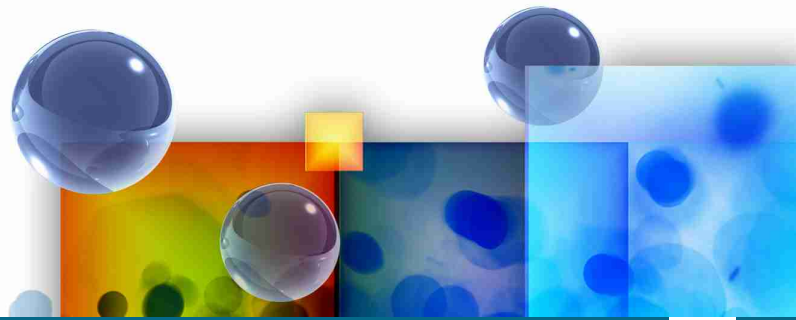


January – February 2011

NCS Service Quality Level



MAC, Telephone information service ●●●

Percentage of calls answered: **91,82%**
Standard engaged as per NCS: **90%**

Month	November	December	Total bimester
CALLS RECEIVED	2.435	1.685	4.120
CALLS ANSWERED	2.203	1.580	3.783
PERCENTAGE OF CALLS ANSWERED	90,47%	93,77%	91,82%

User satisfaction survey ●●●

Month	November	December	Surveyed	Total bimester
DCV SERVICE PERFORMANCE GENERAL ASSESSMENT	N/A	N/A	N/A	N/A
OPERATIONS RECORD AND LIQUIDATION SERVICE ASSESSMENT	N/A	N/A	N/A	N/A
DEMATERIALIZATION SERVICE ASSESSMENT	N/A	N/A	N/A	N/A
BRAA SERVICE ASSESSMENT	N/A	N/A	N/A	N/A
FLI SERVICE ASSESSMENT	N/A	N/A	N/A	N/A
CUSTODY SERVICE ASSESSMENT	N/A	N/A	N/A	N/A
CLEARING HOUSE SERVICE ASSESSMENT	N/A	N/A	N/A	N/A
GENERAL ASSESSMENT ON ATTENTION RECEIVED AT THE CUSTOMERS INFORMATION DESK	N/A	N/A	N/A	N/A

Note: No user satisfaction survey is conducted during the months of January and February

Availability of services ●●●

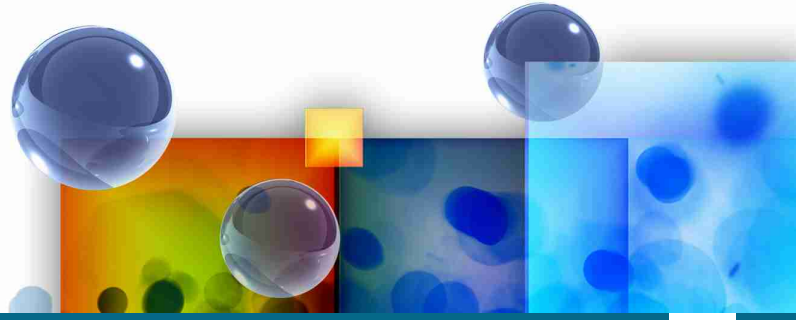
DCV services availability: **99.96%**
Standard engaged as per NCS: **99%**

Month	November	December	Total bimester
GLOBAL AVAILABILITY OF SERVICES	99,93%	100%	99,96%

Availability of services: Percentage of time the DCV services have been working or have been available. The more the availability, the less the down time and vice versa.

January – February 2011

NCS Service Quality Level



Service response time

Average total response time: **0.49 sec.**
Standard engaged as per NCS: **2 sec.**

Month	November	December	Total bimester
SERVICES AVERAGE RESPONSE TIME	0,49 sec.	0,50 sec.	0,49 sec.

Response Time: the lapse of time between a request or transaction originated by a user and received by the DCV is processed and dispatched by the servers. This lapse does not include the time of information transfer from the network to the DCV servers and vice versa.

F.L.I. Files

Average response time per file: **1 min. 49 sec.**
Standard engaged as per NCS: **4 min. 30 sec.**

Month	November	December	Total bimester
PROCESSED FILES	2.098	2.247	4.345
AVERAGE PROCESS TIME PER FILE	1 min. 11 sec.	2 min. 26 sec.	1 min. 49 sec.
FILES WITH PROCESS TIME OVER 4 min 30 sec	0	11	11

F.L.I.: Intraday Liquidity Facility (I.L.F.)

Clearing house payable today (P.H.)

Average response time per record: **1,27 sec.**
Standard engaged as per NCS: **2 sec.**

Month	November	December	Total bimester
PROCESSED RECORDS	6.296	4.844	11.140
AVERAGE TIME PER RECORD	0,45 sec.	2,09 sec.	1,27 sec.

Clearing house payable today (P.H.): The intraday operations multilateral liquidation.