

## MAC, Telephone information service

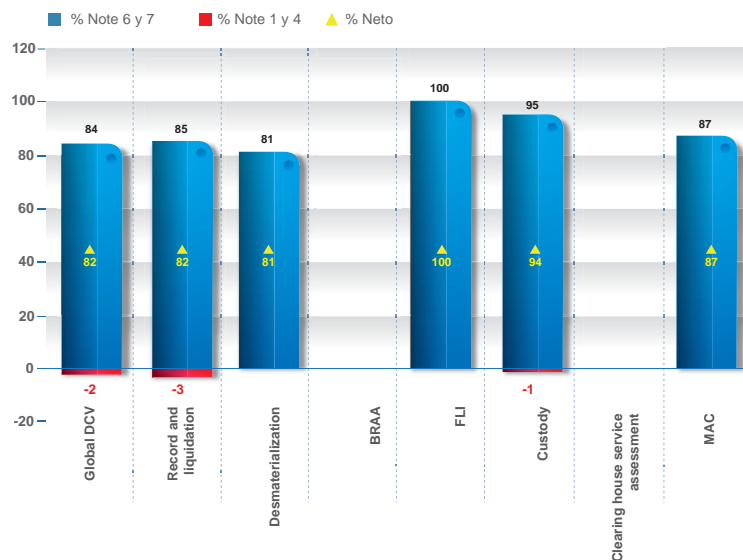
Percentage of calls answered : 93.90%

Standard engaged as per NCS : 90%

Description	November	december	Total bimestre
Calls received	1,354	1,054	2,408
Calls answered	1,255	1,006	2,261
Percentage of calls answered	92.69%	95.45%	93.90%

## User satisfaction survey

Description	November	december	Surveyed	Total bimestre
DCV service performance general assessment	84	-	98	84
Operations record and liquidation service assessment.	85	-	80	85
Desmaterializatio service assessment.	81	-	16	81
BRAA service assessment.	NE	-	0	NE
FLI service assessment.	100	-	1	100
Custody service assessment.	95	-	91	95
Clearing house service assessment.	NE	-	0	NE
General assessment on attention received at the customers information DESK.	87	-	74	87



NOTE 1: User evaluation panel was completed in November.

NOTE 2: The BRAA Service and house service assessment is not evaluated in this period.

## Availability of services

DCV services availability : 99.93%

Standard engaged as per NCS: 99.8%

Description	November	december	Total bimestre
Global availability of services	99.85%	100%	99.93%

**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: 0.60 sec.  
Standard engaged as per NCS: 2 sec.

Description	November	december	Total bimestre
Service response time	0.68 sec.	0.51 sec.	<b>0.60 sec.</b>

**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: 2 min.  
Standard engaged as per NCS: 4 min. 30 seg.

Description	November	december	Total bimestre
Processed file	1,791	1,478	<b>3,269</b>
Average process time per file	1 min. 47 sec.	2 min. 13 sec.	<b>2 min</b>
Files with process time over 4 min. 30 sec.	8	0	<b>8</b>

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

## Clearing house payable today (P.H.)

Average response time per record: 0,51 seg.  
Standard engaged as per NCS: 2 seg.

Description	November	december	Total bimestre
Processed records	8,035	6,977	<b>15,012</b>
Average time per record	0.53 seg.	0.50 seg.	<b>0.51 seg.</b>

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