

| INDICADOR                        | Tecnología                     | FORMULA  | META  | DEPARTAMENTO  | ENE   | FEB   | MAR   | ABR   | MAY   | JUN   | JUL   |
|----------------------------------|--------------------------------|--|-------|---------------|-------|-------|-------|-------|-------|-------|-------|
| 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           | 0.01% | 0%    | 0%    | 0%    | 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           | 0.25% | 0.38% | 0%    | 0.52% | 1.05% | 0%    | 0%    |
| Tasa de intentos no establecidos | Telefonía PCS<br>Telefonía PCS | Número de Intentos No Establecidos / Total de Intentos (por departamento y la provincia constitucional del Callao) - GSM                           | ≤3.0% | AMAZONAS      | 0.05% | 0.06% | 0.06% | 0.56% | 0.06% | 0.06% | 0.05% |
|                                  |                                |  |       | ANCASH        | 0.05% | 0.04% | 0.06% | 0.15% | 0.03% | 0.30% | 0.04% |
|                                  |                                |  |       | APURIMAC      | 0.04% | 0.04% | 0.04% | 0.03% | 0.03% | 0.04% | 0.03% |
|                                  |                                |  |       | AREQUIPA      | 0.03% | 0.05% | 0.04% | 0.04% | 0.03% | 0.03% | 0.04% |
|                                  |                                |  |       | AYACUCHO      | 0.05% | 0.05% | 0.05% | 0.05% | 0.05% | 0.05% | 0.04% |
|                                  |                                |  |       | CAJAMARCA     | 0.07% | 0.20% | 0.14% | 0.11% | 0.05% | 0.05% | 0.04% |
|                                  |                                |  |       | CUSCO         | 0.06% | 0.07% | 0.07% | 0.07% | 0.06% | 0.06% | 0.06% |
|                                  |                                |  |       | HUANCAVELICA  | 0.07% | 0.13% | 0.12% | 0.14% | 0.07% | 0.09% | 0.08% |
|                                  |                                |  |       | HUANUCO       | 0.07% | 0.10% | 0.16% | 0.09% | 0.10% | 0.07% | 0.05% |
|                                  |                                |  |       | ICA           | 0.29% | 0.14% | 0.13% | 0.16% | 0.15% | 0.30% | 0.14% |
|                                  |                                |  |       | JUNÍN         | 0.05% | 0.04% | 0.05% | 0.05% | 0.04% | 0.03% | 0.04% |
|                                  |                                |  |       | LA LIBERTAD   | 0.04% | 0.04% | 0.04% | 0.08% | 0.04% | 0.04% | 0.16% |
|                                  |                                |  |       | LAMBAYEQUE    | 0.06% | 0.07% | 0.04% | 0.03% | 0.03% | 0.14% | 0.03% |
|                                  |                                |  |       | LIMA          | 0.17% | 0.22% | 0.22% | 0.18% | 0.18% | 0.18% | 0.17% |
|                                  |                                |  |       | LORETO        | 0.02% | 0.01% | 0.01% | 0.02% | 0.01% | 0.01% | 0.05% |
|                                  |                                |  |       | MADRE DE DIOS | 0.03% | 0.05% | 0.05% | 0.03% | 0.05% | 0.02% | 0.03% |
|                                  |                                |  |       | MOQUEGUA      | 0.04% | 0.03% | 0.03% | 0.03% | 0.03% | 0.09% | 0.03% |
|                                  |                                |  |       | PASCO         | 0.04% | 0.03% | 0.04% | 0.03% | 0.03% | 0.02% | 0.03% |
|                                  |                                |  |       | PIURA         | 0.08% | 0.11% | 0.38% | 0.04% | 0.23% | 0.04% | 0.06% |
|                                  |                                |  |       | PUNO          | 0.04% | 0.04% | 0.04% | 0.04% | 0.06% | 0.03% | 0.03% |
| SAN MARTIN                       | 0.06%                          | 0.43%  | 0.05% | 0.06%         | 0.14% | 0.05% | 0.05% |       |       |       |       |
| TACNA                            | 0.03%                          | 0.03%  | 0.03% | 0.03%         | 0.02% | 0.02% | 0.03% |       |       |       |       |
| TUMBES                           | 0.05%                          | 0.05%  | 0.05% | 0.05%         | 0.05% | 0.06% | 0.04% |       |       |       |       |
| UCAYALI                          | 0.06%                          | 0.05%  | 0.07% | 0.06%         | 0.05% | 0.05% | 0.06% |       |       |       |       |
| Tasa de llamadas interrumpidas   | Telefonía PCS<br>Telefonía PCS | Número de Llamadas Interrumpidas del Total de Llamadas Establecidas (por departamento y la Provincia Constitucional del Callao) -GSM               | ≤2.0% | AMAZONAS      | 0.41% | 0.41% | 0.46% | 0.45% | 0.47% | 0.45% | 0.43% |
|                                  |                                |  |       | ANCASH        | 0.26% | 0.26% | 0.27% | 0.27% | 0.27% | 0.29% | 0.27% |
|                                  |                                |  |       | APURIMAC      | 0.36% | 0.34% | 0.34% | 0.35% | 0.34% | 0.36% | 0.35% |
|                                  |                                |  |       | AREQUIPA      | 0.30% | 0.33% | 0.33% | 0.30% | 0.29% | 0.28% | 0.27% |
|                                  |                                |  |       | AYACUCHO      | 0.39% | 0.38% | 0.40% | 0.38% | 0.38% | 0.38% | 0.39% |
|                                  |                                |  |       | CAJAMARCA     | 0.40% | 0.41% | 0.42% | 0.42% | 0.41% | 0.42% | 0.41% |
|                                  |                                |  |       | CUSCO         | 0.38% | 0.39% | 0.40% | 0.39% | 0.37% | 0.39% | 0.38% |
|                                  |                                |  |       | HUANCAVELICA  | 0.47% | 0.45% | 0.43% | 0.35% | 0.40% | 0.39% | 0.43% |
|                                  |                                |  |       | HUANUCO       | 0.31% | 0.34% | 0.33% | 0.32% | 0.32% | 0.32% | 0.33% |
|                                  |                                |  |       | ICA           | 0.32% | 0.32% | 0.30% | 0.29% | 0.30% | 0.31% | 0.31% |
|                                  |                                |  |       | JUNÍN         | 0.32% | 0.35% | 0.36% | 0.35% | 0.35% | 0.34% | 0.34% |
|                                  |                                |  |       | LA LIBERTAD   | 0.28% | 0.28% | 0.28% | 0.29% | 0.30% | 0.30% | 0.29% |
|                                  |                                |  |       | LAMBAYEQUE    | 0.29% | 0.33% | 0.26% | 0.22% | 0.22% | 0.23% | 0.24% |
|                                  |                                |  |       | LIMA          | 0.36% | 0.37% | 0.37% | 0.38% | 0.38% | 0.41% | 0.41% |
|                                  |                                |  |       | LORETO        | 0.15% | 0.14% | 0.14% | 0.13% | 0.13% | 0.13% | 0.13% |
|                                  |                                |  |       | MADRE DE DIOS | 0.27% | 0.23% | 0.25% | 0.21% | 0.20% | 0.23% | 0.27% |
|                                  |                                |  |       | MOQUEGUA      | 0.34% | 0.30% | 0.28% | 0.27% | 0.26% | 0.30% | 0.27% |
|                                  |                                |  |       | PASCO         | 0.37% | 0.38% | 0.43% | 0.40% | 0.40% | 0.42% | 0.41% |
|                                  |                                |  |       | PIURA         | 0.27% | 0.28% | 0.25% | 0.24% | 0.25% | 0.24% | 0.24% |
|                                  |                                |  |       | PUNO          | 0.31% | 0.32% | 0.32% | 0.34% | 0.30% | 0.31% | 0.30% |
| SAN MARTIN                       | 0.37%                          | 0.45%  | 0.39% | 0.40%         | 0.38% | 0.40% | 0.39% |       |       |       |       |
| TACNA                            | 0.19%                          | 0.20%  | 0.21% | 0.20%         | 0.20% | 0.19% | 0.19% |       |       |       |       |
| TUMBES                           | 0.26%                          | 0.30%  | 0.27% | 0.29%         | 0.28% | 0.28% | 0.26% |       |       |       |       |
| UCAYALI                          | 0.37%                          | 0.32%  | 0.34% | 0.35%         | 0.35% | 0.36% | 0.36% |       |       |       |       |

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

| INDICADOR                 | FORMULA  | META    | ENE | FEB | MAR | ABR | MAY | JUN | JUL |
|---------------------------|--|---------|-----|-----|-----|-----|-----|-----|-----|
| 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    |        |  |
|--|---|----------|-------|--------|--------|--------|--------|--------|--------|--------|--|
| Tasa de incidencia de falla Internet Móvil | Averías reportadas/lineas en servicio   | ≤2%      | 0.06% | 0.06%  | 0.06%  | 0.06%  | 0.05%  | 0.05%  | 0.05%  |        |  |
|  | Averías reparadas del total de averías  | <24 Hrs  | 0.50% | 0.50%  | 1.46%  | 1.32%  | 2.15%  | 1.57%  | 0.51%  |        |  |
| Respuesta de Operadora                     | RO Tramo 1  | ≤40 seg. | 80%   | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   |        |  |
|  | Ro Tramo 2  | ≤20 seg. | 80%   | 89.73% | 90.65% | 91.32% | 87.51% | 81.19% | 90.81% | 88.44% |  |
| Tasa de Ocupación de Enlaces               | <a href="http://internet.entel.net.pe/Orion/SummaryView.aspx">http://internet.entel.net.pe/Orion/SummaryView.aspx</a> |          |       |        |        |        |        |        |        |        |  |
| Tasa de Transferencia de Datos             | <a href="http://speedtest.entel.net.pe/">http://speedtest.entel.net.pe/</a>   |          |       |        |        |        |        |        |        |        |  |