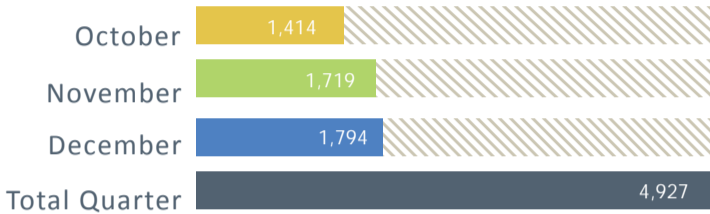


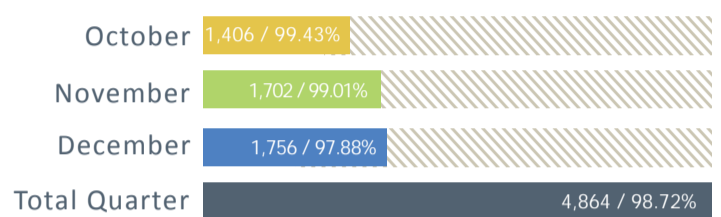
PERIOD OCTOBER - DECEMBER 2015

TELEPHONE INFORMATION SERVICE

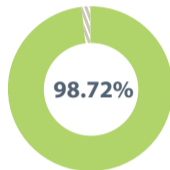
Call received



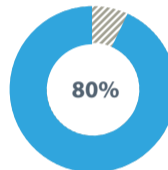
Call answered



Percentage of calls answered

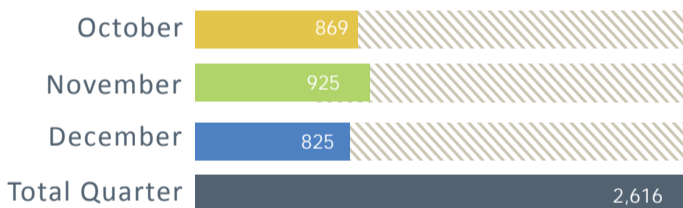


Standard engaged as per SQL



SHAREHOLDERS INFORMATION SERVICE

Total shareholders answered



Average waiting time in halls

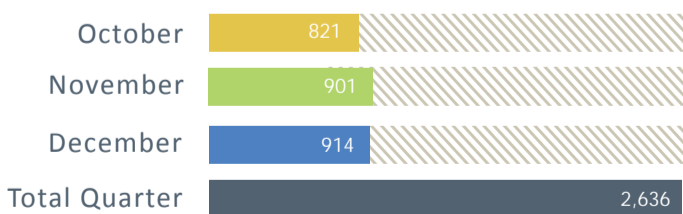


Standard engaged as per SQL
15 Minutes

Percentage of calls answered
1 minute, 44 seconds

ELECTRONIC MAIL SERVICE

Electronic mail service



Average response time



Standard engaged as per SQL
48 hours.

Average response time to inquiries via email
48 hours.

PERIOD OCTOBER - DECEMBER 2015

SHAREHOLDERS SERVICE SURVEYS

Shareholders service surveys

| Month | What is your overall opinion DCV Registros | How satisfied are find you with the service received in visiting the office DCV Registros | Infrastructure General offices DCV Registros | overall assessment Executive (a) who treated in offices DCV Registros |
|---------------|--|---|--|---|
| October | 6.6 | 6.7 | 6.8 | 7.0 |
| November | 6.5 | 6.5 | 6.7 | 6.9 |
| December | 6.9 | 7.0 | 7.0 | 7.0 |
| Total Quarter | 6.7 | 6.8 | 6.8 | 7.0 |

Total surveys: 62

CLAIMS SHAREHOLDERS

October : 2 cases

- Complaint Service website.
- Solution: response letter is sent by mail and at home, pointing indicating the contract and procedure, attended by Head of Department.
- Complaint withdrawal rights.
- Solution: Answer given by Issuer.

November: 1 case

- Claim for dividends that are not paid promptly.
- Solution: the registered letter stating the reason for delay is sent and is regularized in system mode in the shareholder as Succession.

December : No complaints were recorded.