

EMPRESA: Nextel del Perú S.A.
 AÑO: 2008

SERVICIO: Público Móvil

| INDICADOR | Servicio | FORMULA | META | ENE | FEB | MAR | ABR | MAY | JUN | JUL | AGO | SEP | OCT | NOV | DIC |
|----------------------------------|--------------------------|--|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Respuesta de Operadora | | Llamadas atendidas <20 segundos/Total tentativas de llamadas al sistema operador | 90% | 95.97% | 92.56% | 89.52% | 93.40% | 95.10% | 94.34% | 94.51% | 92.58% | 92.39% | 92.90% | 93.71% | 92.11% |
| Tasa de intentos no establecidos | Conexión Directa | Número de intentos no establecidos/total de intentos | =<3.00% | 0.53% | 0.58% | 0.66% | 0.66% | 0.55% | 0.54% | 0.48% | 0.26% | 0.23% | 0.24% | 0.25% | 0.30% |
| Tasa de llamadas interrumpidas | | Total de llamadas interrumpidas del total de llamadas establecidas | =<2.0% | 0.27% | 0.30% | 0.36% | 0.39% | 0.34% | 0.33% | 0.30% | 0.23% | 0.23% | 0.23% | 0.22% | 0.25% |
| Tasa de intentos no establecidos | Interconexión Telefónica | Número de intentos no establecidos/total de intentos | =<3.00% | 0.54% | 0.56% | 0.55% | 0.56% | 0.47% | 0.47% | 0.49% | 0.33% | 0.30% | 0.33% | 0.32% | 0.36% |
| Tasa de llamadas interrumpidas | | Total de llamadas interrumpidas del total de llamadas establecidas | =<2.0% | 0.42% | 0.46% | 0.50% | 0.41% | 0.38% | 0.34% | 0.38% | 0.41% | 0.41% | 0.41% | 0.41% | 0.43% |

SERVICIO: Telefonía Fija

| INDICADOR | FORMULA | META | ENE | FEB | MAR | ABR | MAY | JUN | JUL | AGO | SEP | OCT | NOV | DIC | |
|------------------------------|--|------------|-------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Tasa de incidencia de falla | Averías reportadas/líneas en servicio | =<1.60% | 0.00% | 4.35% | 4.35% | 4.35% | 9.09% | 0% | 0% | 9.52% | 0% | 5% | 0% | 5.56% | |
| | Averías reparadas del total de averías | <24 Hrs | | 0% | 0% | 0% | 0% | 0% | 0% | 50% | 0% | 0% | 0% | 0% | |
| | | >72 Hrs | | 0% | 100% | 100% | 100% | 0% | 0% | 0% | 50% | 0% | 100% | 0% | |
| Respuesta de Operadora | Llamadas atendidas <10 segundos/Total tentativas de llamadas | 103 | 90% | 94.91% | 96.71% | 65.03% | 89.10% | 90.64% | 95.98% | 97.58% | 97.69% | 98.68% | 99.12% | 90.72% | 95.06% |
| | | 6600000 | | 94.97% | 98.36% | 73.10% | 93.41% | 90.16% | 96.69% | 97.75% | 100% | 98.86% | 90.95% | 93.96% | 95.41% |
| | | 0800-11236 | | 99.47% | 99.80% | 98.94% | 98.20% | 99.11% | 98.44% | 96.40% | 98.40% | 99.88% | 99.51% | 99.41% | 99.66% |
| Tasa de llamadas completadas | Tentativa de Llamadas completadas/Total de tentativas de llamadas | Total | 90% | 99.40% | 100% | 98.25% | 98.00% | 98.62% | 100% | 97.12% | 96.29% | 99.96% | 99.24% | 99.69% | 98.90% |
| | | Local | | 100% | 100% | 100% | 100% | 100% | 100% | 90% | 94.79% | 100% | 100% | 100% | |
| | | LDN | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 93.75% | 100% | 100% |
| | | LDI | | 64.52% | 62.50% | 66.67% | 83.33% | 91.30% | 100% | 93.33% | 100% | 100% | 100% | 98.05% | 100% |
| | ASR | 103 | 70% | 64.52% | 62.50% | 66.67% | 83.33% | 91.30% | 100% | 93.33% | 100% | 100% | 100% | 98.05% | 100% |
| | Tentativas de llamadas contestadas/Total de tentativas de llamadas | 123 | | 64.52% | 62.50% | 66.67% | 83.33% | 91.30% | 100% | 93.33% | 100% | 100% | 100% | 98.05% | 100% |

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% | 100% | 100% | 100% |
| Respuesta de Operadora | Llamadas atendidas <20 segundos/Total tentativas de llamadas al sistema operador | 103 | 85% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| | | 6600000 | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |

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 | Averías reportadas/líneas en servicio | =<9% | 24.39% | 15.71% | 50.82% | 34.19% | 17.99% | 22.41% | 20.65% | 18.34% | 14.42% | 16.08% | 25.29% | 22.20% | |
| | Averías reparadas del total de averías | <24 Hrs | 33.33% | 35.07% | 34.35% | 57.82% | 55.02% | 60.18% | 49.69% | 53.33% | 62.70% | 51.70% | 73.68% | 73.26% | |
| Respuesta de Operadora | Llamadas atendidas <10 segundos/Total tentativas de llamadas al sistema operador | >72 Hrs | 35.53% | 53.73% | 43.87% | 32.88% | 26.10% | 22.49% | 27.91% | 25% | 22.54% | 25.85% | 16.21% | 12.33% | |
| | | 103 | 90% | 94.91% | 96.85% | 65.03% | 89.10% | 90.64% | 95.98% | 97.58% | 97.69% | 98.68% | 90.07% | 90.72% | 95.06% |
| | | 6600000 | | 94.97% | 98.26% | 73.10% | 93.41% | 90.16% | 96.69% | 97.75% | 100% | 98.86% | 90.95% | 93.96% | 95.41% |
| Tasa de ocupación de enlaces | http://internet.nextel.net.pe | | | | | | | | | | | | | | |