

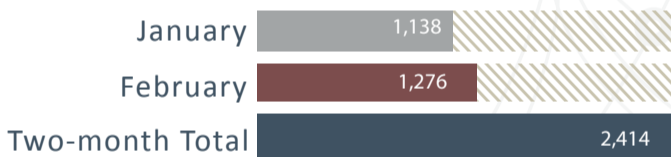


**LEVEL OF SERVICE QUALITY PERIOD JANUARY – FEBRUARY 2016**

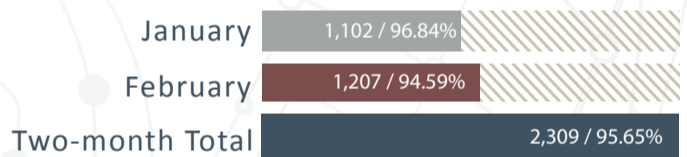


**TELEPHONE HELPLINE SERVICE**

**Calls received**



**Calls handled**



Standard committed according to SLA

**90%**

Percentage of calls handled

**95.65%**

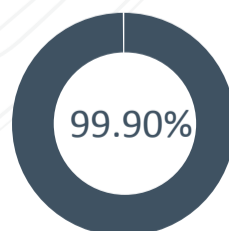


**AVAILABILITY OF THE SERVICES**

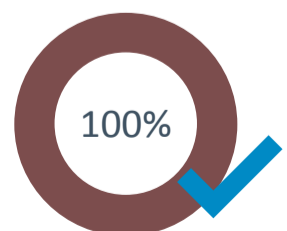
**Overall availability of services**



**Standard committed according to SLA**



**Availability of DCV services**



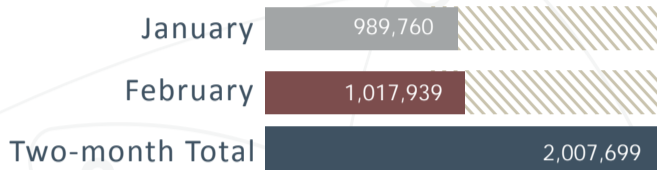
(\*) Availability of services: percentage of time that DCV services have been functioning or available. The higher the percentage of availability is, the lower the interruption time is and vice versa. This measurement considers the SADE, SADE WEB, DCV services and the AGREEMENTS Service.

# LEVEL OF SERVICE QUALITY PERIOD JANUARY – FEBRUARY 2016



## RESPONSE TIME OF THE SERVICES

### Total transactions



### Response Time of the services



Standard committed according to SLA

**2 Seconds**

Average response time

**0.35 Seconds**



## AGREEMENTS

	January	February	Two-month Average
Processed files	2,154	2,682	4,836
Average process time per file	1.2 sec.	1.47 sec.	1.33 sec.
Compliance Percentage	100%	100%	100%
Files with processing time over 1 minute	0	0	0

Compliance engaged **98%** messages in less than

**1:00 Minute**

Service Compliance

**100%**

Agreements: includes F.L.I. (Intraday settlement facility) files

ADDRESS

FOLLOWS US

CONTACT US

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Floor 12 - Las Condes.

**DCV Registros**  
Huerfanos 770 Floor 22,  
Santiago Centro.

Web Site: **DCV.CL**  
Follow us on :

N° Shareholders  
(56 2) 23939003

N° Depositors  
(56 2) 23939001

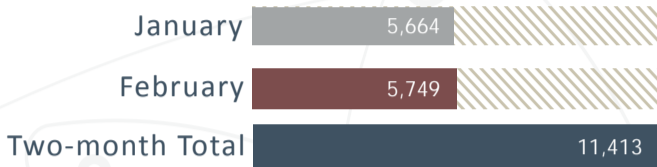
Mail contact  
mac@dcv.cl

# LEVEL OF SERVICE QUALITY PERIOD JANUARY – FEBRUARY 2016



## CLEARING HOUSE PAYABLE TODAY (P.H)

### Processed Registries



### Response time of the services



NOTE: average time per registry = 1 divided in registries per second (PH datum in uptime)

Standard committed according to SLA

**2 Seconds**

Average response time

**0.43 Seconds**



## DCV QUALITY OF SERVICE SURVEY

No service quality study is carried out during the months of January and February.



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