Empresa Convergia Perú S.A.
Servicio: Portador Larga Distancia
Año 2024

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%	0.02%	0.03%	0.03%	0.02%	0.02%	0.03%	0.04%						
	Averías Reparadas del Total de Averías Reportadas	<24 horas	0	36.76%	74.44%	74.68%	54.00%	79.03%	69.89%	78.40%						
		>72 horas	0	63.24%	25.56%	25.32%	46.00%	20.97%	30.11%	21.60%						Promedio Anual
Respuesta de Operadora	Llamadas atendidas <10 segundos/Total de tentativas de Llamadas al sistema operador	Total	90.00%	97.01%	97.56%	98.15%	97.33%	98.10%	97.78%	97.30%						97.60%
		0800-7-1960		90.91%	91.67%	96.67%	95.24%	96.15%	95.65%	93.75%						94.29%
		0800-1800		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						0.00%
		0800-7-1010		98.21%	98.57%	98.72%	98.15%	98.73%	98.51%	98.28%						98.45%

General	Post - Corporativo	98.21%	98.57%	98.72%	98.15%	98.73%	98.51%	98.28%	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	90.91%	91.67%	96.67%	95.24%	96.15%	95.65%	93.75%	0.00%	0.00%	0.00%	0.00%	0.00%