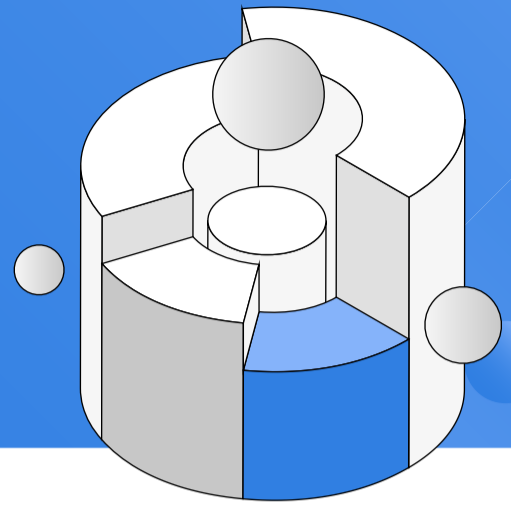
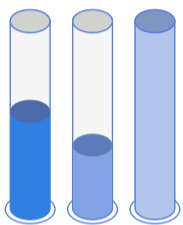


Level of Service Quality

March - April 2020

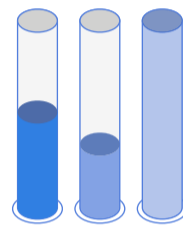


Telephone helpline



Call received

- March 1,462
- April 999
- Average bimester 2,461



Calls handled:

- March 1,423 / 97.33%
- April 971 / 97.20%
- Average bimester 2,394 / 97.28%

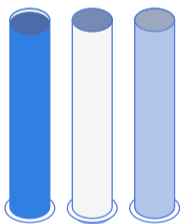
90%

Standar committed according to SLA.

97.28%

Average to Calls handled

Availability of the services



Overall availability of services (*)

- March 100%
- April 100%
- Average bimester 100%

90%

Standar committed according to SLA.

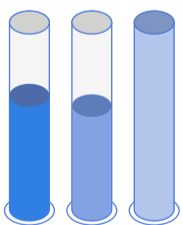
100%

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.

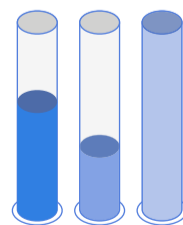


Response time of the services



Total of interactions

- March 2,388,738
- April 2,016,129
- Average bimester 4,404,867



Service response time

- March 0.17 sec.
- April 0.16 sec.
- Average bimester 0.17 sec.

2 sec

Standar committed according to SLA.

0.17 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.

	March	April	Total bimester
Processed files	388	378	766
Average processing time per message	22.77 sec.	0.29 sec.	11.53 sec.
Compliance percentage	96.65%	100%	98.33%
Messages with process time greater than 1 min	13	0	13

Compliance engaged 98% messages in less than

1 min

98.33%

Service compliance



Cumplimiento Registro de Operaciones

	March	April	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



	March	April	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.



DCV quality of services survey

For reasons of contingency and remote work,
The quality of services study was not carried out in March.
Its implementation is being evaluated during the year 2020