**Empresa** Convergia Perú S.A.
**Servicio:** Portador Larga Distancia
**Año** 2021

| Indicador | Fórmula | | Meta | ENE | FEB | MAR | ABR | MAY | JUN | JUL | AGO | SEP | OCT | NOV | DIC | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Tasa de Incidencia de Fallas | Averías Reportadas/Líneas en Servicio | | <=1.60% | 0.03% | 0.03% | | | | | | | | | | | |
| | Averías Reparadas del Total de Averías Reportadas | <24 horas | 0 | 51.55% | 67.44% | | | | | | | | | | | |
| | | >72 horas | 0 | 48.45% | 32.56% | | | | | | | | | | | Promedio Anual |
| Respuesta de Operadora | Llamadas atendidas <10 segundos/Total de tentativas de Llamadas al sistema operador | Total | 90.00% | 98.21% | 98.35% | | | | | | | | | | | 98.28% |
| | | 0800-7-1960 | | 96.55% | 97.96% | | | | | | | | | | | 97.26% |
| | | 0800-1800 | | 0.00% | 0.00% | | | | | | | | | | | 0.00% |
| | | 0800-7-1010 | | 98.80% | 98.61% | | | | | | | | | | | 98.70% |

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| General | Post - Corporativo | 98.80% | 98.61% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| | Prepago | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| | Post - Residencial | 96.55% | 97.96% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |