



Service quality Level

Period July-September 2011

Telephone information service



Percentage of calls answered: 95.24%

Standard engaged as per SQL: 80%

Month	july	august	september	Total quarter
Call received	4,335	3,592	3,456	11,383
Call answered	4,172	3,419	3,250	10,841
Percentage of calls answered	96.24%	95.18%	94.04%	95.24%

Shareholders information service



Average waiting time per shareholder: 2 min. 36 seg.

Standard engaged as per SQL: 15 min.

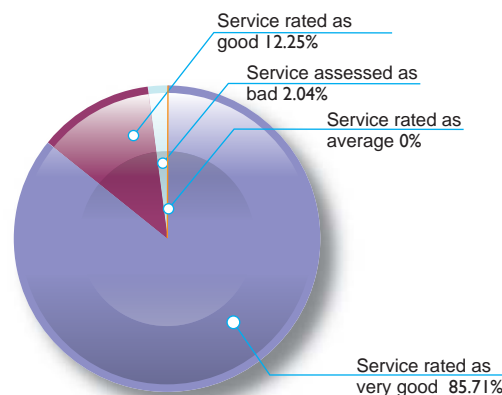
Month	july	august	september	Total quarter
Total shareholders answered	1,611	1,251	1,134	3,996
Average waiting time in halls	4 min. 44 seg.	1 min. 52 seg.	1 min. 13 seg.	2 min. 36 seg.

Shareholders service survey



Survey performed : 49

Month	july	august	september	Total quarter
Service rated as very good	80%	100%	87.50%	85.71%
Service rated as good	15%	0%	12.50%	12.25%
Service rated as average	0%	0%	0%	0%
Service assessed as bad	5%	0%	0%	2.04%



Electronic mail service



Average response time for enquiries via electronic mail: 48 hours

Standard engaged as per SQL: 48 hours

Month	july	august	september	Total quarter
Electronic mails received	807	680	707	2,194
Average response time	48 hours	48 hours	48 hours	48 hours

Shareholders complains



Period july- september 2011

Letters of complaint weren't received