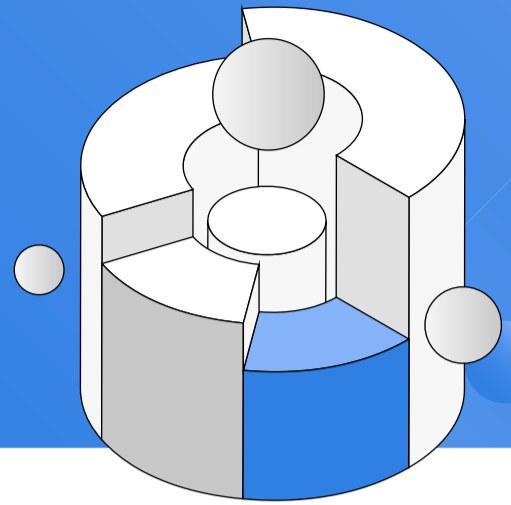
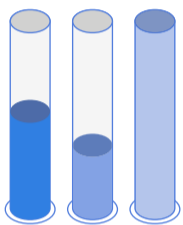


Level of Service Quality

May - June 2020

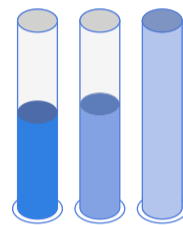


Telephone helpline



Call received

● May	677
● June	748
● Average bimester	1,425



Calls handled:

● May	660 / 97.49%
● June	721 / 96.39%
● Average bimester	1,381 / 96.91%

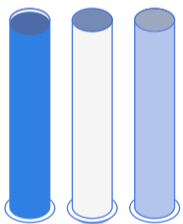
90%

Standar committed according to SLA.

96.91%

Average to Calls handled

Availability of the services



Overall availability of services (*)

● May	100%
● June	100%
● Average bimester	100%

90%

Standar committed according to SLA.

100%

Availability of DCV services

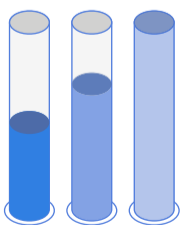
(*) Availability of services: percentage of time that DCV services have been functioning or available.

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.

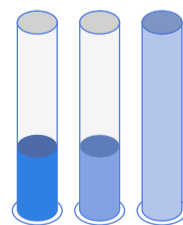


Response time of the services



Total of interactions

● May	1,778,806
● June	1,930,196
● Average bimester	3,709,002



Service response time

● May	0.15 sec.
● June	0.14 sec.
● Average bimester	0.15 sec.

2 sec

Standar committed according to SLA.

0.15 sec

Average response time

Note: "interaction" is understood as any action that a user makes in the DCV system, and that has a committed standard according to SLA of 2 sec. of response time.

	May	June	Total bimester
Processed files	272	244	516
Average processing time per message	0.19 sec.	0.14 sec.	0.17 sec.
Compliance percentage	100%	100%	100%
Messages with process time greater than 1 min	0	0	0

Compliance engaged 98% messages in less than

1 min

100%

Service compliance



Cumplimiento Registro de Operaciones

	May	June	Total bimester
Clearinghouse counted normal (CN)	100%	100%	100%
Clearinghouse pay tomorrow (PT)	100%	100%	100%
Clearinghouse pay today (PT)	100%	100%	100%
Clearinghouse simultaneous	100%	100%	100%

Standar **10 min** for each Standar daily registration

Compliance with Registratio of Operations



	May	June	Total Bimestre
Clearinghouse counted normal (CN)	100%	100%	100%
Clearinghouse pay tomorrow (PT)	100%	100%	100%
Clearinghouse pay today (PT)	100%	100%	100%
Clearinghouse simultaneous	100%	100%	100%

Standar **10 min** for each daily record.



DCV quality of services survey

For reasons of contingency and remote work,
The quality of services study was not carried out in May.
Its implementation is being evaluated during the year 2020