Empresa Convergia Perú S.A.
Servicio: Portador Larga Distancia
Año 2026

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%	0.05%	0.04%	0.04%	0.04%	0.05%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
	Averías Reparadas del Total de Averías Reportadas	<24 horas	0	59.31%	0.00%	0.00%	62.24%	61.43%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
		>72 horas	0	40.69%	0.00%	0.00%	37.76%	38.57%	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%	95.68%	96.95%	98.31%	98.41%	98.36%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	40.64%
		0800-7-1960		93.33%	96.67%	98.81%	98.77%	98.81%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	40.53%
		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		97.47%	97.56%	97.06%	97.78%	97.37%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	40.60%

General	Post - Corporativo	97.47%	97.56%	97.06%	97.78%	97.37%	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	93.33%	96.67%	98.81%	98.77%	98.81%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%