

EMPRESA: Entel Perú S.A.

AÑO: 2021

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% | 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% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | | | | | |
| 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 | 0.08% | 0.06% | 0.20% | 3.44% | 0.69% | 0.32% | 0.45% | 0.11% | | | | | | |
| | | | | ANCASH | 0.04% | 0.05% | 0.08% | 0.46% | 0.27% | 0.77% | 0.51% | 0.15% | | | | | | |
| | | | | APURIMAC | 0.03% | 0.03% | 0.02% | 0.03% | 0.03% | 0.03% | 0.03% | 0.03% | | | | | | |
| | | | | AREQUIPA | 0.18% | 0.15% | 0.08% | 0.29% | 0.11% | 0.04% | 0.03% | 0.05% | | | | | | |
| | | | | AYACUCHO | 0.04% | 0.04% | 0.04% | 0.05% | 0.10% | 0.05% | 0.04% | 0.05% | | | | | | |
| | | | | CAJAMARCA | 0.33% | 0.06% | 0.09% | 0.14% | 0.24% | 0.27% | 0.29% | 0.28% | | | | | | |
| | | | | CUSCO | 0.05% | 0.04% | 0.04% | 0.05% | 0.04% | 0.05% | 0.07% | 0.06% | | | | | | |
| | | | | HUANCAVELICA | 0.02% | 0.02% | 0.03% | 0.15% | 0.17% | 0.08% | 0.07% | 0.03% | | | | | | |
| | | | | HUANUCO | 0.05% | 0.06% | 1.27% | 0.14% | 1.53% | 0.30% | 0.16% | 0.42% | | | | | | |
| | | | | ICA | 0.31% | 0.12% | 0.18% | 0.44% | 0.95% | 0.31% | 0.20% | 0.49% | | | | | | |
| | | | | JUNÍN | 0.25% | 0.04% | 0.08% | 0.10% | 0.27% | 0.42% | 0.27% | 0.11% | | | | | | |
| | | | | LA LIBERTAD | 0.16% | 0.11% | 0.07% | 0.12% | 0.13% | 0.11% | 0.10% | 0.18% | | | | | | |
| | | | | LAMBAYEQUE | 0.25% | 0.30% | 0.38% | 0.49% | 0.25% | 0.79% | 2.35% | 0.86% | | | | | | |
| | | | | LIMA | 0.16% | 0.13% | 0.15% | 0.17% | 0.15% | 0.73% | 0.13% | 0.13% | | | | | | |
| | | | | LORETO | 0.01% | 0.01% | 0.01% | 0.33% | 0.01% | 0.01% | 0.01% | 0.03% | | | | | | |
| | | | | MADRE DE DIOS | 0.02% | 0.02% | 0.02% | 0.02% | 0.03% | 0.06% | 0.06% | 0.09% | | | | | | |
| | | | | MOQUEGUA | 0.02% | 0.05% | 0.03% | 0.03% | 0.85% | 0.03% | 0.03% | 0.02% | | | | | | |
| | | | | PASCO | 1.90% | 0.03% | 1.58% | 0.25% | 2.29% | 0.41% | 0.47% | 0.13% | | | | | | |
| | | | | PIURA | 0.22% | 0.16% | 1.38% | 0.85% | 0.57% | 0.40% | 11.38% | 0.26% | | | | | | |
| | | | | PUNO | 0.03% | 0.03% | 0.03% | 0.03% | 0.04% | 0.04% | 0.03% | 0.08% | | | | | | |
| SAN MARTIN | 0.16% | 0.13% | 0.46% | 0.20% | 0.66% | 0.13% | 0.70% | 0.22% | | | | | | | | | | |
| TACNA | 0.03% | 0.02% | 0.02% | 0.02% | 0.02% | 0.02% | 0.02% | 0.02% | | | | | | | | | | |
| TUMBES | 0.03% | 0.03% | 1.43% | 0.54% | 0.32% | 0.06% | 2.44% | 0.08% | | | | | | | | | | |
| UCAYALI | 0.24% | 0.09% | 0.24% | 1.01% | 0.08% | 0.39% | 0.30% | 0.37% | | | | | | | | | | |
| 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 | 0.56% | 0.58% | 0.70% | 0.95% | 0.61% | 0.50% | 0.59% | 0.70% | | | | | | |
| | | | | ANCASH | 0.30% | 0.30% | 0.32% | 0.33% | 0.34% | 0.37% | 0.33% | 0.32% | | | | | | |
| | | | | APURIMAC | 0.38% | 0.33% | 0.33% | 0.37% | 0.34% | 0.32% | 0.37% | 0.43% | | | | | | |
| | | | | AREQUIPA | 0.43% | 0.41% | 0.37% | 0.37% | 0.38% | 0.34% | 0.34% | 0.37% | | | | | | |
| | | | | AYACUCHO | 0.47% | 0.46% | 0.49% | 0.53% | 0.50% | 0.52% | 0.50% | 0.48% | | | | | | |
| | | | | CAJAMARCA | 0.57% | 0.51% | 0.55% | 0.66% | 0.65% | 0.69% | 0.62% | 0.64% | | | | | | |
| | | | | CUSCO | 0.46% | 0.41% | 0.42% | 0.43% | 0.42% | 0.41% | 0.41% | 0.45% | | | | | | |
| | | | | HUANCAVELICA | 0.36% | 0.42% | 0.44% | 0.48% | 0.48% | 0.50% | 0.48% | 0.51% | | | | | | |
| | | | | HUANUCO | 0.41% | 0.41% | 0.57% | 0.44% | 0.61% | 0.46% | 0.41% | 0.43% | | | | | | |
| | | | | ICA | 0.39% | 0.34% | 0.35% | 0.36% | 0.40% | 0.38% | 0.38% | 0.40% | | | | | | |
| | | | | JUNÍN | 0.36% | 0.34% | 0.35% | 0.36% | 0.36% | 0.39% | 0.38% | 0.35% | | | | | | |
| | | | | LA LIBERTAD | 0.37% | 0.36% | 0.36% | 0.39% | 0.38% | 0.42% | 0.40% | 0.40% | | | | | | |
| | | | | LAMBAYEQUE | 0.41% | 0.39% | 0.40% | 0.43% | 0.42% | 0.44% | 0.38% | 0.41% | | | | | | |
| | | | | LIMA | 0.36% | 0.35% | 0.35% | 0.35% | 0.35% | 0.36% | 0.34% | 0.35% | | | | | | |
| | | | | LORETO | 0.13% | 0.12% | 0.13% | 0.12% | 0.14% | 0.12% | 0.11% | 0.13% | | | | | | |
| | | | | MADRE DE DIOS | 0.34% | 0.29% | 0.28% | 0.31% | 0.30% | 0.36% | 0.40% | 0.46% | | | | | | |
| | | | | MOQUEGUA | 0.35% | 0.47% | 0.33% | 0.38% | 0.41% | 0.29% | 0.28% | 0.30% | | | | | | |
| | | | | PASCO | 0.47% | 0.37% | 0.42% | 0.44% | 0.52% | 0.82% | 0.70% | 0.49% | | | | | | |
| | | | | PIURA | 0.33% | 0.30% | 0.41% | 0.39% | 0.37% | 0.36% | 0.50% | 0.36% | | | | | | |
| | | | | PUNO | 0.35% | 0.34% | 0.35% | 0.39% | 0.37% | 0.34% | 0.34% | 0.36% | | | | | | |
| SAN MARTIN | 0.57% | 0.53% | 0.61% | 0.62% | 0.63% | 0.66% | 0.61% | 0.61% | | | | | | | | | | |
| TACNA | 0.23% | 0.22% | 0.22% | 0.22% | 0.22% | 0.23% | 0.24% | 0.25% | | | | | | | | | | |
| TUMBES | 0.34% | 0.32% | 0.54% | 0.51% | 0.43% | 0.38% | 0.44% | 0.43% | | | | | | | | | | |
| UCAYALI | 0.43% | 0.42% | 0.44% | 0.46% | 0.45% | 0.48% | 0.44% | 0.52% | | | | | | | | | | |

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% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | - | - | - |

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% | 0.21% | 0.20% | 0.34% | 0.34% | 0.35% | 0.35% | 0.91% | 1.20% | | | | |
| | Averías reparadas del total de averías | <24 Hrs | 43.52% | 37.28% | 25.76% | 32.64% | 41.58% | 30.32% | 90.99% | 93.58% | | | | |
| Tasa de Ocupación de Enlaces | http://internet.entel.net.pe/Orion/SummaryView.aspx | | | | | | | | | | | | | |
| Tasa de Transferencia de Datos | http://speedtest.entel.net.pe/ | | | | | | | | | | | | | |

SERVICIO: Servicio de Telefonía Fija

| 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% | 0.16% | 0.12% | 0.17% | 0.18% | 0.18% | 0.20% | 0.14% | 0.15% | | | | |
| | Averías reparadas del total de averías | <24 Hrs | 45.00% | 41.51% | 57.89% | 60.71% | 50.00% | 52.75% | 67.74% | 59.09% | | | | |
| Respuesta de Operadora | RO Tramo 1 | ≤40 seg. | 85% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | | |
| | Ro Tramo 2 | ≤20 seg. | 85% | 91.78% | 88.41% | 83.79% | 93.58% | 94.84% | 96.13% | 96.07% | 94.88% | | | |
| Tasa de Ocupación de Enlaces | http://internet.entel.net.pe/Orion/SummaryView.aspx | | | | | | | | | | | | | |
| Tasa de Transferencia de Datos | http://speedtest.entel.net.pe/ | | | | | | | | | | | | | |