

EMPRESA: Entel Perú S.A.

AÑO: 2018

SERVICIO: **Público Móvil**

INDICADOR	Tecnología	FORMULA	META	DEPARTAMENTO	ENE	FEB	MAR	ABR	MAY	JUN	JUL	AGO	SEP	OCT	NOV	DIC
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%	0.03%	0.04%	0.01%	0%	0.01%	0.02%	0.02%	0.01%	0%	0%	0%
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	0.75%	0.66%	0.46%	0.58%	0.63%	0.52%	0.46%	0.37%	0.36%	0.31%	0.85%	0.46%
Tasa de intentos no establecidos	Telefonía PCS	Número de Intentos No Establecidos / Total de Intentos (por departamento y la provincia constitucional del Callao) - GSM	≤3.0%	AMAZONAS	0.11%	0.04%	0.04%	0.04%	0.05%	0.04%	0.05%	0.07%	0.06%	0.05%	0.06%	0.04%
				ANCASH	0.32%	0.14%	0.15%	0.16%	0.15%	0.11%	0.07%	0.07%	0.18%	0.18%	0.17%	0.15%
				APURIMAC	0.10%	0.11%	0.15%	0.16%	0.11%	0.12%	0.06%	0.04%	0.06%	0.03%	0.03%	0.04%
				AREQUIPA	0.13%	0.13%	0.14%	0.14%	0.14%	0.13%	0.09%	0.03%	0.15%	0.14%	0.15%	0.13%
				AYACUCHO	0.21%	0.18%	0.86%	0.21%	0.19%	0.20%	0.09%	0.21%	0.04%	0.05%	0.05%	0.05%
				CAJAMARCA	0.10%	0.06%	0.06%	0.05%	0.06%	0.05%	0.05%	0.07%	0.05%	0.22%	0.06%	0.42%
				CUSCO	0.14%	0.15%	0.18%	0.17%	0.17%	0.17%	0.09%	0.07%	0.11%	0.13%	0.12%	0.09%
				HUANCAVELICA	0.22%	0.30%	0.16%	0.18%	0.21%	0.17%	0.19%	0.21%	0.09%	0.09%	0.08%	0.10%
				HUANUCO	0.12%	0.16%	0.15%	0.15%	0.15%	0.16%	0.08%	0.09%	0.13%	0.06%	0.11%	0.06%
				ICA	0.33%	0.17%	0.19%	0.17%	0.26%	0.19%	0.16%	0.16%	0.08%	0.08%	0.08%	0.09%
				JUNÍN	0.15%	0.16%	0.18%	0.17%	0.18%	0.16%	0.23%	0.05%	0.04%	0.04%	0.04%	0.04%
				LA LIBERTAD	0.44%	0.11%	0.12%	0.12%	0.13%	0.07%	0.04%	0.04%	0.10%	0.10%	0.11%	0.10%
				LAMBAYEQUE	0.14%	0.12%	0.12%	0.11%	0.31%	0.11%	0.17%	0.39%	0.07%	0.07%	0.08%	0.08%
				LIMA	0.15%	0.16%	0.16%	0.17%	0.15%	0.21%	0.18%	0.23%	0.14%	0.15%	0.13%	0.13%
				LORETO	0.05%	0.04%	0.06%	0.08%	0.08%	0.18%	0.05%	0.14%	0.17%	0.02%	0.01%	0.02%
				MADRE DE DIOS	0.06%	0.06%	0.06%	0.10%	0.07%	0.04%	0.04%	0.03%	0.03%	0.03%	0.03%	0.03%
				MOQUEGUA	0.08%	0.10%	0.08%	0.07%	0.18%	0.11%	0.06%	0.02%	0.05%	0.05%	0.10%	0.03%
				PASCO	2.89%	0.11%	0.10%	0.08%	0.10%	0.10%	0.34%	0.04%	0.04%	0.03%	0.03%	0.04%
				PIURA	0.45%	0.43%	0.12%	0.11%	0.12%	0.86%	0.25%	0.04%	0.06%	0.06%	0.06%	0.07%
				PUNO	0.10%	0.12%	0.12%	0.17%	0.12%	0.10%	0.06%	0.05%	0.07%	0.08%	0.06%	0.07%
SAN MARTIN	0.19%	0.10%	0.05%	0.14%	0.06%	0.08%	0.07%	0.08%	0.12%	0.09%	0.05%	0.05%				
TACNA	0.11%	0.11%	0.13%	0.11%	0.21%	0.11%	0.05%	0.04%	0.09%	0.07%	0.07%	0.07%				
TUMBES	0.15%	0.14%	0.15%	0.13%	0.13%	0.14%	0.07%	0.07%	0.28%	0.35%	0.50%	0.41%				
UCAYALI	0.60%	0.14%	0.14%	0.18%	0.15%	0.16%	0.18%	0.05%	0.07%	0.07%	0.42%	0.05%				
Tasa de llamadas interrumpidas	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%	0.32%	0.25%	0.25%	0.24%	0.26%	0.32%	0.35%	0.32%	0.34%	0.37%	0.38%
				ANCASH	0.33%	0.33%	0.31%	0.33%	0.33%	0.30%	0.29%	0.29%	0.62%	0.65%	0.68%	0.70%
				APURIMAC	0.30%	0.30%	0.32%	0.35%	0.30%	0.32%	0.32%	0.30%	0.31%	0.30%	0.32%	0.32%
				AREQUIPA	0.28%	0.28%	0.31%	0.31%	0.31%	0.31%	0.28%	0.28%	0.48%	0.47%	0.47%	0.45%
				AYACUCHO	0.40%	0.40%	0.42%	0.42%	0.41%	0.39%	0.39%	0.40%	0.37%	0.39%	0.39%	0.35%
				CAJAMARCA	0.35%	0.35%	0.28%	0.31%	0.38%	0.40%	0.40%	0.40%	0.37%	0.41%	0.41%	0.40%
				CUSCO	0.37%	0.37%	0.39%	0.39%	0.40%	0.40%	0.35%	0.35%	0.53%	0.68%	0.58%	0.46%
				HUANCAVELICA	0.31%	0.31%	0.39%	0.39%	0.37%	0.39%	0.33%	0.39%	0.36%	0.42%	0.35%	0.37%
				HUANUCO	0.28%	0.28%	0.30%	0.28%	0.28%	0.30%	0.27%	0.27%	0.30%	0.30%	0.31%	0.29%
				ICA	0.33%	0.33%	0.30%	0.30%	0.31%	0.31%	0.29%	0.29%	0.46%	0.47%	0.43%	0.47%
				JUNÍN	0.33%	0.33%	0.36%	0.39%	0.39%	0.37%	0.36%	0.33%	0.33%	0.33%	0.33%	0.32%
				LA LIBERTAD	0.27%	0.27%	0.28%	0.28%	0.29%	0.26%	0.26%	0.27%	0.58%	0.66%	0.64%	0.62%
				LAMBAYEQUE	0.26%	0.26%	0.25%	0.24%	0.24%	0.25%	0.21%	0.22%	0.49%	0.50%	0.51%	0.53%
				LIMA	0.30%	0.30%	0.31%	0.31%	0.31%	0.34%	0.36%	0.37%	0.67%	0.68%	0.65%	0.65%
				LORETO	0.16%	0.16%	0.22%	0.18%	0.21%	0.22%	0.31%	0.15%	0.15%	0.15%	0.14%	0.14%
				MADRE DE DIOS	0.19%	0.19%	0.21%	0.24%	0.17%	0.22%	0.20%	0.19%	0.17%	0.19%	0.23%	0.20%
				MOQUEGUA	0.26%	0.26%	0.27%	0.24%	0.33%	0.42%	0.28%	0.25%	0.49%	0.49%	0.41%	0.28%
				PASCO	0.33%	0.33%	0.35%	0.35%	0.36%	0.40%	0.40%	0.39%	0.39%	0.37%	0.40%	0.37%
				PIURA	0.28%	0.28%	0.26%	0.25%	0.26%	0.28%	0.24%	0.24%	0.48%	0.48%	0.50%	0.50%
				PUNO	0.34%	0.34%	0.36%	0.36%	0.32%	0.32%	0.30%	0.29%	0.50%	0.54%	0.40%	0.47%
SAN MARTIN	0.33%	0.33%	0.26%	0.32%	0.25%	0.26%	0.29%	0.33%	0.33%	0.36%	0.33%	0.34%				
TACNA	0.20%	0.20%	0.22%	0.21%	0.25%	0.21%	0.19%	0.18%	0.39%	0.42%	0.44%	0.42%				
TUMBES	0.31%	0.31%	0.33%	0.26%	0.27%	0.27%	0.23%	0.24%	0.48%	0.54%	0.47%	0.58%				
UCAYALI	0.35%	0.35%	0.29%	0.29%	0.29%	0.31%	0.33%	0.32%	0.32%	0.34%	0.40%	0.32%				

SERVICIO: **Telefonía de uso público (TUPS)**

INDICADOR	FORMULA	META	ENE	FEB	MAR	ABR	MAY	JUN	JUL	AGO	SEP	OCT	NOV	DIC
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	NOV	DIC	
Tasa de incidencia de falla Internet Móvil	Averías reportadas/líneas en servicio	≤2%	0.03%	0.02%	0.19%	0.04%	0.05%	0.09%	0.08%	0.06%	0.06%	0.08%	0.10%	0.05%	
	Averías reparadas del total de averías	<24 Hrs	1.28%	0.00%	6.73%	2.94%	4.7%	2.77%	0.00%	1.52%	0.50%	3.54%	0.62%	1.22%	
Respuesta de Operadora	RO Tramo 1	≤40 seg.	80%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Ro Tramo 2	≤20 seg.	80%	92.11%	90.85%	81.73%	79.19%	86.27%	88.76%	85.84%	90.47%	88.93%	92.75%	73.49%	86.31%
Tasa de Ocupación de Enlaces	http://internet.entel.net.pe/Orion/SummaryView.aspx														
Tasa de Transferencia de Datos	http://speedtest.entel.net.pe/														