

JANUARY - MARCH 2011

SQL SERVICE QUALITY LEVEL



TELEPHONE INFORMATION SERVICE

PERCENTAGE OF CALLS ANSWERED : 96.16%
STANDARD ENGAGED AS PER SQL : 80%

MONTH	JANUARY	FEBRUARY	MARCH	TOTAL QUARTER
Call received	4,155	3,052	4,120	11,327
Call answered	3,902	2,924	4,066	10,892
Percentage of calls answered	93.91%	95.81%	98.69%	96.16%

SHAREHOLDERS INFORMATION SERVICE

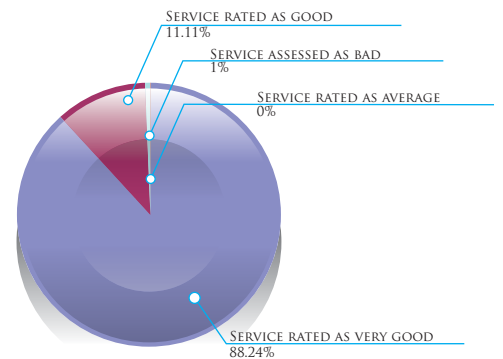
AVERAGE WAITING TIME PER SHAREHOLDER : 4 MIN. 35 SEC.
STANDARD ENGAGED AS PER SQL : 15 MIN.

MONTH	JANUARY	FEBRUARY	MARCH	TOTAL QUARTER
Total shareholders answered	1,354	961	1,481	3,796
Average waiting time in halls	7 min. 33 sec.	5 min. 31 sec.	40 sec	4 min. 35 sec.

SHAREHOLDERS SERVICE SURVEY

SURVEY PERFORMED : 154

MONTH	JANUARY	FEBRUARY	MARCH	TOTAL QUARTER
Service rated as very good	83.87%	100%	86.46%	88.24%
Service rated as good	12.90%	0%	13.54%	11.11%
Service rated as average	0%	0%	0%	0%
Service assessed as bad	3.23%	0%	0%	1%



ELECTRONIC MAIL SERVICE

AVERAGE RESPONSE TIME FOR ENQUIRIES VIA ELECTRONIC MAIL : 48 HORAS
STANDARD ENGAGED AS PER SQL : 48 HORAS

MONTH	JANUARY	FEBRUARY	MARCH	TOTAL QUARTER
Electronic mails received	547	505	1,419	2,468
Average response time	48 hours	48 hours	48 hours	48 hours

SHAREHOLDERS COMPLAINS

PERIOD JANUARY - MARCH 2011

Letters of complaint weren't received