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%	0.07%	0.05%	0.03%	0.03%	0.03%	0.00%	0.00%	
	Averías Reparadas del Total de Averías Reportadas	<24 horas	0	59.31%	0.00%	0.00%	62.24%	61.43%	80.22%	70.14%	69.89%	69.89%	100.00%	0.00%	0.00%	
		>72 horas	0	40.69%	0.00%	0.00%	37.76%	38.57%	19.78%	29.86%	30.11%	30.11%	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%	98.26%	98.47%	97.96%	97.96%	95.71%	0.00%	0.00%	81.34%
		0800-7-1960		93.33%	96.67%	98.81%	98.77%	98.81%	98.68%	98.67%	98.18%	98.18%	95.56%	0.00%	0.00%	81.30%
		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%	97.44%	98.21%	97.67%	97.67%	96.00%	0.00%	0.00%	81.19%

General	Post - Corporativo	97.47%	97.56%	97.06%	97.78%	97.37%	97.44%	98.21%	97.67%	97.67%	96.00%	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%	98.68%	98.67%	98.18%	98.18%	95.56%	0.00%	0.00%