

MAC, TELEPHONE INFORMATION SERVICE

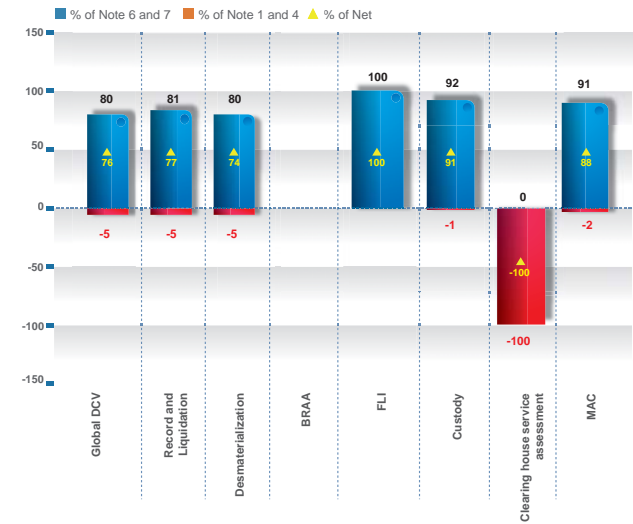
PERCENTAGE OF CALLS ANSWERED : 92.12%
STANDARD ENGAGED AS PER NCS : 90%

DESCRIPTION	MARCH	APRIL	TOTAL BIMESTER
Calls received	1,869	2,228	4,097
Calls answered	1,731	2,043	3,774
Percentage of calls answered	92.62%	91.70%	92.12%

USER SATISFACTION SURVEY

DESCRIPTION	MARCH	APRIL	SURVEYED	TOTAL BIMESTER
DCV service performance general assessment	82	79	93	80
Operations record and liquidation service assessment.	82	80	78	81
Desmaterializatio service assessment.	82	78	14	80
BRAA service assessment.	N/A	N/A	0	N/A
FLI service assessment.	N/A	100	1	100
Custody service assessment.	91	94	91	92
Clearing house service assessment.	N/A	0	1	0
General assessment on attention received at the customers information DESK.	91	91	85	91

Percentages: responds to assessments graded 6 and 7 that the users surveyed assigned to each service.
Surveyed: average number of people who answered the survey "Users Panel" performed by Adimark during the period.
Note: the BRAA Service is not evaluated in the period from march to april.



AVAILABILITY OF SERVICES

DCV SERVICES AVAILABILITY : 99.68%
STANDARD ENGAGED AS PER NCS : 99.8%

DESCRIPTION	MARCH	APRIL	TOTAL BIMESTER
Global availability of services	99.97%	99.39%	99.68%

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. The services of SADE, SADE WEB, DVP and FLI are considered in this measurement.

SERVICE RESPONSE TIME



AVERAGE TOTAL RESPONSE TIME : 0.89 SEG.
STANDARD ENGAGED AS PER NCS : 2 SEG.

DESCRIPTION	MARCH	APRIL	TOTAL BIMESTER
Promedio tiempo de respuesta servicios	0.81 seg.	0.97 seg.	0.89 seg.

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. 15 SEG.
STANDARD ENGAGED AS PER NCS : 4 MIN. 30 SEG.

DESCRIPTION	MARCH	APRIL	TOTAL BIMESTER
Processed file	2,608	2,401	5,009
Average process time per file	1 min. 10 seg.	1 min. 21 seg.	1 min. 15 seg.
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 : 0.47 SEG.
STANDARD ENGAGED AS PER NCS : 2 SEG.

DESCRIPTION	MARCH	APRIL	TOTAL BIMESTER
Processed records	6,189	5,297	11,486
Average time per record	0.46 seg.	0.48 seg.	0.47 seg.

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