EMPRESA: Entel Perú S.A.  
AÑO: 2014

SERVICIO: **Público Móvil**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **INDICADOR** | **Servicio** | **FORMULA** | | **META** | **ENE** | **FEB** | **MAR** | **ABR** | **MAY** | **JUN** | **JUL** | **AGO** | **SEP** | **OCT** | **NOV** | **DIC** |
| Respuesta de Operadora |  | Llamadas atendidas <20 segundos/Total tentativas de llamadas al sistema operador | 103 | 90% | 98.18% | 97.50% | 97.36% | 97.14% | 97.32% | 98.98% | 98.88% | 99.73% | 99.45% | 98.09% | 97.73% | 95.56% |
| 102 | 90.25% | 93.97% | 89.19% | 91.63% | 93.30% | 92.25% | 93.38% | 92.45% | 93.52% | 66.16% | 86.70% | 89.53% |
| 6117777 / 080018844 |
| 123 |
| Tasa de intentos no establecidos | Conexión Directa | Número de intentos no establecidos/total de intentos | | =<3.00% | 0.40% | 0.32% | 0.27% | 0.25% | 0.31% | 0.28% | 0.23% | 0.25% | 0.22% | 0.21% | 0.20% | 0.21% |
| Tasa de llamadas interrumpidas | Total de llamadas interrumpidas del total de llamadas establecidas | | =<2.0% | 0.56% | 0.54% | 0.51% | 0.47% | 0.56% | 0.57% | 0.41% | 0.47% | 0.46% | 0.46% | 0.48% | 0.47% |
| Tasa de intentos no establecidos | Telefonía | Número de intentos no establecidos/total de intentos | | =<3.00% | 0.17% | 0.20% | 0.07% | 0.08% | 0.09% | 0.08% | 0.09% | 0.09% | 0.06% | 0.07% | 0.07% | 0.07% |
| Tasa de llamadas interrumpidas | Total de llamadas interrumpidas del total de llamadas establecidas | | =<2.0% | 0.59% | 0.56% | 0.57% | 0.60% | 0.63% | 0.62% | 0.67% | 0.67% | 0.63% | 0.61% | 0.59% | 0.57% |

SERVICIO: **Telefonía Fija**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **INDICADOR** | **FORMULA** | | **META** | **ENE** | **FEB** | **MAR** | **ABR** | **MAY** | **JUN** | **JUL** | **AGO** | **SEP** | **OCT** | **NOV** | **DIC** |
| Tasa de incidencia de falla | Averías reportadas/líneas en servicio | | =<1.60% | 0.43% | 0.36% | 0.34% | - | - | - | - | - | - | - | - | - |
| Averías reparadas del total de averías | <24 Hrs |  | 39.13% | 15.79% | 68.75% | - | - | - | - | - | - | - | - | - |
| >72 Hrs |  | 60.87% | 84.21% | 31.25% | - | - | - | - | - | - | - | - | - |
| Respuesta de Operadora | Llamadas atendidas <10 segundos/Total tentativas de llamadas | 123 | 90% | 100.00% | 95.24% | 92.00% | - | - | - | - | - | - | - | - | - |
| 6117730 |
| 0800-11236 |
| 6117777 / 080018844 |
| Tasa de llamadas completadas | Tentativa de Llamadas completadas/Total de tentativas de llamadas | Total | 90% | 99.75% | 99.88% | 99.98% | - | - | - | - | - | - | - | - | - |
| Local | 99.75% | 99.88% | 99.98% | - | - | - | - | - | - | - | - | - |
| LDN | 100.00% | 100% | 100% | - | - | - | - | - | - | - | - | - |
| LDI | 100.00% | 100% | 100% | - | - | - | - | - | - | - | - | - |
| ASR  Tentativas de llamadas contestadas/Total de tentativas de llamadas | 103 | 70% | 100.00% | 100.00% | 100.00% | - | - | - | - | - | - | - | - | - |
| 123 | 100.00% | 100.00% | 100.00% | - | - | - | - | - | - | - | - | - |

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% |  |  |  |  |  |  |  |  |  |  |  |  |
| Respuesta de Operadora | Llamadas atendidas <20 segundos/Total tentativas de llamadas al sistema operador | 103 | 85% |  |  |  |  |  |  |  |  |  |  |  |  |
| 6600000 |  |  |  |  |  |  |  |  |  |  |  |  |

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 Fija | Averías reportadas/líneas en servicio | | =<9% | 14.37% | 22.50% | 19.13% | - | - | - | - | - | - | - | - | - |
| Averías reparadas del total de averías | <24 Hrs |  | 71.80% | 70.48% | 75.25% | - | - | - | - | - | - | - | - | - |
| >72 Hrs |  | 28.20% | 29.52% | 24.75% | - | - | - | - | - | - | - | - | - |
| Tasa de incidencia de falla  Internet Móvil | Averías reportadas/líneas en servicio | | =<9% | 0.072% | 0.059% | 0.082% | 0.105% | 0.12% | 0.24% | 0.26% | 0.75% | 0.93% | 0.46% | 0.46% | 0.44% |
| Averías reparadas del total de averías | <24 Hrs |  | 65.45% | 68.48% | 75.24% | 65.71% | 74.46% | 68.95% | 64.91% | 58.57% | 62.40% | 35.71% | 35.83% | 38.73% |
| >72 Hrs |  | 25.0% | 20.0% | 9.05% | 13.47% | 7.79% | 13.07% | 10.94% | 10.90% | 12.28% | 31.63% | 31.02% | 21.97% |
| Respuesta de Operadora | Llamadas atendidas <20 segundos/Total tentativas de llamadas al sistema operador | 123 | 90% | 93.87% | 77.04% | 95.20% | 97.87% | 92.23% | 93.12% | 92.01% | 93.76% | 85.99% | 89.99% | 94.37% | 96.49% |
| 6117730 |
| 0800-11236 |
| 6117777 / 080018844 |
| Tasa de Ocupación de Enlaces Internet Fija | *http://internet.fija.nextel.net.pe* | | | | | | | | | | | | | | |
| Tasa de Ocupación de Enlaces Internet Móvil | [*http://internet.movil.nextel.net.pe*](http://internet.movil.nextel.net.pe/) | | | | | | | | | | | | | | |
| Tasa de Transferencia de Datos Internet Móvil | *http://speedtest.nextel.net.pe* | | | | | | | | | | | | | | |