

FORMATO SMA-C-QoS
PARAMETROS DE CALIDAD - GENERAL

| PRESTADOR: | | OTECEL S.A. | | | | | | | | | | | | | | | | |
|--------------------------------|--|---|-----------------|--------|--------------|--------|---------------|--------|--------------|------------|---------|-----------|-----------|--------|------|------|--|--|
| AÑO: | | 2019 | | | | | | | | | | | | | | | | |
| CÓDIGO | PARÁMETRO | CIÓN PARA DETERMINAR EL VALOR OBJETIVO DEL PARÁMETRO (ZONA DE MEDICIÓN, TECNOLOGÍA) | VALOR ALCANZADO | | | | | | | | | | | | | | | |
| | | | I Semestre | | | | | | II Semestre | | | | | | | | | |
| | | | I Trimestre | | II Trimestre | | III Trimestre | | IV Trimestre | | | | | | | | | |
| | | Enero | Febrero | Marzo | Abril | Mayo | Junio | Julio | Agosto | Septiembre | Octubre | Noviembre | Diciembre | | | | | |
| SMA-QoS-1 | Encuesta de Percepción del Usuario (Relación con el cliente) | AZUAY | 2.43 | | | | | | 2.74 | | | | | | | | | |
| | | BOLIVAR | 3.00 | | | | | | 4.50 | | | | | | | | | |
| | | CAÑAR | 1.14 | | | | | | 5.00 | | | | | | | | | |
| | | CARCHI | 3.00 | | | | | | 5.67 | | | | | | | | | |
| | | CHIMBORAZO | 2.64 | | | | | | 3.88 | | | | | | | | | |
| | | COTOPAXI | 3.33 | | | | | | 5.44 | | | | | | | | | |
| | | EL ORO | 3.56 | | | | | | 3.00 | | | | | | | | | |
| | | ESMERALDAS | 2.25 | | | | | | 2.67 | | | | | | | | | |
| | | GALAPAGOS | 0.50 | | | | | | 0.25 | | | | | | | | | |
| | | GUAYAS | 3.37 | | | | | | 3.66 | | | | | | | | | |
| | | IMBABURA | 1.73 | | | | | | 5.60 | | | | | | | | | |
| | | LOJA | 3.00 | | | | | | 3.67 | | | | | | | | | |
| | | LOS RIOS | 2.50 | | | | | | 2.50 | | | | | | | | | |
| | | MANABI | 4.39 | | | | | | 5.15 | | | | | | | | | |
| | | MORONA SANTIAGO | 0.67 | | | | | | 1.00 | | | | | | | | | |
| | | NAPO | 5.00 | | | | | | 5.50 | | | | | | | | | |
| | | ORELLANA | 1.50 | | | | | | 1.75 | | | | | | | | | |
| | | PASTAZA | 1.50 | | | | | | 2.00 | | | | | | | | | |
| PICHINCHA | 3.02 | | | | | | 2.52 | | | | | | | | | | | |
| SANTA ELENA | 2.00 | | | | | | 13.00 | | | | | | | | | | | |
| SANTO DOMINGO DE LOS TSÁCHILAS | 8.00 | | | | | | 1.60 | | | | | | | | | | | |
| SUCUMBIOS | 0.67 | | | | | | 2.00 | | | | | | | | | | | |
| TUNGURAHUA | 3.67 | | | | | | 3.41 | | | | | | | | | | | |
| ZAMORA CHINCHIPE | 0.67 | | | | | | 0.50 | | | | | | | | | | | |
| SMA-QoS-2 | Porcentaje de reclamos generales | NIVEL NACIONAL | 0.20% | | | 0.18% | | | 0.19% | | | 0.18% | | | | | | |
| SMA-QoS-3 | Tiempo de resolución de reclamos | Ctrl | 93% | | | 93% | | | 90% | | | 94% | | | | | | |
| | | Ctrl2 | 100% | | | 100% | | | 100% | | | 100% | | | | | | |
| SMA-QoS-4 | Tiempo promedio espera por respuesta de operador humano | NIVEL NACIONAL | 89% | | | | | | 85% | | | | | | | | | |
| SMA-QoS-5 | Porcentaje de reclamos facturación y débito | NIVEL NACIONAL | 0.04% | | | 0.08% | | | 0.07% | | | 0.06% | | | | | | |
| 5.6(1.6) | Porcentaje de llamadas establecidas | ZONA 1 | 98.94 | 98.94 | 98.82 | 98.87 | 98.61 | 98.80 | 98.72 | 98.37 | 98.99 | 98.79 | 98.77 | 98.77 | | | | |
| | | ZONA 2 | 98.80 | 98.70 | 97.25 | 99.00 | 98.59 | 98.09 | 98.66 | 98.57 | 97.81 | 97.9 | 96.69 | 98.17 | | | | |
| | | ZONA 3 | 98.80 | 98.97 | 98.95 | 98.84 | 98.91 | 98.79 | 98.79 | 98.59 | 98.75 | 98.64 | 98.69 | 98.39 | | | | |
| | | ZONA 4 | 97.95 | 96.87 | 98.03 | 97.92 | 97.85 | 97.49 | 97.26 | 97.14 | 97.56 | 97.67 | 97.69 | 97.56 | | | | |
| | | ZONA 5 | 98.40 | 98.26 | 97.85 | 98.25 | 97.24 | 98.49 | 98.11 | 98.10 | 98.14 | 98.09 | 98.18 | 98.08 | | | | |
| | | ZONA 6 | 98.61 | 98.42 | 98.36 | 98.44 | 97.09 | 98.61 | 98.42 | 98.33 | 98.51 | 98.7 | 98.6 | 98.68 | | | | |
| | | ZONA 7 | 98.50 | 98.50 | 98.43 | 98.52 | 98.39 | 98.27 | 98.48 | 98.34 | 98.49 | 98.36 | 98.05 | 98.39 | | | | |
| | | ZONA 8 | 98.75 | 98.44 | 98.38 | 98.55 | 98.56 | 98.71 | 98.72 | 98.53 | 98.53 | 98.72 | 98.2 | 98.49 | | | | |
| 5.7-1.7 | Tiempo de establecimiento de llamadas | NIVEL NACIONAL | 98.28% | 98.17% | 98.37% | 98.46% | 98.45% | 98.43% | 98.63% | 98.53% | 98.50% | 98.26% | 98.23% | 98.68% | | | | |
| 5.8(1.8) | Porcentaje de Llamadas Caídas | ZONA 1 | Tecnología 2G | | 0.46 | 0.48 | 0.57 | 0.47 | 0.50 | 0.48 | 0.66 | 0.54 | 0.44 | 0.48 | 0.54 | 0.56 | | |
| | | Tecnología 3G | | | | | | | | | | | | | | | | |
| | | ZONA 2 | Tecnología 2G | | 0.62 | 0.68 | 0.81 | 0.62 | 0.85 | 0.87 | 0.67 | 0.60 | 0.93 | 1.03 | 1.25 | 0.83 | | |
| | | Tecnología 3G | | | | | | | | | | | | | | | | |
| | | ZONA 3 | Tecnología 2G | | 0.53 | 0.56 | 0.56 | 0.62 | 0.54 | 0.65 | 0.68 | 0.63 | 0.60 | 0.68 | 0.66 | 0.69 | | |
| | | Tecnología 3G | | | | | | | | | | | | | | | | |
| | | ZONA 4 | Tecnología 2G | | 0.58 | 0.78 | 0.84 | 0.64 | 0.85 | 0.99 | 1.02 | 1.00 | 0.97 | 1.02 | 0.96 | 0.98 | | |
| | | Tecnología 3G | | | | | | | | | | | | | | | | |
| | | ZONA 5 | Tecnología 2G | | 0.78 | 0.67 | 0.80 | 0.61 | 0.66 | 0.63 | 0.69 | 0.69 | 0.65 | 0.82 | 0.73 | 0.75 | | |
| | | Tecnología 3G | | | | | | | | | | | | | | | | |
| | | ZONA 6 | Tecnología 2G | | 0.47 | 0.47 | 0.49 | 0.51 | 0.52 | 0.49 | 0.57 | 0.53 | 0.42 | 0.44 | 0.43 | 0.43 | | |
| | | Tecnología 3G | | | | | | | | | | | | | | | | |
| | | ZONA 7 | Tecnología 2G | | 0.60 | 0.56 | 0.68 | 0.55 | 0.63 | 0.62 | 0.64 | 0.67 | 0.60 | 0.62 | 0.74 | 0.60 | | |
| | | Tecnología 3G | | | | | | | | | | | | | | | | |
| | | ZONA 8 | Tecnología 2G | | 0.90 | 0.56 | 0.56 | 0.62 | 0.56 | 0.57 | 0.50 | 0.62 | 0.50 | 0.52 | 0.62 | 0.62 | | |
| | | Tecnología 3G | | | | | | | | | | | | | | | | |
| 5.9(1.9) | Nivel mínimo de señal en cobertura (Zona de cobertura) | XXXXX1 | Tecnología 2G | Voz | | | | | | | | | | | | | | |
| | | | Datos | | | | | | | | | | | | | | | |
| | | Tecnología 3G | Voz | | | | | | | | | | | | | | | |
| | | | Datos | | | | | | | | | | | | | | | |
| | | XXXXX2 | Tecnología 2G | Voz | | | | | | | | | | | | | | |
| | | | Datos | | | | | | | | | | | | | | | |
| | | Tecnología 3G | Voz | | | | | | | | | | | | | | | |
| | | | Datos | | | | | | | | | | | | | | | |
| | | . | Tecnología 2G | Voz | | | | | | | | | | | | | | |
| | | | Datos | | | | | | | | | | | | | | | |
| | | Tecnología 3G | Voz | | | | | | | | | | | | | | | |
| | | | Datos | | | | | | | | | | | | | | | |
| XXXXXn | Tecnología 2G | Voz | | | | | | | | | | | | | | | | |
| | Datos | | | | | | | | | | | | | | | | | |
| Tecnología 3G | Voz | | | | | | | | | | | | | | | | | |
| | Datos | | | | | | | | | | | | | | | | | |
| 5.10(1.10) | Calidad de conversación | XXXXX1 | Tecnología 2G | | | | | | | | | | | | | | | |
| | | | Tecnología 3G | | | | | | | | | | | | | | | |
| | | XXXXX2 | Tecnología 2G | | | | | | | | | | | | | | | |
| | | | Tecnología 3G | | | | | | | | | | | | | | | |
| | | . | Tecnología 2G | | | | | | | | | | | | | | | |
| | | | Tecnología 3G | | | | | | | | | | | | | | | |
| XXXXXn | Tecnología 2G | | | | | | | | | | | | | | | | | |
| | Tecnología 3G | | | | | | | | | | | | | | | | | |
| 5.11(1.11) | Porcentaje de mensajes cortos con éxito | SMSC 1 - LJO | 99.71 | 99.78 | 99.86 | 99.76 | 99.78 | 99.49 | 99.43 | 99.65 | 99.7 | 99.38 | 99.16 | 99.61 | | | | |
| | | SMSC 2 - GYE | 99.7 | 99.89 | 99.93 | 99.9 | 99.81 | 99.7 | 99.78 | 99.77 | 99.61 | 99.67 | 99.65 | 99.57 | | | | |
| 5.12(1.12) | Tiempo promedio de entrega de SMSs | SMSC 1 - LJO | 13 | 13 | 12 | 12 | 13 | 13 | 8 | 13 | 14 | 13 | 18 | 21 | | | | |
| | | SMSC - GYE | 12 | 14 | 14 | 12 | 11 | 10 | 15 | 15 | 10 | 9 | 12 | 11 | | | | |

Nota 1: Las zonas de medición de los parámetros 5.6-1.6 y 5.8-1.8 serán establecidas por la SUPERTEL de acuerdo a la Resolución TEL-042-01-CONATEL-2014.
 Nota 2: Las zonas de medición de los parámetros 5.9-1.9 y 5.10-1.10 serán establecidas por la SUPERTEL de acuerdo a la Resolución TEL-042-01-CONATEL-2014, en la notificación que la SUPERTEL remitirá a los Prestadores del SMA constará adicionalmente la codificación para cada zona, las mismas que reemplazarán a los valores X