

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%	0.01%	0.01%	0.02%	0.02%	0.01%	0%	0%	0.01%	
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%	0.68%	0.46%	0.58%	0.63%	0.52%	0.46%	0.37%	0.34%	0.27%	0.72%	0.43%	
Tasa de intentos no establecidos	Telefonía PCS	Número de Intentos No Establecidos / Total de Intentos (por departamento y la provincia constitucional del Callao)	≤3.0%	AMAZONAS	0.11%	0.04%	0.04%	0.04%	0.05%	0.04%	0.05%	0.07%	0.06%	0.05%	0.07%	0.04%	
				ANCASH	0.34%	0.12%	0.14%	0.15%	0.15%	0.09%	0.06%	0.05%	0.11%	0.05%	0.05%	0.04%	
				APURIMAC	0.10%	0.11%	0.14%	0.15%	0.11%	0.12%	0.06%	0.04%	0.06%	0.04%	0.03%	0.04%	
				AREQUIPA	0.13%	0.13%	0.14%	0.14%	0.14%	0.13%	0.09%	0.04%	0.04%	0.04%	0.23%	0.09%	
				AYACUCHO	0.20%	0.18%	0.89%	0.20%	0.18%	0.20%	0.09%	0.20%	0.05%	0.05%	0.05%	0.05%	
				CAJAMARCA	0.10%	0.06%	0.06%	0.05%	0.06%	0.06%	0.05%	0.07%	0.05%	0.21%	0.06%	0.42%	
				CUSCO	0.14%	0.15%	0.18%	0.17%	0.17%	0.17%	0.09%	0.07%	0.06%	0.08%	0.07%	0.06%	
				HUANCAVELICA	0.23%	0.30%	0.16%	0.18%	0.22%	0.16%	0.18%	0.20%	0.08%	0.09%	0.09%	0.09%	0.10%
				HUANUCO	0.12%	0.16%	0.14%	0.15%	0.14%	0.15%	0.08%	0.09%	0.12%	0.06%	0.11%	0.07%	
				ICA	0.21%	0.17%	0.20%	0.17%	0.26%	0.20%	0.16%	0.15%	0.16%	0.29%	0.14%	0.14%	
				JUNÍN	0.15%	0.15%	0.17%	0.17%	0.17%	0.15%	0.24%	0.12%	0.04%	0.04%	0.04%	0.04%	
				LA LIBERTAD	0.45%	0.11%	0.12%	0.12%	0.13%	0.07%	0.04%	0.05%	0.09%	0.04%	0.04%	0.07%	
				LAMBAYEQUE	0.14%	0.12%	0.12%	0.11%	0.31%	0.11%	0.17%	0.38%	0.13%	0.04%	0.04%	0.05%	
				LIMA	0.15%	0.16%	0.15%	0.16%	0.15%	0.21%	0.18%	0.23%	0.17%	0.24%	0.20%	0.20%	
				LORETO	0.06%	0.04%	0.06%	0.08%	0.08%	0.18%	0.05%	0.14%	0.17%	0.02%	0.02%	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%	0.06%	0.18%	0.10%	0.06%	0.02%	0.12%	0.03%	0.03%	0.03%	
				PASCO	2.89%	0.11%	0.09%	0.08%	0.09%	0.09%	0.34%	0.04%	0.04%	0.03%	0.03%	0.04%	
				PIURA	0.47%	0.46%	0.12%	0.11%	0.12%	0.88%	0.25%	0.04%	0.04%	0.04%	0.17%	0.32%	
				PUNO	0.10%	0.12%	0.12%	0.16%	0.12%	0.10%	0.06%	0.05%	0.04%	0.06%	0.05%	0.06%	
SAN MARTIN	0.19%	0.10%	0.05%	0.14%	0.06%	0.08%	0.07%	0.08%	0.12%	0.09%	0.05%	0.06%					
TACNA	0.11%	0.11%	0.13%	0.11%	0.21%	0.11%	0.06%	0.04%	0.03%	0.03%	0.04%	0.04%					
TUMBES	0.13%	0.14%	0.14%	0.12%	0.13%	0.14%	0.06%	0.07%	0.05%	0.06%	0.07%	0.07%					
UCAYALI	0.60%	0.14%	0.13%	0.19%	0.14%	0.15%	0.18%	0.05%	0.07%	0.07%	0.41%	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)	≤2.0%	AMAZONAS	0.32%	0.25%	0.25%	0.26%	0.23%	0.26%	0.31%	0.35%	0.32%	0.34%	0.37%	0.37%	
				ANCASH	0.29%	0.25%	0.27%	0.30%	0.30%	0.27%	0.26%	0.26%	0.25%	0.26%	0.28%	0.27%	
				APURIMAC	0.30%	0.32%	0.31%	0.34%	0.30%	0.32%	0.32%	0.30%	0.31%	0.30%	0.33%	0.32%	
				AREQUIPA	0.28%	0.28%	0.31%	0.31%	0.30%	0.30%	0.28%	0.27%	0.29%	0.29%	0.29%	0.28%	
				AYACUCHO	0.39%	0.40%	0.42%	0.41%	0.41%	0.39%	0.38%	0.40%	0.37%	0.39%	0.39%	0.35%	
				CAJAMARCA	0.35%	0.29%	0.28%	0.31%	0.37%	0.39%	0.40%	0.40%	0.37%	0.41%	0.41%	0.40%	
				CUSCO	0.37%	0.36%	0.40%	0.39%	0.40%	0.40%	0.35%	0.35%	0.35%	0.38%	0.38%	0.37%	
				HUANCAVELICA	0.31%	0.40%	0.39%	0.39%	0.37%	0.41%	0.33%	0.38%	0.36%	0.41%	0.36%	0.37%	
				HUANUCO	0.28%	0.26%	0.29%	0.28%	0.29%	0.30%	0.27%	0.27%	0.30%	0.30%	0.31%	0.30%	
				ICA	0.31%	0.44%	0.30%	0.29%	0.30%	0.30%	0.29%	0.29%	0.29%	0.29%	0.30%	0.30%	
				JUNÍN	0.34%	0.33%	0.36%	0.38%	0.40%	0.37%	0.36%	0.33%	0.33%	0.33%	0.33%	0.31%	
				LA LIBERTAD	0.27%	0.27%	0.27%	0.28%	0.29%	0.26%	0.26%	0.27%	0.27%	0.27%	0.29%	0.28%	
				LAMBAYEQUE	0.27%	0.25%	0.24%	0.24%	0.24%	0.25%	0.21%	0.22%	0.22%	0.23%	0.24%	0.24%	
				LIMA	0.29%	0.29%	0.30%	0.30%	0.30%	0.33%	0.35%	0.37%	0.38%	0.38%	0.37%	0.37%	
				LORETO	0.17%	0.17%	0.23%	0.18%	0.21%	0.22%	0.31%	0.15%	0.15%	0.15%	0.15%	0.14%	
				MADRE DE DIOS	0.19%	0.18%	0.21%	0.23%	0.17%	0.22%	0.20%	0.18%	0.17%	0.20%	0.23%	0.21%	
				MOQUEGUA	0.26%	0.34%	0.26%	0.24%	0.33%	0.41%	0.28%	0.25%	0.25%	0.30%	0.25%	0.27%	
				PASCO	0.33%	0.32%	0.35%	0.35%	0.36%	0.40%	0.40%	0.40%	0.40%	0.36%	0.40%	0.37%	
				PIURA	0.27%	0.35%	0.25%	0.24%	0.24%	0.26%	0.23%	0.23%	0.23%	0.24%	0.25%	0.25%	
				PUNO	0.34%	0.35%	0.35%	0.35%	0.32%	0.32%	0.30%	0.29%	0.29%	0.31%	0.30%	0.28%	
SAN MARTIN	0.32%	0.26%	0.25%	0.32%	0.25%	0.25%	0.30%	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%	0.18%	0.19%	0.20%	0.18%					
TUMBES	0.30%	0.30%	0.32%	0.25%	0.25%	0.26%	0.23%	0.23%	0.22%	0.23%	0.23%	0.26%					
UCAYALI	0.35%	0.26%	0.28%	0.29%	0.29%	0.32%	0.33%	0.33%	0.33%	0.35%	0.40%	0.33%					

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/														