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%	0.04%	0.09%	0.07%	0.05%	0.06%	0.04%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
	Averías Reparadas del Total de Averías Reportadas	<24 horas	0	67.21%	58.10%	81.55%	77.62%	82.93%	74.77%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
		>72 horas	0	32.79%	41.90%	18.45%	22.38%	17.07%	25.23%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	Promedio Anual
Respuesta de Operadora	Llamadas atendidas <10 segundos/Total de tentativas de Llamadas al sistema operador	Total	90.00%	98.67%	98.54%	98.55%	98.11%	97.78%	97.50%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	49.10%
		0800-7-1960		98.75%	98.68%	98.41%	98.04%	97.92%	97.83%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	49.14%
		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		98.57%	98.36%	98.67%	98.15%	97.62%	97.06%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	49.04%

General	Post - Corporativo	98.57%	98.36%	98.67%	98.15%	97.62%	97.06%	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%
	Post - Residencial	98.75%	98.68%	98.41%	98.04%	97.92%	97.83%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%