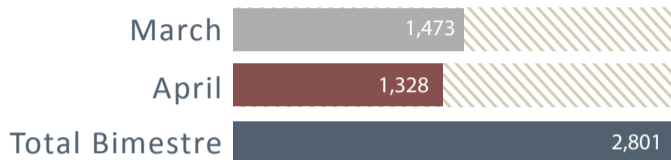# SQL | SERVICE QUALITY LEVEL

:dcv:

PERIOD MARCH - APRIL 2015

MAC, TELEPHONE INFORMATION SERVICE

Calls received

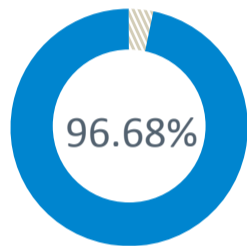|	
March	1,473
April	1,328
Total Bimestre	2,801

Calls answered

March	1,419 / 96.33%
April	1,289 / 97.06%
Total Bimestre	2,708 / 96.68%
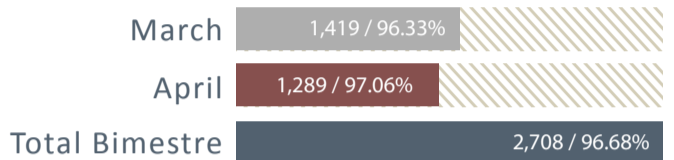
Percentage of calls answered

96.68%

Standard engaged as per NCS

90%
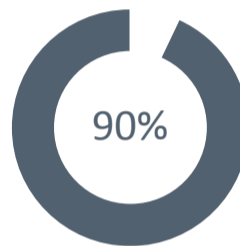
USER SATISFACTION SURVEY

|	March	April	Average two months	Average surveys
General evaluation of the performance of DCV services	6.3	6.4	6.4	108
Custody services	6.5	6.6	6.6	84
Evaluation response time settlement times CCLV	6.0	6.3	6.2	32
International Service	6.1	6.5	6.3	16
Evaluation service registration and deposit of new issues	6.3	6.5	6.4	11
General evaluation of assistance received at customer service desk	6.3	6.4	6.4	85

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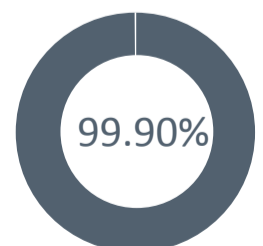
AVAILABILITY OF SERVICES

Global availability of services

March	100%
April	100%
Average Bimestre	100%
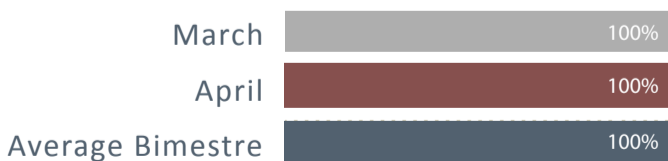
DCV services availability

100%
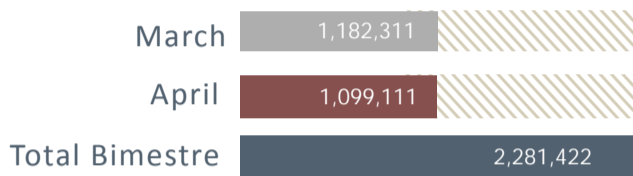
Standard engaged as per NCS

99.90%
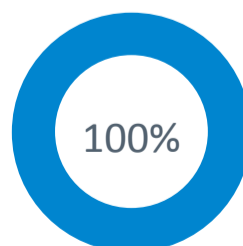
(•) Availability of services: Percentage of time that DCV services have been operating or available. The larger the availability percentage, the shorter the interruption time and vice versa. The SADE (Depositors Administrators System) , SADE WEB, DVP (Delivery Versus Payment) and FLI (Intraday Settlement Facility) services are included in this survey.

SQL | SERVICE QUALITY LEVEL

:dcv:

PERIOD MARCH - APRIL 2015

SERVICE RESPONSE TIME

Total transactions

March	1,182,311
April	1,099,111
Total Bimestre	2,281,422

Average total response time

	0.42 sec.
	0.39 sec.
	0.40 seconds

**Standard engaged as per NCS
2 seconds.**

**Average time complete responsee
0,40 seconds.**

F.L.I. FILES

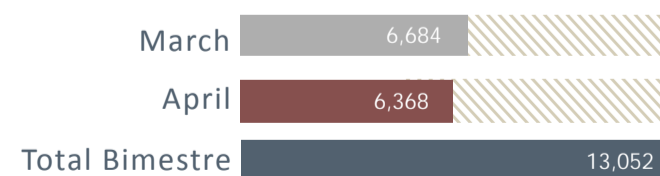| Response time services			
	Marzo	**Abril**	**Total bimestre**
Processed file	**1,086**	**1,731**	**2,817**
Average process time per file	**1 min. 16 sec.**	**1 min. 08 sec.**	**1 min. 12 sec.**
Files with process time over 4.5 min.	**1**	**2**	**3**

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

**Standard engaged as per NCS
4 minutes 30 seconds.**

**Average response time per file
1 minutes 12 seconds**

CLEARING HOUSE PAYABLE TODAY (P.H.)

Processed records

March	6,684
April	6,368
Total Bimestre	13,052

Average time per record

	0.43 sec.
	0.48 sec.
	0.46 seconds

NOTE: Average time per record = 1 divided into records per second (the data of PH in uptime)

**Standard engaged as per NCS
2 seconds.**

**Average time log response
0.46 seconds.**