

MAC, Telephone information service



Percentage of calls answered : 93.20%
Standard engaged as per NCS : 90%

Description	january	february	Total bimester
Calls received	2,074	1,661	3,735
Calls answered	1,896	1,585	3,481
Percentage of calls answered	91.42%	95.42%	93.20%

Availability of services



DCV services availability : 99.67%
Standard engaged as per NCS : 99.85%

Description	january	february	Total bimester
Global availability of services	99.88%	99.47%	99.67%

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. The services of SADE, SADE WEB, DVP and FLI are considered in this measurement.

Service response time



Average total response time : 0.75 sec.
Standard engaged as per NCS : 2 sec.

Description	january	february	Total bimester
Service response time	0.71 sec.	0.79 sec.	0.75 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. 38 sec.
Standard engaged as per NCS : 4 min. 30 sec.

Description	january	february	Total bimester
Processed file	851	1,194	2,045
Average process time per file	1 min. 21 sec.	1 min. 55 sec.	1 min. 38 sec.
Files with process time over 4 min. 30 sec.	0	4	4

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

Clearing house payable today (P.H.)

Average response time per record : 0.50 sec.
Standard engaged as per NCS : 2 sec.

Descripción	january	february	Total bimestre
Registros procesados	7,482	6,104	13,586
Tiempo promedio por registro	0.49 sec.	0.51 sec.	0.50 sec.

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