



Depósito de Valores January – February 2010



MAC, Telephone information service

Percentage of calls answered: **91.02%**
Standard engaged as per NCS: **90%**

Month	January	February	Total bimester
CALLS RECEIVED	1,670	1,705	3,375
CALLS ANSWERED	1,542	1,530	3,072
PERCENTAGE OF CALLS ANSWERED	92.34%	89.74%	91.02%

User satisfaction survey

Month	January	February	Surveyed	Total bimester
DCV SERVICE PERFORMANCE GENERAL ASSESSMENT	N/A	N/A	N/A	N/A
OPERATIONS RECORD AND LIQUIDATION SERVICE ASSESSMENT	N/A	N/A	N/A	N/A
DEMATERIALIZATION SERVICE ASSESSMENT	N/A	N/A	N/A	N/A
BRAA SERVICE ASSESSMENT	N/A	N/A	N/A	N/A
FLI SERVICE ASSESSMENT	N/A	N/A	N/A	N/A
CUSTODY SERVICE ASSESSMENT	N/A	N/A	N/A	N/A
CLEARING HOUSE SERVICE ASSESSMENT	N/A	N/A	N/A	N/A
GENERAL ASSESSMENT ON ATTENTION RECEIVED AT THE CUSTOMERS INFORMATION DESK	N/A	N/A	N/A	N/A

The user satisfaction survey called "Users Panel" was not conducted during January and February

Availability of services

DCV services availability: **99.57%**
Standard engaged as per NCS: **99%**

Month	January	February	Total bimester
GLOBAL AVAILABILITY OF SERVICES	99.74%	99.40%	99.57%

Availability of services: Percentage of time the DCV services have been working or have been available. The more the availability, the less the down time and vice versa.



Depósito de Valores January – February 2010



Service response time

Average total response time: **0.51 sec.**
Standard engaged as per NCS: **2 sec.**

Month	January	February	Total bimester
SERVICES AVERAGE RESPONSE TIME	0.50 sec.	0.51 sec.	0.51 sec.

Response Time: the lapse of time between a request or transaction originated by a user and received by the DCV is processed and dispatched by the servers. This lapse does not include the time of information transfer from the network to the DCV servers and vice versa.

F.L.I. Files

Average response time per record: **1 min. 20 sec.**
Standard engaged as per NCS: **4 min. 30 sec.**

Month	January	February	Total bimester
PROCESSED FILES	1,215	1,014	2,229
AVERAGE PROCESS TIME PER FILE	1 min. 31 sec.	1 min. 8 sec.	1 min. 22 sec.
FILES WITH PROCESS TIME OVER 4 min 30 sec	1	1	2

F.L.I.: Intraday Liquidity Facility (I.L.F.)

Clearing house payable today (P.H.)

Average response time per record: **0.52 sec.**
Standard engaged as per NCS: **2 sec.**

Month	January	February	Total bimester
PROCESSED RECORDS	6,165	4,880	11,045
AVERAGE TIME PER RECORD	0.51 sec.	0.54 sec.	0.52 sec.

Clearing house payable today (P.H.): The intraday operations multilateral liquidation.