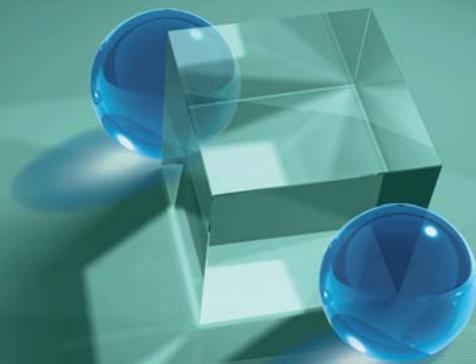


Service quality Level

Period July - September 2012



Telephone information service

Percentage of calls answered : 99.12%

Standard engaged as per SQL: 80%

Month	July	August	September	Total quarter
Call received	2,410	2,549	2,311	7,270
Call answered	2,398	2,520	2,288	7,206
Percentage of calls answered	99.50%	98.86%	99.00%	99.12%

Servicio atención accionistas

Average waiting time per shareholder: 2 min. 54 sec.

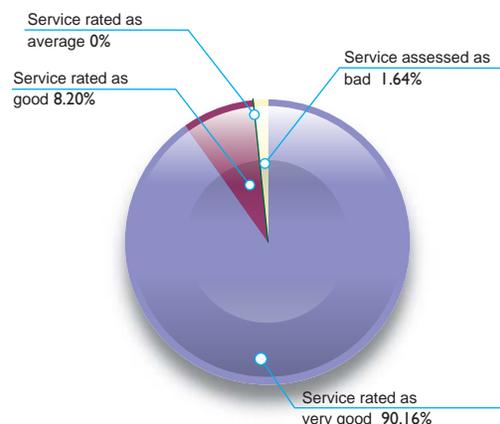
Standard engaged as per SQL: 15 min.

Month	July	August	September	Total quarter
Total shareholders answered	1,131	1,153	1,175	3,459
Average waiting time in halls	3 min. 32 sec.	2 min. 09 sec.	3 min. 28 sec.	2 min. 54 sec.

Encuesta servicio al accionista

Survey performed: 89

Mes	July	August	September	Total quarter
Service rated as very good	87.50%	92.86%	88.24%	90.16%
Service rated as good	12.50%	7.14%	5.88%	8.20%
Service rated as average	0%	0%	0%	0%
Service assessed as bad	0%	0%	5.88%	1.64%



Servicio atención correo electrónico

Average response time for enquiries via electronic mail : 48 hours

Standard engaged as per SQL: 48 hours

Month	July	August	September	Total quarter
Electronic mails received	846	974	792	2,612
Average response time	48 hours	48 hours	48 hours	48 hours

Electronic mail service

Period July - September 2012

Between January and March, 6 complaints were received from shareholders regarding telephone communications, post and information record.

They were all addressed in a period of less than 5 days.