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%	0.05%	0.06%	0.05%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
	Averías Reparadas del Total de Averías Reportadas	<24 horas	0	67.21%	79.29%	78.45%	71.76%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
		>72 horas	0	32.79%	20.71%	21.55%	28.24%	0.00%	0.00%	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%	97.70%	96.82%	97.22%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	32.53%
		0800-7-1960		98.75%	98.25%	97.14%	97.40%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	32.63%
		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%	0.00%
		0800-7-1010		98.57%	96.67%	96.15%	96.77%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

General	Post - Corporativo	98.57%	96.67%	96.15%	96.77%	0.00%	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	98.75%	98.25%	97.14%	97.40%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%