

Empresa Convergía Perú S.A.
Servicio: Portador Larga Distancia
Año 2022

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%	0.02%	0.03%	0.02%	0.03%	0.02%	0.03%	0.03%	0.03%	0.03%	0.03%			
	Averías Reparadas del Total de Averías Reportadas	<24 horas	0	56.76%	55.56%	54.95%	62.50%	78.75%	82.81%	41.56%	60.44%	68.92%	52.38%	50.00%		
		>72 horas	0	43.24%	44.44%	45.05%	37.50%	21.25%	17.19%	58.44%	39.56%	31.08%	47.62%	50.00%		Promedio Anual
Respuesta de Operadora	Llamadas atendidas <10 segundos/Total de tentativas de Llamadas al sistema operador	Total	90.00%	98.25%	98.59%	97.26%	97.47%	98.08%	97.44%	96.23%	96.15%	96.88%	96.72%	97.01%		97.28%
		0800-7-1960		95.65%	97.37%	96.00%	96.67%	96.15%	93.75%	90.00%	93.75%	90.00%	92.86%	92.31%		94.05%
		0800-1800		0.00%	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		98.90%	99.04%	97.92%	97.96%	98.72%	98.39%	97.67%	97.22%	98.15%	97.87%	98.15%		98.18%

General	Post - Corporativo	98.90%	99.04%	97.92%	97.96%	98.72%	98.39%	97.67%	97.22%	98.15%	97.87%	98.15%	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	95.65%	97.37%	96.00%	96.67%	96.15%	93.75%	90.00%	93.75%	90.00%	92.86%	92.31%	0.00%