

Empresa **Convergia Perú S.A.**

Servicio: **Portador Larga Distancia**

Año **2025**

| 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% | 0.05% | 0.05% | 0.05% | 0.03% | 0.04% | 0.04% | | |
| | Averías Reparadas del Total de Averías Reportadas | <24 horas | 0 | 67.21% | 58.10% | 81.55% | 77.62% | 82.93% | 74.77% | 72.92% | 78.81% | 78.99% | 77.89% | 69.23% | 61.48% | | |
| | | >72 horas | 0 | 32.79% | 41.90% | 18.45% | 22.38% | 17.07% | 25.23% | 27.08% | 21.19% | 22.46% | 22.11% | 30.77% | 38.52% | 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% | 96.81% | 96.97% | 97.27% | 96.64% | 97.78% | 98.20% | 97.73% | |
| | | 0800-7-1960 | 90.00% | 98.75% | 98.68% | 98.41% | 98.04% | 97.92% | 97.83% | 97.87% | 93.94% | 96.36% | 97.00% | 97.67% | 97.06% | 97.46% | |
| | | 0800-1800 | 90.00% | | | 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 | 90.00% | 98.57% | 98.36% | 98.67% | 98.15% | 97.62% | 97.06% | 95.74% | 97.98% | 98.18% | 98.21% | 97.87% | 98.70% | 97.93% | |

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|---------|--------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| General | Post - Corporativo | 98.57% | 98.36% | 98.67% | 98.15% | 97.62% | 97.06% | 95.74% | 97.98% | 98.18% | 98.21% | 97.87% | 98.70% |
| | Prepago | | | 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% | 97.87% | 93.94% | 96.36% | 97.00% | 97.67% | 97.06% |

