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%	0.02%	0.02%	0.01%	0.02%							
	Averías Reparadas del Total de Averías Reportadas	<24 horas	0	51.55%	67.44%	67.69%	64.81%	57.58%	52.73%							
		>72 horas	0	48.45%	32.56%	32.31%	35.19%	42.42%	47.27%							Promedio Anual
Respuesta de Operadora	Llamadas atendidas <10 segundos/Total de tentativas de Llamadas al sistema operador	Total	90.00%	98.21%	98.35%	98.33%	97.65%	98.46%	98.43%							98.24%
		0800-7-1960		96.55%	97.96%	97.06%	95.45%	97.22%	96.67%							96.82%
		0800-1800		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
		0800-7-1010		98.80%	98.61%	98.84%	98.41%	98.94%	98.97%							98.76%

General	Post - Corporativo	98.80%	98.61%	98.84%	98.41%	98.94%	98.97%	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%	97.06%	95.45%	97.22%	96.67%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%