

APRIL - JUNE 2011

SQL SERVICE QUALITY LEVEL



TELEPHONE INFORMATION SERVICE

PERCENTAGE OF CALLS ANSWERED : 96.22%

STANDARD ENGAGED AS PER SQL : 80%

MONTH	APRIL	MAY	JUNE	TOTAL QUARTER
Call received	6,778	7,359	5,021	19,158
Call answered	6,599	7,028	4,807	18,434
Percentage of calls answered	97.36%	95.50%	95.74%	96.22%

SHAREHOLDERS INFORMATION SERVICE

AVERAGE WAITING TIME PER SHAREHOLDER : 3 MIN. 35 SEC.

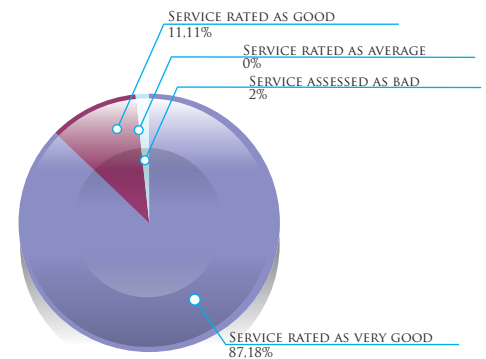
STANDARD ENGAGED AS PER SQL : 15 MIN.

MONTH	APRIL	MAY	JUNE	TOTAL QUARTER
Total shareholders answered	1,914	1,839	1,886	5,636
Average waiting time in halls	1 min. 47 sec.	2 min. 53 sec.	6 min. 4 sec.	3 min. 35 sec.

SHAREHOLDERS SERVICE SURVEY

SURVEY PERFORMED : 154

MONTH	APRIL	MAY	JUNE	TOTAL QUARTER
Service rated as very good	91.43%	76.92%	85.71%	87.18%
Service rated as good	8.57%	19.23%	9.52%	11.11%
Service rated as average	0%	00,00%	0%	0%
Service assessed as bad	0%	3.85%	4.76%	2%



ELECTRONIC MAIL SERVICE

AVERAGE RESPONSE TIME FOR ENQUIRIES VIA ELECTRONIC MAIL: 48 HOURS

STANDARD ENGAGED AS PER SQL: 48 HOURS

MONTH	APRIL	MAY	JUNE	TOTAL QUARTER
Correos electrónicos recibidos	2,731	1,701	868	5,300
Tiempo promedio de respuesta	48 hours	48 hours	48 hours	48 hours

SHAREHOLDERS COMPLAINS

PERIOD APRIL - JUNE 2011

Letters of complaint weren't received