

EMPRESA: Entel Perú S.A.

AÑO: 2017

SERVICIO: Público Móvil

INDICADOR	Tecnología	FORMULA	META	DEPARTAMENTO	ENE	FEB	MAR	ABR	MAY	JUN	JUL	AGO	SEP	OCT
Tasa de intentos No establecidos	Conexión Directa	Número de Intentos No Establecidos / Total de Intentos (por departamento y la provincia constitucional del Callao) - Conexión Directa	≤3.0%	Red	0.04%	0.07%	0.05%	0.03%	0.02%	0.02%	0.01%	0.01%	0.04%	0.05%
Tasa de llamadas interrumpidas		Número de Llamadas Interrumpidas del Total de Llamadas Establecidas (por departamento y la Provincia Constitucional del Callao) - Conexión Directa	≤2.0%	Red	0.84%	0.77%	0.91%	0.78%	0.88%	0.82%	0.74%	0.81%	0.78%	0.59%
Tasa de intentos no establecidos	Telefonía IDEN	Número de Intentos No Establecidos / Total de Intentos (por departamento y la provincia constitucional del Callao) - Interconexión telefónica iDEN	≤3.0%	ANCASH	0.32%	0.37%	0.52%	0.65%	0.58%	1.00%	0.83%	0.73%	0.55%	0.77%
				AREQUIPA	0.7%	1.16%	0.17%	0.12%	0.10%	0.67%	0.21%	0.39%	0.11%	0.35%
				CUSCO	0.13%	0.00%	0.00%	0.12%	0.00%	0.29%	0.20%	0.19%	0.00%	0.36%
				ICA	0.3%	0.22%	0.17%	0.14%	0.19%	0.21%	0.13%	0.09%	0.38%	0.43%
				LA LIBERTAD	0.85%	0.70%	0.70%	0.65%	0.98%	2.91%	4.63%	4.34%	4.40%	2.67%
				LAMBAYEQUE	0.39%	0.73%	0.40%	0.49%	0.89%	9.15%	12.57%	12.43%	8.31%	11.16%
				LIMA	3.19%	2.96%	2.62%	0.62%	0.41%	0.29%	0.36%	0.46%	0.47%	0.41%
				MOQUEGUA	0.31%	0.45%	0.18%	0.17%	0.37%	0.21%	1.73%	2.52%	0.00%	0.00%
				PIURA	0.15%	0.39%	0.52%	0.28%	0.27%	0.30%	0.33%	0.32%	0.21%	0.28%
				PUNO	1.32%	3.57%	0.53%	5.62%	7.33%	5.15%	3.58%	7.77%	1.06%	5.57%
TACNA	1.98%	1.60%	2.17%	1.46%	3.28%	4.58%	1.74%	0.94%	3.98%	7.44%				
TUMBES	0.25%	0.18%	0.95%	1.94%	0.08%	0.76%	0.20%	0.08%	0.05%	0.32%				
Tasa de llamadas interrumpidas	Telefonía IDEN	Número de Llamadas Interrumpidas del Total de Llamadas Establecidas (por departamento y la Provincia Constitucional del Callao) - Interconexión telefónica iDEN	≤2.0%	ANCASH	1.01%	0.99%	1.37%	1.31%	1.39%	1.66%	1.52%	1.42%	1.11%	1.25%
				AREQUIPA	0.49%	0.59%	0.45%	0.41%	0.77%	0.58%	0.53%	0.56%	0.66%	0.66%
				CUSCO	1.13%	0.21%	0.83%	1.45%	0.64%	0.44%	1.19%	1.70%	1.19%	0.72%
				ICA	1.13%	1.09%	1.09%	0.88%	1.28%	1.25%	1.29%	1.24%	1.32%	1.57%
				LA LIBERTAD	1.08%	0.78%	1.19%	1.36%	1.46%	2.22%	2.50%	2.80%	2.21%	2.21%
				LAMBAYEQUE	1.19%	1.36%	1.81%	1.44%	1.39%	1.59%	1.84%	1.83%	1.45%	1.46%
				LIMA	1.2%	1.09%	1.08%	1.00%	0.91%	1.02%	0.97%	0.98%	1.04%	0.93%
				MOQUEGUA	1.73%	1.26%	0.74%	1.61%	0.75%	1.25%	1.08%	2.15%	0.38%	0.64%
				PIURA	1.01%	1.33%	1.43%	1.04%	1.27%	1.17%	1.38%	1.38%	1.17%	1.25%
				PUNO	1.87%	2.28%	0.53%	2.68%	2.85%	1.14%	1.03%	2.81%	2.15%	1.74%
TACNA	0.67%	2.03%	1.01%	1.48%	0.68%	1.99%	0.98%	0.41%	0.69%	1.79%				
TUMBES	0.97%	1.04%	1.56%	1.88%	1.04%	0.47%	1.02%	0.70%	0.66%	0.75%				
Tasa de intentos no establecidos	Telefonía PCS Telefonía PCS	Número de Intentos No Establecidos / Total de Intentos (por departamento y la provincia constitucional del Callao) - GSM	≤3.0%	AMAZONAS	0.37%	0.13%	4.04%	4.08%	0.13%	0.74%	0.29%	0.17%	0.39%	0.14%
				ANCASH	0.12%	0.13%	0.62%	0.13%	0.15%	0.16%	0.61%	0.17%	0.17%	0.14%
				APURIMAC	0.11%	0.10%	0.14%	0.40%	0.12%	0.17%	2.47%	0.56%	0.19%	0.13%
				AREQUIPA	0.14%	0.16%	0.17%	0.17%	0.29%	0.15%	0.15%	0.17%	0.23%	0.18%
				AYACUCHO	0.15%	0.17%	0.20%	0.20%	0.16%	0.19%	0.19%	0.21%	0.22%	0.18%
				CAJAMARCA	0.23%	0.46%	1.13%	0.92%	0.20%	0.50%	0.17%	0.16%	0.56%	0.22%
				CUSCO	0.37%	0.66%	0.96%	1.10%	0.51%	0.46%	2.50%	0.19%	0.18%	0.24%
				HUANCAVELICA	0.11%	0.12%	0.11%	0.11%	0.13%	0.17%	0.14%	0.16%	0.15%	0.13%
				HUANUCO	0.14%	0.15%	0.15%	0.16%	0.14%	0.16%	0.17%	0.21%	0.16%	0.13%
				ICA	0.22%	0.28%	0.18%	0.18%	0.25%	0.23%	1.66%	0.31%	0.34%	0.37%
				JUNÍN	0.17%	0.39%	0.16%	0.16%	0.17%	0.19%	0.22%	0.27%	0.15%	0.16%
				LA LIBERTAD	0.16%	0.14%	0.16%	0.14%	0.12%	0.16%	0.11%	0.20%	0.12%	0.11%
				LAMBAYEQUE	0.09%	0.11%	0.25%	0.10%	0.11%	0.13%	0.12%	0.13%	0.10%	0.12%
				LIMA	0.17%	0.16%	0.18%	0.16%	0.16%	0.16%	0.20%	0.20%	0.17%	0.19%
				LORETO	0.12%	0.11%	0.25%	0.12%	0.09%	0.16%	0.14%	0.08%	0.16%	0.09%
				MADRE DE DIOS	0.07%	0.10%	0.31%	0.08%	0.10%	0.09%	0.09%	0.09%	0.09%	0.08%
				MOQUEGUA	0.26%	0.24%	0.15%	0.15%	0.53%	0.27%	0.29%	0.40%	0.35%	0.38%
				PASCO	0.2%	0.80%	0.15%	0.19%	0.18%	0.14%	1.66%	0.96%	0.12%	0.12%
				PIURA	0.13%	0.28%	0.42%	0.15%	0.15%	0.15%	0.14%	0.18%	0.17%	0.16%
PUNO	0.11%	0.12%	0.14%	0.14%	0.15%	0.13%	0.61%	0.13%	0.12%	0.14%				
SAN MARTIN	0.12%	0.13%	0.15%	0.15%	0.14%	0.20%	0.17%	0.79%	0.65%	0.14%				
TACNA	0.36%	0.34%	0.12%	0.17%	0.16%	0.12%	0.91%	0.14%	0.14%	0.16%				
TUMBES	0.14%	0.13%	0.24%	0.16%	0.15%	0.17%	0.17%	0.13%	0.15%	0.14%				
UCAYALI	0.13%	0.15%	0.17%	0.13%	1.10%	0.13%	0.11%	0.94%	1.21%	0.46%				
Tasa de llamadas interrumpidas	Telefonía PCS Telefonía PCS	Número de Llamadas Interrumpidas del Total de Llamadas Establecidas (por departamento y la Provincia Constitucional del Callao) - GSM	≤2.0%	AMAZONAS	0.32%	0.52%	1.04%	1.13%	0.63%	0.90%	0.84%	1.01%	1.23%	0.78%
				ANCASH	0.23%	0.24%	0.43%	0.24%	0.27%	0.31%	0.29%	0.28%	0.30%	0.25%
				APURIMAC	0.32%	0.31%	0.34%	0.44%	0.29%	0.37%	0.68%	0.35%	0.31%	0.32%
				AREQUIPA	0.27%	0.30%	0.31%	0.33%	0.32%	0.33%	0.30%	0.33%	0.31%	0.29%
				AYACUCHO	0.25%	0.26%	0.30%	0.28%	0.30%	0.42%	0.39%	0.43%	0.43%	0.30%
				CAJAMARCA	0.37%	0.40%	0.77%	0.47%	0.51%	0.53%	0.46%	0.54%	0.70%	0.49%
				CUSCO	0.39%	0.43%	0.60%	0.57%	0.42%	0.41%	0.75%	0.38%	0.38%	0.42%
				HUANCAVELICA	0.24%	0.24%	0.22%	0.23%	0.26%	0.44%	0.43%	0.47%	0.42%	0.21%
				HUANUCO	0.25%	0.26%	0.25%	0.23%	0.24%	0.32%	0.28%	0.33%	0.31%	0.21%
				ICA	0.38%	0.37%	0.32%	0.32%	0.34%	0.33%	0.47%	0.35%	0.37%	0.36%
				JUNÍN	0.29%	0.32%	0.30%	0.29%	0.31%	0.35%	0.38%	0.51%	0.29%	0.29%
				LA LIBERTAD	0.27%	0.26%	0.26%	0.26%	0.27%	0.28%	0.24%	0.25%	0.25%	0.24%
				LAMBAYEQUE	0.21%	0.23%	0.25%	0.20%	0.21%	0.23%	0.22%	0.23%	0.22%	0.22%
				LIMA	0.27%	0.28%	0.29%	0.28%	0.28%	0.29%	0.30%	0.30%	0.30%	0.28%
				LORETO	0.26%	0.24%	0.25%	0.21%	0.18%	0.21%	0.19%	0.19%	0.24%	0.18%
				MADRE DE DIOS	0.19%	0.22%	0.26%	0.20%	0.22%	0.29%	0.28%	0.28%	0.26%	0.21%
				MOQUEGUA	0.29%	0.35%	0.29%	0.29%	0.35%	0.37%	0.34%	0.40%	0.37%	0.32%
				PASCO	0.4%	0.47%	0.42%	0.42%	0.44%	0.42%	0.65%	0.86%	0.37%	0.41%
				PIURA	0.26%	0.31%	0.40%	0.26%	0.27%	0.29%	0.25%	0.27%	0.25%	0.25%
PUNO	0.28%	0.29%	0.34%	0.32%	0.30%	0.35%	0.37%	0.36%	0.31%	0.29%				
SAN MARTIN	0.35%	0.36%	0.33%	0.34%	0.35%	0.43%	0.33%	0.47%	0.41%	0.33%				
TACNA	0.21%	0.29%	0.16%	0.19%	0.22%	0.23%	0.35%	0.21%	0.23%	0.17%				
TUMBES	0.25%	0.28%	0.37%	0.29%	0.30%	0.31%	0.36%	0.29%	0.30%	0.25%				
UCAYALI	0.21%	0.21%	0.20%	0.21%	0.37%	0.23%	0.22%	0.27%	0.33%	0.25%				

SERVICIO: Telefonía de uso público (TUPS)

INDICADOR	FORMULA	META	ENE	FEB	MAR	ABR	MAY	JUN	JUL	AGO	SEP	OCT
Tasa de reparaciones TUPS	Averías reparadas en <24 hrs. del total de reportadas y detectadas	<24 Hrs	80%	-	-	-	-	-	-	-	-	-

SERVICIO: Servicio de acceso a Internet

INDICADOR	FORMULA	META	ENE	FEB	MAR	ABR	MAY	JUN	JUL	AGO	SEP	OCT
Tasa de incidencia de falla Internet Móvil	Averías reportadas/líneas en servicio	≤2%	0.03%	0.02%	0.02%	0.02%	0.03%	0.03%	0.05%	0.03%	0.04%	0.03%
	Averías reparadas del total de averías	<24 Hrs	13.16%	8.33%	7.32%	9.09%	2.08%	3.33%	0%	0%	0%	2.78%
Respuesta de Operadora	RO Tramo 1	≤40 seg.	85%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Ro Tramo 2	≤20 seg.	85%	93.88%	91.73%	76.64%	72.05%	82.48%	96.86%	95.42%	94.35%	94.11%
Tasa de Ocupación de Enlaces	http://internet.entel.net.pe/Orion/SummaryView.aspx											
Tasa de Transferencia de Datos	http://speedtest.entel.net.pe/											