Empresa Convergia Perú S.A.
Servicio: Portador Larga Distancia
Año 2020

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%	0.04%	0.03%	0.03%	0.01%	0.01%	0.03%							
	Averías Reparadas del Total de Averías Reportadas	<24 horas	0	78.00%	77.46%	79.52%	77.27%	88.46%	65.71%							
		>72 horas	0	22.00%	22.54%	20.48%	22.73%	11.54%	34.29%							Promedio Anual
Respuesta de Operadora	Llamadas atendidas <10 segundos/Total de tentativas de Llamadas al sistema operador	Total	90.00%	98.86%	99.39%	98.82%	98.06%	98.10%	98.74%							98.66%
		0800-7-1960		98.17%	98.89%	98.36%	97.78%	98.21%	97.92%							98.22%
		0800-1800		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
		0800-7-1010		99.17%	99.58%	99.08%	98.28%	97.96%	99.10%							98.86%

General	Post - Corporativo	99.17%	99.58%	99.08%	98.28%	97.96%	99.10%	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	98.17%	98.89%	98.36%	97.78%	98.21%	97.92%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%