

**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%	0.04%	0.03%	0.05%	0.03%				
	Averías Reparadas del Total de Averías Reportadas	<24 horas	0	51.55%	67.44%	67.69%	64.81%	57.58%	52.73%	60.00%	60.44%	58.99%	49.40%			
		>72 horas	0	48.45%	32.56%	32.31%	35.19%	42.42%	47.27%	40.00%	39.56%	41.01%	50.60%			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%	98.55%	98.51%	98.37%	97.67%		98.25%	
		0800-7-1960		96.55%	97.96%	97.06%	95.45%	97.22%	96.67%	96.55%	96.97%	96.55%	95.45%		96.64%	
		0800-1800		0.00%	0.00%	0.00%	0.00%	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%	99.08%	99.01%	98.94%	98.44%		98.80%	

General	Post - Corporativo	98.80%	98.61%	98.84%	98.41%	98.94%	98.97%	99.08%	99.01%	98.94%	98.44%	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%	96.55%	96.97%	96.55%	95.45%	0.00%	0.00%