

Service quality Level

Period October - December 2012



Telephone information service

Percentage of calls answered : 97.41%
Standard engaged as per SQL: 80%

Month	October	November	December	Total quarter
Call received	3,455	2,391	3,150	8,996
Call answered	3,360	2,364	3,039	8,763
Percentage of calls answered	97.25%	98.87%	96.48%	97.41%

Shareholders information service

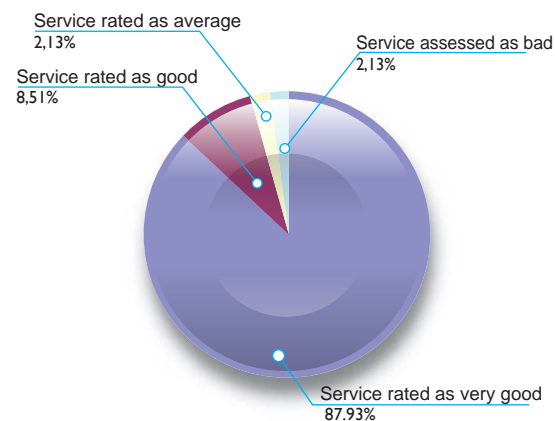
Average waiting time per shareholder: 3 min. 27 sec.
Standard engaged as per SQL: 15 min.

Month	October	November	December	Total quarter
Total shareholders answered	1,634	1,176	1,296	4,106
Average waiting time in halls	4 min. 40 sec.	2 min. 49 sec.	2 min. 53 sec.	3 min. 27 sec.

Shareholders service survey

Survey performed: 89

Month	October	November	December	Total quarter
Service rated as very good	86.67%	92.31%	84.21%	87.23%
Service rated as good	13.33%	0%	10.53%	8.51%
Service rated as average	0%	7.69%	0%	2.13%
Service assessed as bad	0%	0%	5.26%	2.13%



Electronic mail service

Average response time for enquiries via electronic mail : 48 hours
Standard engaged as per SQL: 48 hours

Month	October	November	December	Total quarter
Electronic mails received	1,063	821	967	2,751
Average response time	48 hours	48 hours	48 hours	48 hours

Shareholders complains

Period October - December 2012

In the period October-December, received four letters of complaints.

These claims were resolved in a period no longer than three days.