

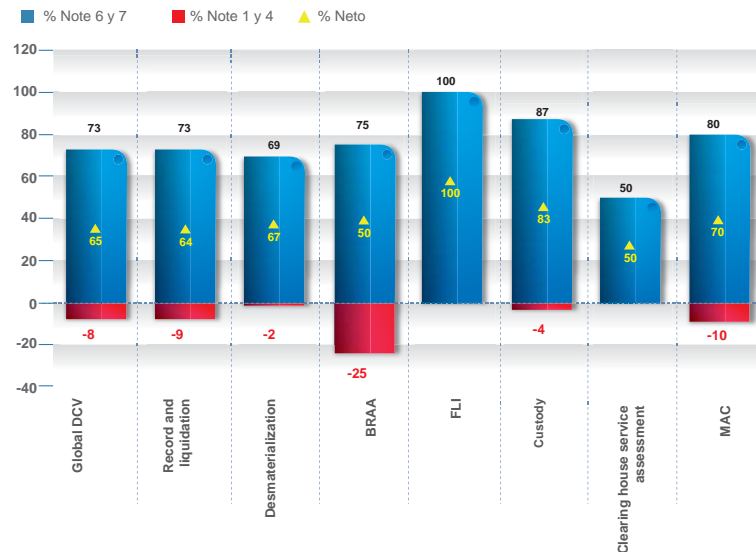
## MAC, Telephone information service

Percentage of calls answered : 91.32%  
Standard engaged as per NCS : 90%

Description	March	April	Total bimester
Calls received	1,690	1,605	3,295
Calls answered	1,534	1,475	3,009
Percentage of calls answered	90.77%	91.90%	91.32%

## User satisfaction survey

Description	March	April	Surveyed	Total bimester
DCV service performance general assessment	70	76	97	73
Operations record and liquidation service assessment.	71	76	80	73
Desmaterializatio service assessment.	66	73	14	69
BRAA service assessment.	100	50	1	75
FLI service assessment.	100	100	1	100
Custody service assessment.	91	84	91	87
Clearing house service assessment.	0	100	1	50
General assessment on attention received at the customers information DESK.	80	80	81	80



## Availability of services

DCV services availability : 100%  
Standard engaged as per NCSS : 99.8%

Description	March	April	Total bimestre
Global availability of services	100%	100%	100%

(\*) During March there were episodes of service quality degradation, without total loss of the same.

**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 : 0.82 sec.  
Standard engaged as per NCS : 2 sec.

Description	March	April	Total bimestre
Service response time	0.95 sec.	0.68 sec.	<b>0.82 sec.</b>

**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 : 2 min. 26 sec.  
Standard engaged as per NCS : 4 min. 30 sec.

Description	March	April	Total bimestre
Processed file	1,699	1,432	<b>3,131</b>
Average process time per file	2 min. 15 sec.	2 min. 37 sec.	<b>2 min. 26 sec.</b>
Files with process time over 4 min. 30 sec.	0	4	<b>4</b>

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.

Description	March	April	Total bimestre
Processed records	7,328	6,081	<b>13,109</b>
Average time per record	0.50 sec.	0.50 sec.	<b>0.50 sec.</b>

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