The objective of this final project of career is to be a document of reference above the concept of quality of the service and the excellence in the benefit of the same one, applying it to the field of the telecommunications. The work has been divided in six chapters, and it begins introducing the reader to the sector of the telecommunications showing him the regulator activity carried out by Public Administration. On the other hand, tools of administration of the quality are described in services companies and they are extrapolated in a practical way with the creation of a process of insurance of the service of an operator of telecommunications. The situation of the service of wide band is analyzed and five suppliers of the fixed phone service are compared. The work concludes with the final conclusions and the sources of information, the bibliographical consultation and Internet have been the used tools. The initial objective of the work fulfils the knowledge of the legal part of the market of the superior technical engineer of telecommunications; besides, it introduces the reader to the regulator reality in Spain and allows knowing the organizations that are involved. This regulator function is understood as a process that assures the free competition and the quality in the benefit of the services of telecommunications in Spain. Carrying out this work with the department of organization of companies of the EPSC, it has allowed enlarging the formation in more environments than the technicians. One has known the concept of administration of the quality, tools and organizations that show the methodologies to apply quality. It has been made this way, with the creation of an administration procedure of technical incidences of an operator's of telecommunications service. On the other hand, it has been carried out a comparative exercise of wide band lending and fixed phone service in Spain, allowing to deepen in the market and to analyze the current situation. The knowledge of services and technologies of the information have made possible to define causes, solutions and step of anomalies of service. On the other hand, the tools of administration of the described quality, have allowed to apply methodologies that contribute value in the communication with customer, to define the flow of operations, etc.