



November – December 2010

NCS Service Quality Level

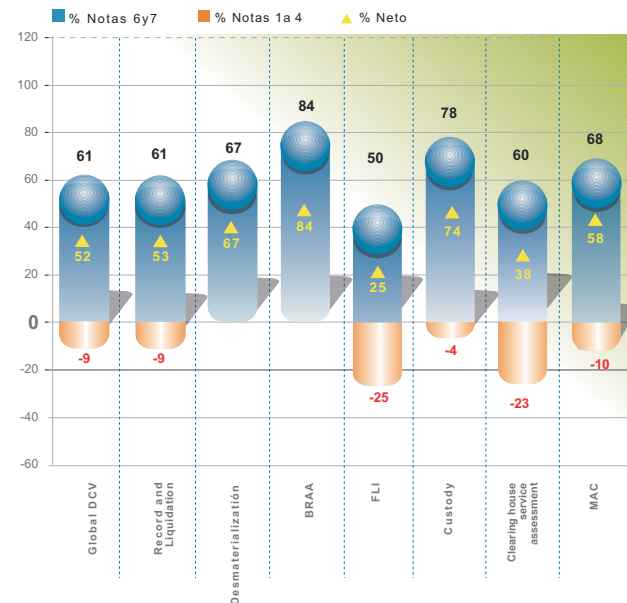
MAC, Telephone information service ●●●

Percentage of calls answered: 85.57%
Standard engaged as per NCS: 90%

Month	November	December	Total bimester
CALLS RECEIVED	3,424	1,959	5,383
CALLS ANSWERED	2,854	1,752	4,606
PERCENTAGE OF CALLS ANSWERED	83.35%	89.43%	85.57%

User satisfaction survey ●●●

Month	November	December	Surveyed	Total bimester
DCV SERVICE PERFORMANCE GENERAL ASSESSMENT	59%	64%	80	61%
OPERATIONS RECORD AND LIQUIDATION SERVICE ASSESSMENT	59%	64%	68	61%
DEMATERIALIZATION SERVICE ASSESSMENT	71%	63%	4	67%
BRAA SERVICE ASSESSMENT	84%	84%	3	84%
FLI SERVICE ASSESSMENT	25%	75%	1	50%
CUSTODY SERVICE ASSESSMENT	75%	81%	77	78%
CLEARING HOUSE SERVICE ASSESSMENT	58%	63%	4	60%
GENERAL ASSESSMENT ON ATTENTION RECEIVED AT THE CUSTOMERS INFORMATION DESK	64%	72%	73	68%



Percentages: responds to assessments graded 6 and 7 that the users surveyed assigned to each service.
Surveyed: average number of people who answered the survey "Users Panel" performed by Adimark during the period.

Availability of services ●●●

DCV services availability: 99.85%
Standard engaged as per NCS: 99%

Month	November	December	Total bimester
GLOBAL AVAILABILITY OF SERVICES	99.78%	99.93%	99.85%

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.



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Service response time

Average total response time: 0.25 sec.
Standard engaged as per NCS: 2 sec.

Month	November	December	Total bimester
SERVICES AVERAGE RESPONSE TIME	0.014 sec.	0.49 sec.	0.25 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 file: 1 min. 30 sec.
Standard engaged as per NCS: 4 min. 30 sec.

Month	November	December	Total bimester
PROCESSED FILES	2,459	2,348	4,807
AVERAGE PROCESS TIME PER FILE	1 min. 22 sec.	1 min. 39 sec.	1 min. 30 sec.
FILES WITH PROCESS TIME OVER 4 min 30 sec	10	0	10

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

Clearing house payable today (P.H.)

Average response time per record: 0.46 sec.
Standard engaged as per NCS: 2 sec.

Month	November	December	Total bimester
PROCESSED RECORDS	6,171	6,304	12,475
AVERAGE TIME PER RECORD	0.46 sec.	0.46 sec.	0.46 sec.

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