EMPRESA: **Entel Perú S.A.**
AÑO: 2020
SERVICIO: **Público Móvil**

| INDICADOR | Tecnología | FORMULA | META | DEPARTAMENTO | ENE | FEB | MAR | ABR | MAY | JUN | JUL | AGO | SET | 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% | 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% | 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) | ≤3.0% | AMAZONAS | 0.08% | 0.06% | 0.32% | 0.08% | 0.07% | 3.46% | 2.57% | 4.97% | 0.06% | 0.13% | 0.06% | 0.19% |
| | | | | ANCASH | 0.03% | 0.05% | 0.39% | 0.06% | 0.08% | 0.06% | 0.48% | 0.08% | 0.04% | 0.17% | 0.16% | 0.04% |
| | | | | APURIMAC | 0.04% | 0.05% | 0.05% | 0.02% | 0.04% | 0.04% | 0.03% | 0.04% | 0.05% | 0.03% | 0.03% | 0.04% |
| | | | | AREQUIPA | 0.05% | 0.05% | 0.13% | 0.05% | 0.06% | 0.03% | 0.07% | 0.07% | 0.11% | 0.07% | 0.12% | 0.27% |
| | | | | AYACUCHO | 0.04% | 0.05% | 0.06% | 0.04% | 0.04% | 0.04% | 0.03% | 0.03% | 0.03% | 0.03% | 0.03% | 0.03% |
| | | | | CAJAMARCA | 0.05% | 1.53% | 0.08% | 0.06% | 0.06% | 0.21% | 0.20% | 0.18% | 0.16% | 0.41% | 0.09% | 0.27% |
| | | | | CUSCO | 0.07% | 0.07% | 0.07% | 0.06% | 0.05% | 0.05% | 0.05% | 0.04% | 0.04% | 0.04% | 0.05% | 0.05% |
| | | | | HUANCAVELICA | 0.16% | 0.11% | 0.16% | 0.05% | 0.03% | 0.05% | 0.06% | 0.04% | 0.05% | 0.07% | 0.03% | 0.05% |
| | | | | HUANUCO | 0.04% | 0.03% | 0.04% | 0.04% | 0.05% | 0.04% | 0.05% | 0.90% | 0.06% | 2.40% | 0.09% | 0.05% |
| | | | | ICA | 0.21% | 0.37% | 0.14% | 0.15% | 0.12% | 0.13% | 0.11% | 0.12% | 0.31% | 0.20% | 0.22% | 0.25% |
| | | | | JUNÍN | 0.04% | 0.05% | 0.06% | 0.05% | 0.05% | 0.08% | 0.14% | 0.06% | 0.06% | 0.19% | 0.39% | 0.05% |
| | | | | LA LIBERTAD | 0.08% | 0.18% | 0.12% | 0.05% | 0.04% | 0.09% | 0.08% | 0.20% | 0.07% | 0.15% | 0.07% | 0.05% |
| | | | | LAMBAYEQUE | 0.06% | 0.04% | 0.23% | 0.26% | 0.24% | 0.68% | 0.49% | 0.54% | 0.87% | 0.24% | 0.29% | 0.61% |
| | | | | LIMA | 0.18% | 0.22% | 0.30% | 0.24% | 0.20% | 0.16% | 0.14% | 0.14% | 0.16% | 0.13% | 0.18% | 0.20% |
| | | | | LORETO | 0.02% | 0.02% | 0.02% | 0.04% | 0.02% | 0.02% | 0.04% | 0.33% | 0.05% | 0.02% | 0.04% | 0.01% |
| | | | | MADRE DE DIOS | 0.03% | 0.03% | 0.04% | 0.04% | 0.04% | 0.04% | 0.08% | 0.02% | 0.11% | 0.03% | 0.04% | 0.03% |
| | | | | MOQUEGUA | 0.02% | 0.03% | 0.09% | 0.58% | 0.42% | 0.03% | 0.16% | 0.02% | 0.02% | 0.03% | 0.02% | 0.03% |
| | | | | PASCO | 0.03% | 0.05% | 0.04% | 0.03% | 0.03% | 0.03% | 0.04% | 0.06% | 0.04% | 0.03% | 0.43% | 0.29% |
| | | | | PIURA | 0.05% | 0.13% | 0.23% | 0.06% | 0.04% | 0.19% | 0.08% | 0.14% | 0.30% | 0.16% | 0.12% | 0.45% |
| | | | | PUNO | 0.04% | 0.07% | 0.05% | 0.05% | 0.04% | 0.04% | 0.03% | 0.03% | 0.04% | 0.04% | 0.03% | 0.04% |
| | | | | SAN MARTIN | 0.06% | 0.25% | 0.07% | 0.07% | 0.26% | 0.17% | 0.06% | 0.07% | 0.18% | 0.08% | 1.47% | 0.09% |
| | | | | TACNA | 0.02% | 0.02% | 0.04% | 0.03% | 0.03% | 0.03% | 0.02% | 0.03% | 0.02% | 0.02% | 0.02% | 0.01% |
| | | | | TUMBES | 0.10% | 0.06% | 0.22% | 0.16% | 0.04% | 0.87% | 0.04% | 0.04% | 0.05% | 0.07% | 0.05% | 0.03% |
| | | | | UCAYALI | 0.05% | 0.46% | 0.38% | 0.15% | 0.05% | 0.05% | 0.16% | 0.12% | 0.59% | 0.26% | 1.09% | 0.68% |
| Tasa de llamadas interrumpidas | | Número de Llamadas Interrumpidas del Total de Llamadas Establecidas (por departamento y la Provincia Constitucional del Callao) | ≤2.0% | AMAZONAS | 0.41% | 0.48% | 0.61% | 0.50% | 0.49% | 0.81% | 0.70% | 0.43% | 0.46% | 0.43% | 0.58% | 0.55% |
| | | | | ANCASH | 0.25% | 0.27% | 0.29% | 0.30% | 0.29% | 0.30% | 0.36% | 0.31% | 0.30% | 0.31% | 0.31% | 0.30% |
| | | | | APURIMAC | 0.37% | 0.43% | 0.43% | 0.36% | 0.34% | 0.34% | 0.36% | 0.38% | 0.38% | 0.40% | 0.36% | 0.40% |
| | | | | AREQUIPA | 0.33% | 0.35% | 0.40% | 0.37% | 0.36% | 0.34% | 0.34% | 0.41% | 0.37% | 0.36% | 0.39% | 0.37% |
| | | | | AYACUCHO | 0.39% | 0.42% | 0.42% | 0.44% | 0.45% | 0.43% | 0.40% | 0.48% | 0.48% | 0.44% | 0.51% | 0.44% |
| | | | | CAJAMARCA | 0.43% | 0.47% | 0.50% | 0.50% | 0.48% | 0.47% | 0.50% | 0.48% | 0.49% | 0.50% | 0.50% | 0.54% |
| | | | | CUSCO | 0.49% | 0.53% | 0.52% | 0.43% | 0.47% | 0.46% | 0.44% | 0.42% | 0.42% | 0.43% | 0.46% | 0.44% |
| | | | | HUANCAVELICA | 0.41% | 0.40% | 0.44% | 0.49% | 0.36% | 0.36% | 0.43% | 0.35% | 0.41% | 0.43% | 0.39% | 0.40% |
| | | | | HUANUCO | 0.32% | 0.33% | 0.37% | 0.38% | 0.38% | 0.35% | 0.38% | 0.45% | 0.36% | 0.58% | 0.37% | 0.39% |
| | | | | ICA | 0.38% | 0.37% | 0.35% | 0.35% | 0.33% | 0.34% | 0.33% | 0.33% | 0.37% | 0.41% | 0.39% | 0.38% |
| | | | | JUNÍN | 0.37% | 0.39% | 0.43% | 0.42% | 0.38% | 0.34% | 0.38% | 0.34% | 0.37% | 0.35% | 0.34% | 0.35% |
| | | | | LA LIBERTAD | 0.26% | 0.28% | 0.32% | 0.32% | 0.31% | 0.31% | 0.33% | 0.35% | 0.37% | 0.38% | 0.38% | 0.35% |
| | | | | LAMBAYEQUE | 0.27% | 0.27% | 0.30% | 0.37% | 0.35% | 0.34% | 0.36% | 0.39% | 0.39% | 0.41% | 0.41% | 0.42% |
| | | | | LIMA | 0.36% | 0.39% | 0.44% | 0.47% | 0.43% | 0.42% | 0.40% | 0.38% | 0.39% | 0.37% | 0.37% | 0.36% |
| | | | | LORETO | 0.12% | 0.12% | 0.15% | 0.16% | 0.17% | 0.14% | 0.15% | 0.13% | 0.13% | 0.14% | 0.14% | 0.12% |
| | | | | MADRE DE DIOS | 0.32% | 0.27% | 0.39% | 0.37% | 0.28% | 0.29% | 0.29% | 0.25% | 0.42% | 0.30% | 0.33% | 0.30% |
| | | | | MOQUEGUA | 0.34% | 0.33% | 0.34% | 0.38% | 0.30% | 0.26% | 0.28% | 0.28% | 0.29% | 0.29% | 0.32% | 0.30% |
| | | | | PASCO | 0.45% | 0.45% | 0.47% | 0.36% | 0.34% | 0.43% | 0.46% | 0.39% | 0.40% | 0.38% | 0.41% | 0.45% |
| | | | | PIURA | 0.26% | 0.28% | 0.28% | 0.28% | 0.29% | 0.29% | 0.28% | 0.31% | 0.31% | 0.33% | 0.33% | 0.32% |
| | | | | PUNO | 0.35% | 0.36% | 0.39% | 0.40% | 0.33% | 0.31% | 0.31% | 0.33% | 0.35% | 0.36% | 0.36% | 0.34% |
| | | | | SAN MARTIN | 0.40% | 0.43% | 0.47% | 0.47% | 0.45% | 0.48% | 0.46% | 0.47% | 0.51% | 0.50% | 0.59% | 0.51% |
| | | | | TACNA | 0.20% | 0.21% | 0.24% | 0.26% | 0.25% | 0.23% | 0.21% | 0.24% | 0.21% | 0.21% | 0.21% | 0.20% |
| | | | | TUMBES | 0.27% | 0.30% | 0.34% | 0.33% | 0.33% | 0.35% | 0.30% | 0.32% | 0.30% | 0.39% | 0.37% | 0.33% |
| | | | | UCAYALI | 0.35% | 0.37% | 0.49% | 0.53% | 0.49% | 0.44% | 0.43% | 0.43% | 0.46% | 0.43% | 0.61% | 0.40% |

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

| INDICADOR | FORMULA | META | ENE | FEB | MAR | ABR | MAY | JUN | JUL | AGO | SET | 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%** | **100%** | **100%** | **100%** | **100%** |

SERVICIO: **Servicio de acceso a Internet**

| INDICADOR | FORMULA | | META | ENE | FEB | MAR | ABR | MAY | JUN | JUL | AGO | SET | OCT | NOV | DIC |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Tasa de incidencia de falla Internet Móvil | Averías reportadas/líneas en servicio | | ≤2% | 0.02% | 0.02% | 0.34% | 0.08% | 0.13% | 0.12% | 0.15% | 0.19% | 0.22% | 0.22% | 0.14% | 0.19% |
| | Averías reparadas del total de averías | <24 Hrs | | 5.41% | 2.41% | 25.81% | 47.41% | 45.88% | 35.94% | 27.39% | 36.65% | 43.21% | 43.60% | 46.40% | 47.67% |
| 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 | SET | OCT | NOV | DIC |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Tasa de incidencia de falla Internet Móvil | Averías reportadas/líneas en servicio | | ≤2% | 0.02% | 0.02% | 0.29% | 0.04% | 0.06% | 0.13% | 0.19% | 0.16% | 0.12% | 0.17% | 0.14% | 0.13% |
| | Averías reparadas del total de averías | <24 Hrs | | 5.41% | 2.41% | 56.48% | 51.85% | 62.63% | 59.77% | 54.17% | 68.57% | 68.57% | 65.63% | 50.68% | 56.92% |
| Respuesta de Operadora | RO Tramo 1 | ≤40 seg. | 85% | 100.0% | 100.0% | 100.0% | 100.0% | 100% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| | Ro Tramo 2 | ≤20 seg. | 85% | 88.46% | 89.19% | 78.55% | 69.32% | 59.95% | 60.00% | 63.08% | 95.72% | 95.72% | 97.19% | 97.98% | 96.64% |