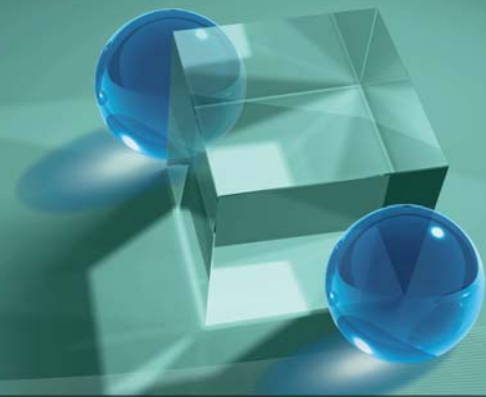


Service quality Level

Period January - March 2012



Telephone information service



Percentage of calls answered : 98.21%
Standard engaged as per SQL : 80%

Month	January	February	March	Total quarter
Call received	2,917	2,151	3,142	8,210
Call answered	2,861	2,123	3,079	8,063
Percentage of calls answered	98.08%	98.70%	97.99%	98.21%

Shareholders information service



Average waiting time per shareholder : 2 min. 16 sec.
Standard engaged as per SQL: 15 min.

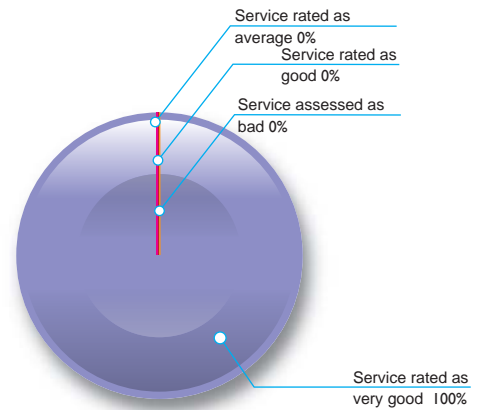
Month	January	February	March	Total quarter
Total de accionistas atendidos	1,521	925	1	3,988
Tiempo promedio de espera en salas	2 min. 36 sec.	2 min. 39 sec.	1 min. 33 sec.	2 min. 16 sec.

Shareholders service survey



Survey performed : 106

Month	January	February	March	Total quarter
Service rated as very good	100%	100%	100%	100%
Service rated as good	0%	0%	0%	0%
Service rated as average	0%	0%	0%	0%
Service assessed as bad	0%	0%	0%	0%



Electronic mail service

hours



Average response time for enquiries via electronic mail : 48 hours
Estándar comprometido según NCS : 48 hours

Month	January	February	March	Total quarter
Electronic mails received	785	611	1,461	2,857
Average response time	48 hours	48 hours	48 hours	48 hours

Shareholders complains



Period January - March 2012

Between January and March, 7 complaints were received from shareholders regarding telephone communications, post and information record.

They were all addressed in a period of less than 3 days.