

# SERVICE QUALITY LEVEL

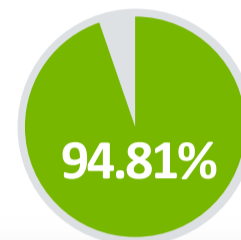
Period January-February 2013



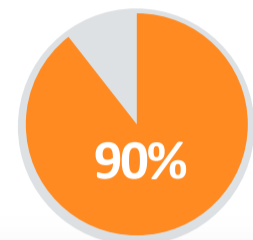
## MAC, Telephone information service

DESCRIPTION	JANUARY	FEBRUARY	TOTAL BIMESTRE
Calls received	1,487	940	2,427
Calls answered	1,407	894	2,301
Percentage of calls answered	94.62%	95,11%	94.81%

Percentage of calls answered



Standard engaged as per NCS



## User satisfaction survey

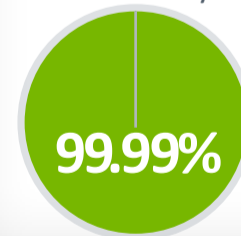
DESCRIPTION	JANUARY	FEBRUARY	Surveyed	TOTAL BIMESTRE
General evaluation of the performance of DCV services	N/A	N/A	N/A	N/A
Evaluation of service of settlement operation registry	N/A	N/A	N/A	N/A
Evaluation of dematerialization service	N/A	N/A	N/A	N/A
Evaluation of BRAA (Active Members Recognition Bonds) service	N/A	N/A	N/A	N/A
Evaluation of FLI (Intraday Settlement Facility) service	N/A	N/A	N/A	N/A
Evolution of custody service	N/A	N/A	N/A	N/A
Evaluation of clearing house service	N/A	N/A	N/A	N/A
General evaluation of assistance received at customer service desk	N/A	N/A	N/A	N/A

Note: During the months of January and February users' panel survey is not performed

## Availability of services

DESCRIPTION	JANUARY	FEBRUARY	TOTAL BIMESTRE
Global availability of services	100%	99,99%	99.99%

DCV services availability



Standard committed as per NCS



(\*) Availability of services: Percentage of time that DCV services have been operating or available. The larger the availability percentage, the shorter the interruption time and vice versa. The SADE (Depositors Administrators System), SADE WEB, DVP (Delivery Versus Payment) and FLI (Intraday Settlement Facility) services are included in this survey.

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## Service response time

DESCRIPTION	JANUARY	FEBRUARY	TOTAL BIMESTRE
Service response time	0.65 sec.	0.55 sec.	0.60 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

DESCRIPTION	JANUARY	FEBRUARY	TOTAL BIMESTRE
Processed file	1,712	2,125	3,837
Average process time per file	1 min. 16 sec.	1 min. 32 sec.	1 min. 24 sec.
Files with process time over 4 min. 30 sec.	3	9	12



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

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

DESCRIPTION	JANUARY	FEBRUARY	TOTAL BIMESTRE
Processed records	8,606	7,452	16,085
Average time per record	0.52 sec.	0.52 sec.	0.52 sec.



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