

EMPRESA: **Entel Perú S.A.**

AÑO: 2016

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	0.32%	0.23%	0.31%	0.19%	0.06%	0.09%	0.16%	0.05%	0.05%	0.02%	0.16%	0.14%
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	0.55%	0.57%	0.62%	0.83%	0.79%	0.79%	0.75%	0.80%	0.69%	0.70%	0.76%	0.77%
Tasa de intentos no establecidos	Telefonía IDEN	Número de Intentos No Establecidos / Total de Intentos (por departamento y la provincia constitucional del Callao) - Interconexión telefónica iDEN	≤3.0%	ANCASH	0.39%	0.29%	0.36%	0.38%	0.38%	0.36%	0.39%	0.37%	0.29%	0.29%	0.33%	0.51%
				AREQUIPA	0.05%	0.15%	0.15%	0.28%	0.14%	0.07%	0.25%	0.16%	0.30%	0.29%	1.31%	1.19%
				CUSCO	0.11%	0.08%	0.11%	0.04%	0.14%	0.00%	0.07%	0.00%	0.00%	0.11%	0.10%	0.68%
				ICA	0.45%	0.29%	0.23%	0.19%	0.20%	0.21%	0.20%	0.11%	0.09%	0.20%	0.14%	0.12%
				LA LIBERTAD	0.96%	0.56%	0.46%	0.47%	0.41%	0.46%	0.90%	0.70%	0.80%	0.95%	1.86%	2.69%
				LAMBAYEQUE	3.62%	0.50%	0.42%	0.46%	0.35%	0.30%	0.27%	0.26%	0.29%	0.31%	0.63%	0.25%
				LIMA	0.12%	0.18%	0.30%	0.39%	0.30%	0.23%	0.74%	1.65%	0.89%	0.90%	0.89%	1.26%
				MOQUEGUA	0.28%	0.87%	0.74%	1.29%	1.56%	1.54%	0.35%	1.63%	2.14%	0.29%	0.50%	0.00%
				PIURA	0.41%	0.41%	0.33%	0.17%	0.12%	0.20%	0.21%	0.14%	0.16%	0.12%	0.14%	0.17%
				PUNO	0.31%	0.10%	0.37%	0.26%	0.49%	0.34%	1.72%	1.58%	0.79%	0.95%	4.20%	1.42%
				TACNA	0.33%	0.45%	0.49%	0.42%	0.63%	0.59%	0.70%	0.49%	0.54%	0.67%	2.93%	1.30%
TUMBES	0.18%	0.21%	0.21%	0.14%	0.12%	0.13%	0.12%	0.15%	0.11%	0.19%	0.23%	0.21%				
Tasa de llamadas interrumpidas	Telefonía IDEN	Número de Llamadas Interrumpidas del Total de Llamadas Establecidas (por departamento y la Provincia Constitucional del Callao) - Interconexión telefónica iDEN	≤2.0%	ANCASH	1.03%	1.05%	1.10%	1.14%	1.20%	1.21%	1.06%	1.22%	1.06%	0.92%	0.96%	1.28%
				AREQUIPA	0.28%	0.43%	0.66%	0.37%	0.46%	0.45%	0.82%	0.64%	0.81%	0.50%	0.54%	0.65%
				CUSCO	0.86%	0.59%	0.42%	0.54%	0.50%	0.35%	0.46%	0.55%	0.83%	1.20%	0.62%	0.42%
				ICA	0.75%	0.79%	0.89%	0.86%	0.98%	1.09%	1.27%	1.07%	1.17%	1.49%	1.06%	1.11%
				LA LIBERTAD	0.80%	0.73%	0.83%	0.79%	0.81%	0.93%	1.03%	1.12%	1.47%	1.56%	1.51%	2.06%
				LAMBAYEQUE	1.14%	1.23%	1.33%	1.53%	1.19%	1.27%	1.33%	1.08%	1.35%	1.04%	1.04%	1.07%
				LIMA	0.67%	0.70%	0.68%	0.74%	0.72%	0.85%	0.95%	1.05%	0.99%	1.02%	0.97%	1.08%
				MOQUEGUA	0.81%	0.98%	0.75%	1.00%	1.22%	1.58%	1.07%	1.69%	1.81%	1.69%	1.08%	0.71%
				PIURA	0.82%	0.83%	1.15%	0.88%	0.82%	0.90%	0.88%	0.93%	0.90%	0.94%	0.98%	0.99%
				PUNO	0.41%	0.46%	1.35%	0.53%	2.76%	3.94%	1.88%	3.21%	2.50%	2.34%	3.90%	2.56%
				TACNA	0.93%	0.98%	0.72%	0.99%	0.94%	1.10%	1.09%	1.10%	1.18%	0.62%	1.15%	1.91%
TUMBES	0.87%	0.74%	1.28%	1.02%	0.72%	1.01%	0.96%	0.95%	1.01%	0.80%	0.50%	0.88%				
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	0.16%	0.11%	0.16%	0.19%	0.19%	0.17%	0.18%	0.18%	0.14%	0.20%	0.17%	0.16%
				ANCASH	0.11%	0.11%	0.15%	0.11%	0.12%	0.21%	0.17%	0.20%	0.09%	0.09%	0.11%	0.49%
				APURIMAC	0.13%	0.13%	0.08%	0.09%	0.06%	0.08%	0.09%	0.13%	0.08%	0.08%	0.10%	0.09%
				AREQUIPA	0.14%	0.16%	0.15%	0.24%	0.12%	0.12%	0.12%	0.14%	0.12%	0.13%	0.13%	0.13%
				AYACUCHO	0.13%	0.18%	0.23%	0.14%	0.13%	0.13%	0.13%	0.13%	0.13%	0.11%	0.19%	0.15%
				CAJAMARCA	0.21%	0.20%	0.18%	0.15%	0.14%	0.16%	0.14%	0.15%	0.11%	0.13%	0.13%	0.11%
				CUSCO	0.15%	0.17%	0.18%	0.16%	0.15%	0.14%	0.15%	0.16%	0.17%	0.19%	0.22%	0.32%
				HUANCAVELICA	0.11%	0.18%	0.18%	0.13%	0.12%	0.11%	0.18%	0.18%	0.09%	0.05%	0.08%	0.08%
				HUANUCO	0.14%	0.15%	0.14%	0.13%	0.11%	0.11%	0.11%	0.12%	0.13%	0.08%	0.12%	0.15%
				ICA	7.91%	1.31%	0.51%	0.17%	7.23%	0.26%	0.18%	0.24%	0.28%	0.83%	0.20%	0.74%
				JUNÍN	0.11%	0.12%	0.11%	0.23%	0.10%	0.15%	0.14%	0.12%	0.14%	0.11%	0.15%	0.15%
				LA LIBERTAD	0.11%	0.10%	0.10%	0.10%	0.09%	0.09%	0.11%	0.09%	0.09%	0.10%	0.13%	0.14%
				LAMBAYEQUE	0.08%	0.09%	0.09%	0.08%	0.10%	0.09%	0.09%	0.09%	0.08%	0.07%	0.08%	0.09%
				LIMA	0.12%	0.12%	0.12%	0.14%	0.37%	0.14%	0.15%	0.17%	0.15%	0.15%	0.14%	0.16%
				LORETO	0.06%	0.18%	0.11%	0.08%	0.11%	0.67%	0.29%	0.23%	0.18%	0.42%	0.57%	0.55%
				MADRE DE DIOS	0.07%	0.12%	0.14%	0.07%	0.09%	0.07%	0.08%	0.09%	0.05%	0.07%	0.08%	0.06%
				MOQUEGUA	0.23%	0.07%	0.09%	0.08%	0.08%	0.09%	0.08%	0.09%	0.10%	0.08%	0.10%	0.09%
				PASCO	0.09%	0.14%	0.11%	0.08%	0.11%	0.08%	0.09%	0.09%	0.09%	0.08%	0.11%	0.16%
				PIURA	0.13%	0.14%	0.14%	0.12%	0.11%	0.10%	0.11%	0.11%	0.08%	0.09%	0.11%	0.11%
				PUNO	0.20%	0.14%	0.13%	0.14%	0.16%	0.10%	0.10%	0.12%	0.09%	0.10%	0.10%	0.11%
SAN MARTIN	0.17%	0.15%	0.18%	0.13%	0.13%	0.15%	0.15%	0.11%	0.12%	0.17%	0.17%	0.12%				
TACNA	0.37%	0.12%	0.09%	0.09%	0.11%	0.21%	0.10%	0.11%	0.11%	0.09%	0.11%	0.11%				
TUMBES	0.10%	0.10%	0.07%	0.08%	0.07%	0.08%	0.10%	0.12%	0.13%	0.11%	0.13%	0.14%				
UCAYALI	0.08%	0.11%	2.14%	0.12%	0.11%	0.11%	0.08%	0.07%	0.13%	0.09%	0.12%	0.12%				
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	0.75%	0.48%	0.44%	0.52%	0.43%	0.59%	0.49%	0.53%	0.34%	0.43%	0.35%	0.34%
				ANCASH	0.30%	0.27%	0.25%	0.24%	0.25%	0.26%	0.26%	0.25%	0.20%	0.19%	0.21%	0.25%
				APURIMAC	0.44%	0.40%	0.31%	0.37%	0.34%	0.30%	0.29%	0.33%	0.22%	0.26%	0.24%	0.27%
				AREQUIPA	0.32%	0.33%	0.32%	0.31%	0.30%	0.29%	0.27%	0.29%	0.25%	0.25%	0.25%	0.25%
				AYACUCHO	0.34%	0.40%	0.31%	0.33%	0.32%	0.32%	0.34%	0.31%	0.23%	0.21%	0.25%	0.26%
				CAJAMARCA	0.44%	0.46%	0.41%	0.39%	0.37%	0.44%	0.38%	0.39%	0.29%	0.31%	0.33%	0.31%
				CUSCO	0.37%	0.37%	0.38%	0.36%	0.36%	0.36%	0.34%	0.35%	0.34%	0.33%	0.33%	0.37%
				HUANCAVELICA	0.56%	0.54%	0.51%	0.53%	0.51%	0.47%	0.51%	0.48%	0.21%	0.20%	0.21%	0.19%
				HUANUCO	0.46%	0.44%	0.35%	0.36%	0.34%	0.33%	0.33%	0.34%	0.20%	0.22%	0.23%	0.23%
				ICA	0.93%	0.46%	0.54%	0.37%	0.99%	0.48%	0.46%	0.45%	0.39%	0.39%	0.32%	0.36%
				JUNÍN	0.28%	0.29%	0.23%	0.24%	0.25%	0.26%	0.26%	0.27%	0.26%	0.25%	0.30%	0.26%
				LA LIBERTAD	0.29%	0.29%	0.27%	0.24%	0.25%	0.24%	0.25%	0.25%	0.23%	0.23%	0.26%	0.26%
				LAMBAYEQUE	0.24%	0.24%	0.21%	0.21%	0.21%	0.21%	0.21%	0.21%	0.18%	0.19%	0.19%	0.20%
				LIMA	0.30%	0.29%	0.26%	0.25%	0.28%	0.28%	0.29%	0.29%	0.27%	0.26%	0.26%	0.26%
				LORETO	0.38%	0.19%	0.26%	0.26%	0.27%	0.29%	0.36%	0.28%	0.26%	0.28%	0.34%	0.33%
				MADRE DE DIOS	0.28%	0.25%	0.26%	0.31%	0.29%	0.23%	0.26%	0.27%	0.20%	0.21%	0.21%	0.18%
				MOQUEGUA	0.41%	0.32%	0.28%	0.27%	0.25%	0.25%	0.25%	0.27%	0.22%	0.23%	0.29%	0.23%
				PASCO	0.31%	0.36%	0.29%	0.28%	0.30%	0.29%	0.30%	0.33%	0.26%	0.27%	0.31%	0.30%
				PIURA	0.30%	0.31%	0.27%	0.24%	0.24%	0.23%	0.24%	0.24%	0.20%	0.22%	0.22%	0.22%
				PUNO	0.34%	0.32%	0.29%	0.32%	0.30%	0.26%	0.27%	0.31%	0.23%	0.26%	0.25%	0.25%
SAN MARTIN	0.61%	0.53%	0.47%	0.45%	0.46%	0.38%	0.43%	0.39%	0.34%	0.32%	0.32%	0.34%				
TACNA	0.36%	0.25%	0.21%	0.21%	0.21%	0.21%	0.19%	0.19%	0.17%	0.16%	0.16%	0.15%				
TUMBES	0.34%	0.33%	0.31%	0.31%	0.27%	0.27%	0.29%	0.29%	0.30%	0.32%	0.29%	0.30%				
UCAYALI	0.21%	0.23%	0.49%	0.25%	0.20%	0.23%	0.18%	0.20%	0.23%	0.21%	0.23%	0.21%				

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%	0.04%	0.07%	0.04%	0.06%	0.04%	0.05%	0.04%	0.04%	0.06%	0.04%	0.05%	0.02%
	Averías reparadas del total de averías	<24 Hrs	23.33%	26.42%	27.03%	30.43%	23.68%	2.38%	25.81%	37.50%	23.73%	13.95%	17.54%	10.00%
Respuesta de Operadora	RO Tramo 1	≤40 seg.	75%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Ro Tramo 2	≤20 seg.	75%	97.15%	96.23%	93.86%	91.08%	94.55%	95.59%	96.62%	93.93%	94.99%	90.28%	91.16%
Tasa de Ocupación de Enlaces	http://internet.entel.net.pe/Orion/SummaryView.aspx													
Tasa de Transferencia de Datos	http://speedtest.entel.net.pe/													