**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% | | | | | | | | |
| | Averías Reparadas del Total de Averías Reportadas | <24 horas | 0 | 78.00% | 77.46% | 79.52% | 77.27% | 88.46% | | | | | | | | |
| | | >72 horas | 0 | 22.00% | 22.54% | 20.48% | 22.73% | 11.54% | | | | | | | | 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% | | | | | | | | 98.64% |
| | | 0800-7-1960 | | 98.17% | 98.89% | 98.36% | 97.78% | 98.21% | | | | | | | | 98.28% |
| | | 0800-1800 | | 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% | | | | | | | | 98.81% |

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