

INDICADOR	Tecnología	FORMULA	META	DEPARTAMENTO	ENE	FEB	MAR	ABR	MAY	JUN	JUL	AGO	SET	OCT	NOV	DIC	
Tasa de intentos No establecidos		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	Conexión Directa	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%					
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	0.52%	5.25%	1.62%	0.15%	0.12%	0.08%	0.86%	0.10%					
				ANCASH	0.20%	0.23%	0.36%	0.13%	0.34%	0.06%	0.07%	0.25%					
				APURIMAC	0.07%	1.43%	0.08%	0.08%	0.09%	0.06%	0.26%	0.37%					
				AREQUIPA	0.24%	0.31%	0.22%	0.07%	0.11%	0.17%	0.20%	0.06%					
				AYACUCHO	2.89%	0.20%	1.57%	0.21%	0.18%	0.12%	1.56%	0.92%					
				CAJAMARCA	0.63%	3.54%	1.05%	0.82%	0.15%	0.30%	0.23%	0.20%					
				CUSCO	0.28%	0.15%	0.40%	0.50%	0.38%	0.41%	0.22%	0.14%					
				HUANCAVELICA	0.48%	0.03%	1.03%	0.11%	0.37%	0.15%	0.04%	0.03%					
				HUANUCO	0.24%	0.11%	0.67%	0.51%	0.19%	0.13%	0.16%	0.11%					
				ICA	0.94%	0.40%	1.26%	0.32%	0.13%	0.22%	0.35%	0.36%					
				JUNÍN	0.25%	0.16%	0.27%	0.68%	0.81%	0.13%	0.54%	2.65%					
				LA LIBERTAD	0.49%	1.08%	0.44%	0.74%	0.33%	0.19%	0.27%	0.19%					
				LAMBAYEQUE	0.25%	0.35%	0.59%	1.01%	0.08%	0.28%	0.20%	0.32%					
				LIMA	0.48%	0.78%	0.85%	1.18%	0.68%	0.47%	1.44%	1.31%					
				LORETO	1.04%	0.79%	1.11%	0.96%	0.37%	0.22%	1.31%	0.33%					
				MADRE DE DIOS	0.07%	0.14%	0.06%	0.34%	0.09%	0.11%	0.04%	0.05%					
				MOQUEGUA	0.05%	0.04%	0.04%	0.03%	0.04%	0.04%	0.03%	0.02%					
				PASCO	0.08%	0.04%	0.09%	3.01%	0.45%	0.12%	0.18%	0.04%					
				PIURA	0.55%	0.82%	0.32%	0.41%	0.39%	0.30%	0.45%	0.61%					
				PUNO	1.02%	1.55%	1.64%	0.85%	0.41%	0.19%	0.57%	0.64%					
SAN MARTIN	0.17%	0.13%	0.19%	0.43%	0.29%	0.20%	0.42%	0.55%									
TACNA	0.30%	0.08%	0.15%	0.05%	0.04%	0.05%	0.04%	0.05%									
TUMBES	0.05%	0.33%	0.04%	0.06%	0.70%	0.06%	0.51%	0.06%									
UCAYALI	1.17%	0.45%	0.35%	0.35%	0.15%	0.60%	0.17%	0.23%									
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	0.75%	1.05%	0.75%	0.57%	0.62%	0.55%	0.63%	0.46%					
				ANCASH	0.47%	0.43%	0.39%	0.39%	0.38%	0.34%	0.34%	0.33%					
				APURIMAC	0.37%	0.46%	0.31%	0.34%	0.34%	0.31%	0.33%	0.35%					
				AREQUIPA	0.51%	0.50%	0.43%	0.37%	0.34%	0.29%	0.30%	0.30%					
				AYACUCHO	0.89%	0.78%	0.82%	0.93%	0.85%	0.66%	0.76%	0.71%					
				CAJAMARCA	0.99%	1.02%	0.94%	0.95%	0.86%	0.76%	0.73%	0.68%					
				CUSCO	0.77%	0.61%	0.70%	0.69%	0.60%	0.51%	0.52%	0.47%					
				HUANCAVELICA	0.54%	0.42%	0.45%	0.52%	0.46%	0.38%	0.42%	0.41%					
				HUANUCO	0.49%	0.46%	0.44%	0.48%	0.50%	0.43%	0.43%	0.43%					
				ICA	0.42%	0.37%	0.34%	0.31%	0.30%	0.26%	0.27%	0.27%					
				JUNÍN	0.51%	0.49%	0.47%	0.56%	0.54%	0.42%	0.53%	0.51%					
				LA LIBERTAD	0.53%	0.56%	0.46%	0.51%	0.44%	0.39%	0.41%	0.39%					
				LAMBAYEQUE	0.69%	0.64%	0.56%	0.60%	0.56%	0.44%	0.45%	0.46%					
				LIMA	0.46%	0.49%	0.52%	0.58%	0.55%	0.45%	0.43%	0.42%					
				LORETO	0.46%	0.46%	0.48%	0.38%	0.38%	0.36%	0.39%	0.36%					
				MADRE DE DIOS	0.57%	1.18%	0.59%	1.12%	0.61%	0.56%	0.48%	0.42%					
				MOQUEGUA	0.31%	0.31%	0.49%	0.30%	0.29%	0.30%	0.29%	0.25%					
				PASCO	0.53%	0.54%	0.50%	0.57%	0.56%	0.50%	0.54%	0.53%					
				PIURA	0.53%	0.55%	0.46%	0.52%	0.47%	0.40%	0.41%	0.40%					
				PUNO	0.85%	1.31%	2.20%	1.24%	0.47%	0.39%	0.41%	0.36%					
SAN MARTIN	0.91%	0.88%	0.80%	0.87%	0.84%	0.72%	0.92%	0.71%									
TACNA	0.30%	0.25%	0.25%	0.24%	0.24%	0.21%	0.20%	0.20%									
TUMBES	0.34%	0.43%	0.34%	0.34%	0.41%	0.31%	0.34%	0.29%									
UCAYALI	0.59%	0.56%	0.49%	0.53%	0.51%	0.50%	0.46%	0.47%									

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%				

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%	1.57%	1.98%	2.05%	2.29%	1.98%	1.59%	1.98%	1.90%				
	Averías reparadas del total de averías	<24 Hrs	80.86%	79.25%	73.35%	79.71%	80.70%	80.42%	75.95%	80.67%				
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%	0.18%	0.19%	0.22%	0.26%	0.26%	0.14%	0.20%	0.19%				
	Averías reparadas del total de averías	<24 Hrs	75.47%	65.22%	40.38%	49.12%	58.49%	65.52%	41.46%	50.00%				
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%	89.04%	90.29%	92.26%	93.15%	89.78%	91.17%	87.73%	90.07%			