97.78%	98.45%	98.99%
		104		96.67%	97.06%	96.44%	95.99%	97.23%	97.86%	97.39%	97.55%	97.33%	97.47%	98.20%	95.83%
		15XX		96.18%	96.62%	96.80%	97.10%	98.05%	97.80%	97.89%	98.06%	98.00%	97.73%	97.75%	97.57%
		19XX		95.63%	96.48%	96.17%	96.93%	97.62%	97.31%	96.98%	93.18%	92.67%	98.21%	96.96%	94.97%
		0800-800XX		87.94%	95.65%	97.12%	95.63%	95.87%	96.93%	98.87%	96.88%	95.72%	98.51%	97.66%	94.64%
		LDN		95.51%	95.71%	95.27%	95.07%	95.85%	95.78%	95.54%	91.79%	91.12%	95.50%	94.88%	94.01%
LDI	95.78%	95.49%	96.81%	95.56%	96.97%	95.87%	94.52%	92.95%	90.19%	96.17%	95.69%	94.05%			

**\*Fe de Erratas:** El valor publicado para el indicador RO 2014 de telefonía fija incluye de forma conjunta el servicio de acceso a Internet.

**AÑO: 2012**

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%	0.12%	0.00%	0.06%	0.08%	0.06%	0.07%	0.08%	0.23%	0.14%	0.13%	0.16%	0.17%	
	Averías Reparadas del Total de Averías	< 24 Hrs	5.80%	0.16%	71.14%	89.29%	84.31%	91.46%	91.59%	90.80%	91.63%	86.47%	57.41%	75.59%	
		> 72 Hrs	24.22%	0.28%	13.04%	3.87%	3.92%	4.27%	3.00%	4.54%	3.42%	9.73%	28.28%	11.62%	
Respuesta de Operadora	(Llamadas atendidas < 10 segundos + llamadas abandonadas < 10 segundos) / (Total de tentativas de llamadas al sistema operador)	Total	90.00%	90.97%	93.68%	90.99%	92.37%	91.52%	91.54%	92.39%	91.28%	91.98%	91.90%	91.46%	90.84%
		101	92.87%	91.67%	92.20%	92.17%	93.59%	94.51%	93.01%	93.23%	92.24%	93.26%	93.68%	93.68%	
		103	92.25%	94.57%	92.88%	92.07%	93.63%	95.37%	93.03%	91.73%	91.62%	95.27%	95.63%	93.69%	
		104	96.12%	95.82%	95.94%	95.91%	96.46%	95.84%	96.58%	96.95%	96.69%	96.50%	95.00%	93.00%	
Tasa de Llamadas Completadas	Tentativa de Llamadas Completadas / Total de Tentativas de Llamadas	Total	90.00%	96.29%	95.93%	95.89%	95.99%	95.99%	95.95%	96.76%	97.05%	96.78%	96.57%	95.00%	93.00%
		Local	93.67%	94.38%	95.52%	96.36%	96.00%	96.70%	93.88%	96.86%	95.88%	96.86%	97.00%	96.00%	
		102	97.43%	98.48%	98.10%	97.87%	99.00%	98.98%	98.54%	98.73%	99.47%	98.34%	59.00%	17.00%	
		103	93.75%	95.68%	96.19%	96.59%	96.00%	96.16%	96.30%	96.98%	97.82%	96.15%	98.00%	97.00%	
		104	95.57%	95.95%	95.12%	96.44%	97.00%	96.88%	97.14%	97.27%	97.86%	97.26%	98.00%	93.00%	
		15XX	98.71%	98.66%	99.31%	96.26%	100.00%	98.08%	98.97%	100.00%	100.00%	99.38%	98.00%	93.00%	
		19XX	94.85%	97.01%	96.76%	96.99%	99.00%	98.16%	98.71%	97.51%	94.97%	96.40%	98.00%	94.00%	
		0800-800XX	94.99%	94.49%	94.65%	94.72%	95.00%	93.98%	94.21%	95.66%	94.77%	95.00%	91.00%	90.00%	
		LDN	96.15%	96.05%	93.72%	95.40%	96.00%	93.27%	97.72%	94.87%	97.77%	96.97%	96.00%	97.00%	
		LDI													

**AÑO: 2011**

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%	0.03%	0.07%	0.07%	0.11%	0.03%	0.02%	0.02%	0.03%	0.02%	0.18%	0.02%	0.11%	
	Averías Reparadas del Total de Averías	< 24 Hrs	24.28%	30.64%	26.15%	6.08%	16.56%	12.28%	30.38%	44.00%	28.24%	19.04%	9.00%	5.80%	
		> 72 Hrs	38.73%	47.08%	38.79%	27.07%	38.22%	50.88%	26.58%	24.80%	31.76%	5.80%	53.00%	24.22%	
Respuesta de Operadora	(Llamadas atendidas < 10 segundos + llamadas abandonadas < 10 segundos) / (Total de tentativas de llamadas al sistema operador)	Total	90.00%	89.62%	91.92%	91.07%	90.00%	92.97%	91.46%	93.33%	94.29%	93.63%	91.00%	91.67%	94.39%
		101	91.99%	91.93%	92.14%	91.63%	92.23%	93.86%	92.93%	93.19%	92.77%	92.74%	93.36%	92.15%	
		102	93.14%	91.99%	97.03%	91.59%	91.09%	90.63%	90.10%	92.17%	94.68%	93.13%	90.40%	93.36%	
		103													
		104													
Tasa de Llamadas Completadas	Tentativa de Llamadas Completadas / Total de Tentativas de Llamadas	Total	90.00%	92.66%	93.82%	95.42%	95.93%	95.24%	95.33%	94.63%	94.14%	96.10%	83.37%	95.85%	95.01%
		Local	92.06%	93.41%	95.31%	95.79%	95.30%	95.24%	94.51%	94.11%	96.11%	96.11%	82.42%	96.26%	95.31%
		102	95.49%	95.53%	90.11%	97.09%	96.70%	94.14%	96.25%	95.83%	95.80%	93.82%	96.31%	94.43%	
		103	98.68%	98.65%	98.30%	98.83%	98.13%	98.04%	97.74%	98.12%	98.45%	98.25%	28.76%	56.71%	
		104	97.51%	97.98%	96.07%	97.54%	97.14%	96.36%	96.94%	96.71%	97.63%	97.89%	97.30%	96.71%	
		15XX	97.16%	97.42%	97.14%	97.78%	95.40%	97.26%	96.98%	96.82%	97.80%	97.33%	97.31%	95.69%	
		19XX	99.24%	99.11%	99.43%	99.46%	99.51%	98.49%	99.36%	99.27%	99.43%	98.62%	99.25%	98.45%	
		0800-800XX	94.00%	93.67%	92.67%	96.91%	92.31%	94.37%	94.43%	97.68%	96.73%	97.18%	96.83%	97.90%	
		LDN	92.37%	93.30%	94.67%	95.29%	94.08%	94.35%	93.55%	91.68%	94.36%	81.78%	93.95%	92.86%	
LDI	93.56%	95.78%	96.96%	97.84%	97.75%	96.28%	96.82%	96.81%	97.00%	87.54%	95.15%	94.40%			

**\* FE DE ERRATAS:**

Dice :	Tasa de Incidencia de Fallas	ene-11	Debe Decir :	ene-11
		0.03%		0.05%
		24.28%		61.01%
		38.73%		14.44%
	Respuesta de Operadora	89.62%		90.79%

**AÑO: 2010**

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%	0.06%	0.06%	0.05%	0.04%	0.06%	0.05%	0.21%	0.07%	0.09%	0.02%	0.06%	0.03%	
	Averías Reparadas del Total de Averías	< 24 Hrs	32.56%	48.14%	45.21%	62.74%	53.00%	56.22%	52.21%	58.25%	70.33%	52.76%	36.53%	24.28%	
Respuesta de Operadora	(Llamadas atendidas < 10 segundos + llamadas abandonadas < 10 segundos) / (Total de tentativas de llamadas al sistema operador)	> 72 Hrs	22.19%	13.66%	20.31%	8.02%	12.93%	4.02%	33.89%	7.50%	2.16%	19.69%	9.58%	38.73%	
		Total													
		101													
		102	90.00%	90.68%	93.45%	90.55%	90.41%	91.21%	91.27%	91.40%	91.92%	91.21%	92.07%	90.96%	92.23%
		103	90.00%	94.01%	92.28%	91.76%	91.15%	90.47%	90.57%	90.42%	91.22%	90.93%	90.52%	90.32%	91.05%
		104	90.00%	92.34%	90.42%	91.33%	90.53%	92.38%	92.60%	91.56%	93.44%	90.39%	93.44%	91.67%	93.21%
Tasa de Llamadas Completadas	Tentativa de Llamadas Completadas / Total de Tentativas de Llamadas	Total	96.32%	97.23%	91.11%	84.01%	96.54%	96.31%	96.10%	95.59%	93.65%	95.16%	95.01%	95.41%	
		Local	96.05%	97.19%	89.80%	81.74%	96.36%	96.15%	96.04%	95.37%	93.16%	94.94%	94.79%	95.24%	
		102	97.24%	97.70%	97.16%	96.94%	95.25%	95.41%	95.50%	95.30%	93.26%	92.56%	93.80%	92.15%	
		103	98.50%	98.49%	98.64%	98.59%	98.44%	98.23%	98.61%	98.30%	98.16%	98.01%	98.30%	98.06%	
		104	97.50%	97.50%	97.74%	97.84%	96.77%	96.73%	92.13%	96.83%	95.58%	97.09%	97.45%	97.44%	
		15XX	97.20%	97.24%	96.72%	97.00%	97.20%	97.14%	97.11%	96.72%	96.92%	96.66%	96.93%	97.03%	
		19XX	98.20%	98.65%	91.83%	85.37%	98.63%	97.96%	98.09%	98.08%	99.20%	99.65%	99.25%	99.07%	
		0800-800XX	94.07%	92.93%	89.88%	96.80%	95.29%	92.66%	94.70%	95.35%	95.59%	92.55%	94.03%	93.74%	
		LDN	97.34%	97.57%	91.51%	84.46%	97.23%	95.88%	94.20%	95.56%	93.67%	94.81%	94.26%	94.85%	
		LDI	97.17%	98.22%	95.29%	87.63%	98.94%	98.50%	98.06%	97.32%	96.22%	96.56%	96.54%	96.37%	

**AÑO: 2009**

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%	0.42%	0.27%	0.25%	0.19%	0.14%	0.10%	0.09%	0.12%	0.09%	0.07%	0.08%	0.08%	
	Averías Reparadas del Total de Averías	< 24 Hrs	7.93%	8.78%	9.18%	8.40%	27.59%	42.10%	29.53%	41.86%	39.25%	43.09%	28.11%	39.38%	
Respuesta de Operadora	(Llamadas atendidas < 10 segundos + llamadas abandonadas < 10 segundos) / (Total de tentativas de llamadas al sistema operador)	> 72 Hrs	49.44%	41.22%	42.09%	28.83%	12.86%	12.37%	17.27%	16.03%	5.86%	10.37%	11.04%	12.61%	
		Total													
		101													
		102	90.00%	91.32%	91.28%	91.28%	91.89%	91.26%	91.26%	91.82%	93.24%	93.37%	91.50%	92.56%	91.20%
		103	90.00%	94.35%	94.42%	94.79%	93.07%	92.22%	92.22%	91.31%	93.63%	94.29%	90.05%	92.32%	94.82%
		104	90.00%	90.38%	93.24%	90.78%	91.58%	91.27%	91.64%	90.25%	91.06%	92.10%	92.33%	93.81%	91.00%
Tasa de Llamadas Completadas	Tentativa de Llamadas Completadas / Total de Tentativas de Llamadas	Total	96.47%	99.16%	98.56%	98.43%	96.70%	96.23%	94.19%	95.15%	90.15%	93.25%	96.47%	96.93%	
		Local	98.38%	99.18%	98.48%	98.18%	96.36%	96.36%	96.12%	94.13%	87.90%	92.49%	96.35%	96.86%	
		102	97.11%	98.55%	95.47%	94.59%	94.05%	96.13%	95.94%	96.54%	97.91%	96.77%	97.52%	96.31%	
		103	96.49%	93.91%	98.51%	99.04%	98.07%	96.12%	98.17%	98.08%	96.52%	92.09%	98.43%	98.49%	
		104	97.19%	99.33%	95.76%	95.18%	94.74%	95.16%	93.80%	97.82%	97.81%	96.43%	97.84%	97.80%	
		15XX	98.40%	99.31%	99.09%	99.22%	97.48%	95.92%	90.13%	96.82%	97.17%	96.19%	96.88%	97.11%	
		19XX	98.70%	99.87%	99.71%	99.88%	99.69%	99.45%	99.24%	97.09%	92.57%	95.39%	98.50%	98.44%	
		0800-800XX	96.54%	97.33%	96.42%	95.44%	93.92%	94.72%	92.05%	87.28%	89.36%	91.11%	93.46%	93.83%	
		LDN	97.62%	98.09%	97.67%	97.75%	96.16%	95.47%	94.06%	93.26%	88.05%	92.59%	94.63%	96.41%	
LDI	99.11%	99.70%	99.32%	99.55%	97.82%	98.47%	97.85%	95.74%	93.76%	96.33%	97.59%	97.61%			

**AÑO: 2008**

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%	0.13%	0.10%	0.12%	0.08%	0.03%	0.12%	0.17%	0.04%	0.01%	0.51%	0.29%	0.47%	
	Averías Reparadas del Total de Averías	< 24 Hrs	31.43%	33.00%	13.75%	10.40%	22.58%	8.70%	8.33%	3.39%	0.00%	72.07%	11.62%	4.37%	
		> 72 Hrs	57.40%	49.16%	51.21%	55.20%	56.99%	52.66%	78.15%	89.83%	100.00%	7.51%	32.95%	52.14%	
Respuesta de Operadora	(Llamadas atendidas < 10 segundos + llamadas abandonadas < 10 segundos) / (Total de tentativas de llamadas al sistema operador)	Total													
		101	92.43%	94.73%	89.33%	94.07%	90.76%	96.55%	98.33%	97.32%	96.13%	97.78%	98.62%	90.87%	
		102	91.20%	98.00%	96.37%	97.77%	94.80%	90.47%	97.27%	94.92%	96.54%	97.78%	94.83%	94.66%	
		103	92.21%	91.65%	91.21%	94.16%	94.85%	93.68%	92.42%	93.11%	93.11%	92.46%	95.10%	98.98%	
		104	89.46%	92.09%	88.16%	90.51%	91.73%	95.55%	93.84%	93.63%	94.86%	94.75%	94.50%	91.40%	
Tasa de Llamadas Completadas	Tentativa de Llamadas Completadas / Total de Tentativas de Llamadas	Total	95.43%	94.98%	95.43%	95.71%	96.13%	96.68%	96.08%	94.94%	96.52%	96.89%	97.17%	95.39%	
		Local	89.24%	89.91%	92.92%	94.41%	95.30%	97.39%	96.26%	96.72%	95.97%	96.34%	97.13%	86.58%	
		101	97.51%	98.15%	97.24%	97.35%	98.86%	99.01%	99.23%	99.77%	99.73%	99.72%	99.56%	98.87%	
		102	99.72%	99.44%	99.80%	99.92%	99.81%	100.00%	99.93%	99.79%	99.85%	100.00%	100.00%	100.00%	
		103													
		104	98.97%	99.45%	99.72%	99.16%	99.72%	99.89%	99.70%	99.09%	98.98%	99.91%	99.44%	99.53%	
		15XX	91.59%	95.86%	95.38%	95.58%	96.03%	96.02%	95.81%	96.70%	96.50%	96.68%	96.96%	97.16%	
		19XX													
		0800-800XX	98.92%	99.34%	99.64%	99.62%	99.93%	100.00%	98.58%	92.27%	85.88%	87.05%	81.50%	86.21%	
		LDN	95.31%	96.86%	98.05%	99.62%	95.13%	95.30%	93.82%	97.03%	98.68%	98.96%	97.90%	98.69%	
LDI	93.72%	94.94%	95.51%	94.55%	93.93%	95.22%	93.70%	93.84%	96.51%	95.16%	96.88%	93.63%			

**AÑO: 2007**

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%	0.01%	0.00%	0.04%	0.76%	0.72%	0.82%	0.39%	1.85%	1.12%	0.36%	0.17%	0.13%
	Averías Reparadas del Total de Averías	< 24 Hrs	0.00%	0.00%	41.38%	43.72%	59.06%	16.37%	26.37%	5.26%	15.14%	10.99%	28.92%	17.93%
		> 72 Hrs	100.00%	100.00%	27.59%	27.30%	11.57%	47.64%	51.41%	66.50%	16.84%	76.86%	37.81%	49.46%
Respuesta de Operadora	(Llamadas atendidas < 10 segundos + llamadas abandonadas < 10 segundos) / (Total de tentativas de llamadas al sistema operador)	Total												
		101	51.05%	94.46%	88.35%	91.02%	65.16%	71.37%	69.76%	84.39%	86.65%	88.14%	93.19%	96.18%
		102	52.79%	95.74%	87.06%	93.23%	71.24%	77.98%	71.24%	45.45%	81.09%	97.93%	95.19%	92.83%
		103	90.72%	92.23%	92.52%	93.16%	95.62%	94.48%	94.46%	89.69%	93.51%	92.52%	91.25%	92.05%
		104	49.28%	94.96%	86.07%	89.71%	69.49%	78.46%	54.90%	41.63%	91.75%	90.26%	86.67%	91.37%
Tasa de Llamadas Completadas	Tentativa de Llamadas Completadas / Total de Tentativas de Llamadas	Total	90.25%	90.39%	82.18%	80.29%	82.18%	86.89%	83.43%	94.64%	93.65%	95.05%	94.73%	95.43%
		Local	81.91%	86.79%	75.82%	66.43%	75.82%	94.05%	81.37%	80.07%	91.03%	91.06%	87.94%	88.20%
		101	97.14%	99.65%	89.13%	63.78%	89.13%	98.90%	89.13%	100.00%	99.31%	98.78%	98.57%	97.71%
		102	97.14%	99.65%	89.13%	63.78%	89.13%	98.90%	89.13%	99.95%	99.37%	99.76%	99.71%	99.36%
		103												
		104	97.14%	99.65%	89.13%	63.78%	89.13%	98.90%	89.13%	99.45%	99.29%	99.57%	99.62%	99.07%
		15XX	93.27%	90.41%	82.32%	81.91%	82.32%	83.43%	81.24%	96.16%	94.88%	96.34%	96.33%	96.68%
		19XX												
		0800-800XX	85.54%	83.45%	92.29%	99.49%	92.29%	50.48%	65.37%	59.20%	54.79%	62.54%	72.26%	83.04%
		LDN	97.06%	97.89%	98.54%	98.44%	98.54%	98.43%	98.68%	98.68%	89.76%	95.85%	93.77%	93.80%
LDI	93.39%	90.50%	82.27%	81.87%	82.27%	83.43%	81.24%	81.24%	93.61%	93.35%	90.21%	90.60%		

AÑO: 2006

INDICADOR	FORMULA	META	ENERO	FEBRERO	MARZO	ABRIL	MAYO	JUNIO	JULIO	AGOSTO	SEPTIEMBR	OCTUBRE	NOVIEMBRE	DICIEMBRE	
Tasa de Incidencia de Fallas	Averías Reportadas / Líneas en Servicio	= < 1.60%	0.01%	0.04%	0.02%	0.00%	0.00%	0.01%	0.08%	0.09%	0.01%	0.00%	0.01%	0.00%	
	Averías Reparadas del Total de Averías	< 24 Hrs	33.33%	66.67%	69.23%	0.00%	100.00%	0.00%	5.00%	0.00%	0.00%	0.00%	20.00%	0.00%	
		> 72 Hrs	50.00%	25.93%	30.77%	100.00%	0.00%	100.00%	90.00%	100.00%	100.00%	100.00%	80.00%	100.00%	
Respuesta de Operadora	(Llamadas atendidas < 10 segundos + llamadas abandonadas < 10 segundos) / (Total de tentativas de llamadas al sistema operador)	Total													
		101	77.61%	59.40%	63.73%	71.37%	85.36%	88.23%	85.21%	85.59%	69.81%	63.38%	58.49%	56.85%	
		102	93.78%	89.30%	71.75%	68.62%	85.22%	88.43%	85.76%	86.05%	66.88%	59.88%	63.64%	55.25%	
		103	96.56%	97.00%	91.68%	91.03%	90.88%	91.38%	89.44%	90.32%	91.65%	90.22%	91.92%	89.51%	
		104	87.47%	78.76%	47.21%	36.26%	72.52%	77.23%	84.57%	86.52%	64.73%	58.14%	63.13%	59.38%	
Tasa de Llamadas Completadas	Tentativa de Llamadas Completadas / Total de Tentativas de Llamadas	Total	91.61%	89.64%	91.33%	89.95%	88.50%	89.44%	86.24%	87.20%	82.83%	87.95%	87.04%	78.30%	
		Local	86.60%	85.68%	86.84%	88.85%	85.95%	87.40%	88.36%	86.50%	86.20%	85.55%	85.79%	78.78%	
		101	95.96%	93.37%	99.97%	65.18%	99.97%	99.95%	99.99%	99.94%	98.91%	99.42%	99.85%	100.00%	
		102	95.96%	93.37%	99.97%	65.18%	99.97%	99.95%	99.99%	99.94%	98.91%	99.42%	99.85%	100.00%	
		103													
		104	95.96%	93.37%	99.97%	65.18%	99.97%	99.95%	99.99%	99.94%	98.91%	99.42%	99.85%	100.00%	
		15XX	94.14%	92.03%	94.34%	89.92%	89.19%	89.70%	86.00%	87.73%	80.45%	87.68%	86.54%	76.41%	
		19XX													
		0800-800XX	75.04%	65.85%	66.80%	68.20%	61.72%	54.96%	77.51%	87.59%	97.73%	99.69%	100.00%	79.52%	
		LDN	95.69%	94.17%	93.58%	96.41%	94.28%	95.98%	96.12%	94.14%	97.01%	95.07%	96.02%	95.18%	
LDI	94.86%	92.08%	94.42%	89.97%	89.26%	89.73%	84.52%	86.79%	80.44%	88.07%	86.53%	76.39%			

AÑO: 2005

INDICADOR	FORMULA	META	ENERO	FEBRERO	MARZO	ABRIL	MAYO	JUNIO	JULIO	AGOSTO	SEPTIEMBR	OCTUBRE	NOVIEMBRE	DICIEMBRE	
Tasa de Incidencia de Fallas	Averías Reportadas / Líneas en Servicio	= < 1.60%						0.08%	0.04%	0.02%	0.03%	0.00%	0.01%	0.01%	
	Averías Reparadas del Total de Averías	< 24 Hrs						6.67%	3.23%	38.46%	4.76%	0.00%	0.00%	22.22%	
		> 72 Hrs						80.00%	90.32%	46.15%	57.14%	100.00%	75.00%	77.78%	
Respuesta de Operadora	(Llamadas atendidas < 10 segundos + llamadas abandonadas < 10 segundos) / (Total de tentativas de llamadas al sistema operador)	Total													
		101								28.22%	62.03%	76.16%	74.85%	80.15%	
		102						86.00%	89.60%	46.60%	71.03%	80.45%	79.31%	86.63%	
		103						97.00%	96.42%	98.53%	97.50%	96.33%	97.15%	96.69%	
		104								25.87%	63.06%	73.68%	79.56%	81.86%	
Tasa de Llamadas Completadas	Tentativa de Llamadas Completadas / Total de Tentativas de Llamadas	Total						84.55%	83.65%	81.07%	93.89%	93.27%	89.56%	90.32%	
		Local						57.88%	61.44%	64.71%	92.17%	92.39%	90.06%	87.41%	
		101													
		102													
		103													
		104													
		15XX													
		19XX													
		0800-800XX													
		LDN							92.41%	91.46%	91.88%	99.75%	98.96%	97.98%	95.61%
LDI							85.16%	83.32%	78.63%	95.65%	93.22%	87.17%	93.11%		