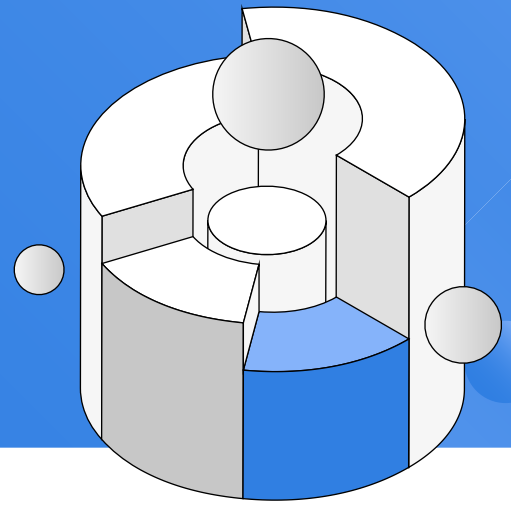
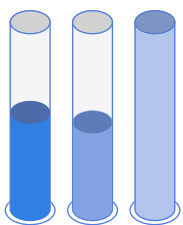


Level of Service Quality

January - February 2020

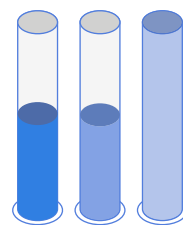


Telephone helpline



Call received

● January	1,424
● February	1,124
● Average bimester	2,548



Calls handled:

● January	1,313 / 92.21%
● February	1,091 / 97.06%
● Average bimester	2,404 / 94.35%

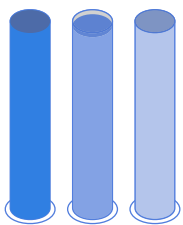
90%

Standar committed according to SLA.

94.35%

Average to Calls handled

Availability of the services



Overall availability of services (*)

● January	100%
● February	100%
● Average bimester	100%

90%

Standar committed according to SLA.

100%

Availability of DCV services

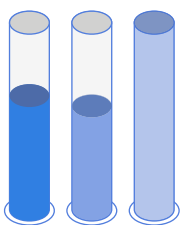
(*) Availability of services: percentage of time that DCV services have been functioning or available.

The higher the percentage of availability is, the lower the interruption time is and vice versa.

This measurement considers the SADE, SADE WEB, DCV services and the AGREEMENTS Service.

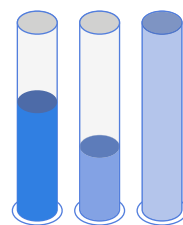


Response time of the services



Total of interactions

● January	2,223,832
● February	1,875,755
● Average bimester	4,099,587



Service response time

● January	0.16 sec.
● February	0.15 sec.
● Average bimester	0.16 sec.

2 sec

Standar committed according to SLA.

0.16 sec

Average response time

Note: "interaction" is understood as any action that a user makes in the DCV system, and that has a committed standard according to SLA of 2 sec. of response time.

	January	February	Total bimester
Processed files	400	794	1,194
Average processing time per message	0.05 Sec.	1.54 Sec.	0.80 Sec.
Compliance percentage	100%	100%	100%
Messages with process time greater than 1 min	0	0	0

Compliance engaged 98% messages in less than

1 min

100%

Service compliance



Cumplimiento Registro de Operaciones

	January	February	Total bimester
Clearinghouse counted normal (CN)	100%	100%	100%
Clearinghouse pay tomorrow (PT)	100%	100%	100%
Clearinghouse pay today (PT)	100%	100%	100%
Clearinghouse simultaneous	100%	100%	100%

Standar **10 min** for each Standar daily registration

Compliance with Registratio of Operations



	January	February	Total Bimestre
Clearinghouse counted normal (CN)	100%	100%	100%
Clearinghouse pay tomorrow (PT)	100%	100%	100%
Clearinghouse pay today (PT)	100%	100%	100%
Clearinghouse simultaneous	100%	100%	100%

Standar **10 min** for each daily record.