

SERVICE QUALITY LEVEL



PERIOD SEPTEMBER - OCTOBER 2013

MAC, Telephone information service

DESCRIPTION	SEPTEMBER	OCTOBER	TOTAL BIMESTRE
Calls received	1,201	1,482	2,683
Calls answered	1,122	1,398	2,520
Percentage of calls answered	93.42%	94.33%	93.92%

Percentage of calls answered



Standard engaged as per NCS



User satisfaction survey

DESCRIPTION	SEPTEMBER	OCTOBER	SURVAYED	TOTAL BIMESTRE
General evaluation of the performance of DCV services	6.6	6.5	100	6.5
Evaluation of service of settlement operation registry	6.7	6.5	83	6.6
Evaluation of dematerialization service	6.6	6.4	14	6.5
Evaluation of BRAA (Active Members Recognition Bonds) service	7.0	7.0	1	7.0
Evaluation of FLI (Intraday Settlement Facility) service	7.0	7.0	1	7.0
Evolution of custody service	6.8	6.8	96	6.8
Evaluation of clearing house service	6.0	6.0	1	6.0
General evaluation of assistance received at customer service desk	6.9	6.8	85	6.8

Note: The values correspond to 1-7 note that respondents evaluate each service.

Availability of services

DESCRIPTION	SEPTEMBER	OCTOBER	TOTAL BIMESTRE
Global availability of services	100%	99.97%	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	SEPTIEMBRE	OCTUBRE	TOTAL BIMESTRE
Average total response time	0.40 sec.	0.42 sec.	0.41 sec.

Promedio tiempo total de respuesta



Estándar comprometido según NCS



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	SEPTEMBER	OCTOBER	TOTAL BIMESTRE
Processed file	888	1,100	1,988
Average process time per file	0 min. 56 sec.	1 min. 01 sec.	0 min. 59 sec.
Files with process time over 4 min. 30 sec.	2	3	5

Average response time per file



Standard engaged as per NCS



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

Clearing house payable today (P.H.)

DESCRIPTION	SEPTEMBER	OCTOBER	TOTAL BIMESTRE
Processed records	5,912	7,838	13,750
Average time per record	0.53sec.	0.50 sec.	0.51 sec.

Average response time per record



Standard engaged as per NCS



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