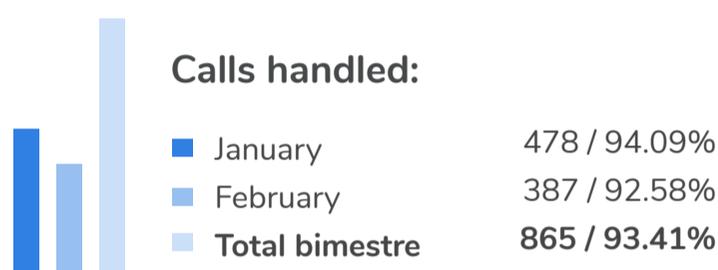
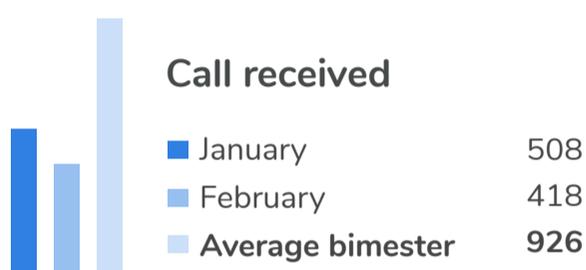


# LEVEL OF SERVICE QUALITY

Period January - February 2024

## Telephone helpline



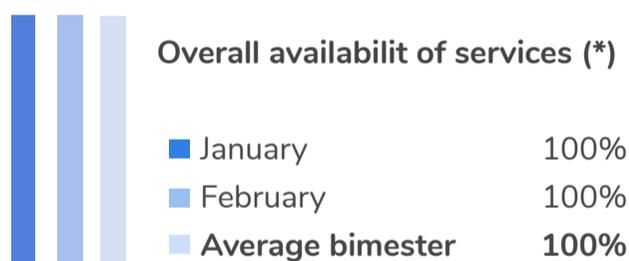
90%

Standar committed according to SLA.

93.41%

Average to Calls handled

## Availability of the services



90%

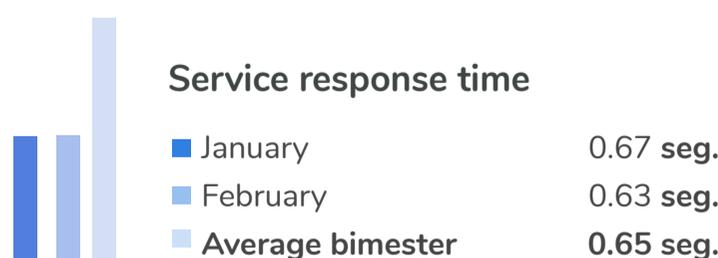
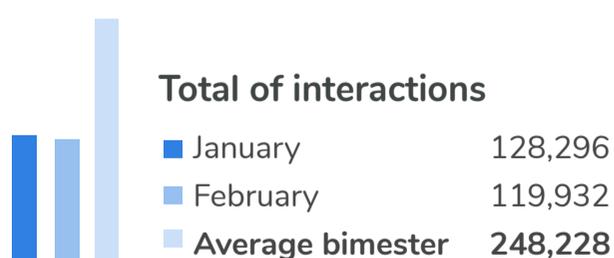
Standar committed according to SLA.

100%

Availability of DCV services

Availability of services: Percentage of time that DCV services have been working or available. The following services are considered in this measurement: DCV Evolution (Nasdaq), DVP and Pact Service

## Response time of the services



2 sec.

Standar committed according to SLA.

0.65 sec.

Average response time

## Agreements Central Bank of Chile

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	January	February	Total bimester
Processed files	870	888	<b>1.758</b>
Average processing time per message	2.30 sec.	3.36 sec.	<b>2.83 sec.</b>
Compliance percentage	100%	100%	<b>100%</b>
Messages with process time greater than 1 min	0	0	<b>0</b>
Compliance compromised: 98% of messages in less than <b>1 minute</b> .	<b>100% service compliance</b>		

## Compliance Record of Operations

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	January	February	Total bimester
Clearinghouse counted normal (CN)	100%	100%	100%
Clearinghouse pay tomorrow (PT)	100%	100%	100%
Clearinghouse pay today (PT)	100%	100%	100%
Clearinghouse simultaneous	100%	100%	100%
Standar 10 min for each Standar daily registration			

## Compliance with Registration of Operations

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	January	February	Total bimester
Clearinghouse counted normal (CN)	100%	100%	100%
Clearinghouse pay tomorrow (PT)	100%	100%	100%
Clearinghouse pay today (PT)	100%	100%	100%
Clearinghouse simultaneous	100%	100%	100%
Standar 10 min for each daily record.			

## DCV Quality of Services Survey

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Note: During this period, no DCV service quality study was carried out.