

## Servicio de Telefonía Fija en Perú

Indicador	Fórmula		Meta	ene-14	feb-14	mar-14	abr-14	may-14	jun-14
TIF	Averías reportadas / líneas en servicio		"=<1.6%"	0.98%	1.32%	0.73%	0.94%	0.61%	1.08%
	Averías reparadas del total de averías reportadas	<24 hrs.		57	79	42	54	33	64
		>72 hrs.		2	1	2	3	4	2
Respuesta de Operadora	Llamadas atendidas<10 seg./ total de tentativas de llamadas al sistema operador.	TOTAL	90%	85.68%	87.66%	76.89%	81.98%	87.69%	82.08%
		103		82.92%	82.74%	72.54%	84.82%	86.90%	82.82%
		104		88.44%	92.57%	81.23%	79.13%	88.47%	81.34%
Tasa de llamada completadas	Tentativas de llamadas completadas / total de tentativas de llamadas	TOTAL	90%	78.48%	78.23%	78.22%	72.69%	74.12%	66.32%
		LOCAL		72.57%	82.85%	66.35%	73.84%	76.40%	64.23%
		LDN		86.83%	74.73%	70.43%	69.54%	69.30%	65.86%
		LDI		86.72%	68.65%	72.57%	68.43%	72.48%	65.81%
		103		82.64%	75.78%	87.27%	73.39%	81.71%	67.85%
		104		75.65%	81.54%	83.23%	78.63%	69.24%	66.70%
		800		66.45%	85.83%	89.48%	72.31%	75.63%	67.47%
	ASR ( tentativa de llamadas contestadas / total de tentativas de llamadas)	TOTAL	70%	67.02%	66.08%	69.15%	69.54%	63.06%	58.06%
		LOCAL		68.53%	70.13%	66.35%	65.38%	62.82%	65.38%
		LDN		62.67%	46.72%	57.63%	59.27%	59.03%	54.05%
		LDI		53.95%	56.64%	62.72%	65.04%	72.59%	51.84%
		103		72.92%	82.48%	79.41%	79.82%	50.14%	57.62%
		104		81.49%	80.59%	84.53%	82.48%	61.15%	64.09%
		800		62.58%	59.92%	64.28%	65.27%	72.65%	55.37%