

2023 Q4

| Date | Average response time AISP calls in seconds | Average response time PISP calls in seconds | Average response time COF calls in seconds | Average response time all PSD2 API calls in seconds | Uptime for PSD2 API in percentage | Downtime for PSD2 API in percentage | Error response rate for PSD2 API in percentage Average | response time Personal Internet Bank in seconds | Uptime Personal Internet Bank in percentage | Downtime Personal Internet Bank in percentage | Error response rate Personal Internet Bank in percentage | Agreed SLA in Percentage |
|------------|---|---|--|---|-----------------------------------|-------------------------------------|--|---|---|---|--|--------------------------|
| 01.10.2023 | 0.21 | 0.17 | 0.45 | 0.21 | 99.73 | 0.27 | 0.27 | 0.13 | 99.88 | 0.12 | 0.12 | 99.50 |
| 02.10.2023 | 0.24 | 0.21 | 0.64 | 0.24 | 99.9 | 0.10 | 0.1 | 0.17 | 99.97 | 0.03 | 0.03 | 99.50 |
| 03.10.2023 | 0.23 | 0.81 | 0.62 | 0.23 | 99.83 | 0.17 | 0.17 | 0.18 | 99.98 | 0.02 | 0.02 | 99.50 |
| 04.10.2023 | 0.23 | 0.19 | 0.57 | 0.23 | 99.87 | 0.13 | 0.13 | 0.17 | 99.98 | 0.02 | 0.02 | 99.50 |
| 05.10.2023 | 0.23 | 0.18 | 0.67 | 0.23 | 99.9 | 0.10 | 0.1 | 0.16 | 99.95 | 0.05 | 0.05 | 99.50 |
| 06.10.2023 | 0.22 | 0.18 | 0.59 | 0.18 | 99.85 | 0.15 | 0.15 | 0.08 | 99.97 | 0.03 | 0.03 | 99.50 |
| 07.10.2023 | 0.21 | 0.24 | 0.54 | 0.21 | 99.34 | 0.66 | 0.66 | 0.44 | 99.12 | 0.88 | 0.88 | 99.50 |
| 08.10.2023 | 0.22 | 0.16 | 2,14 | 2,14 | 99.3 | 0.70 | 0.70 | 0.67 | 99.67 | 0.33 | 0.33 | 99.50 |
| 09.10.2023 | 0.24 | 0.19 | 0.60 | 0.24 | 99.88 | 0.12 | 0.12 | 0.18 | 99.98 | 0.02 | 0.02 | 99.50 |
| 10.10.2023 | 0.26 | 0.22 | 0.64 | 0.26 | 99.39 | 0.61 | 0.61 | 0.18 | 99.77 | 0.23 | 0.23 | 99.50 |
| 11.10.2023 | 0.24 | 0.19 | 0.62 | 0.63 | 99.81 | 0.19 | 0.19 | 0.57 | 99.84 | 0.16 | 0.16 | 99.50 |
| 12.10.2023 | 0.31 | 0.23 | 0.69 | 0.31 | 99.91 | 0.09 | 0.09 | 0.19 | 99.97 | 0.03 | 0.03 | 99.50 |
| 13.10.2023 | 0.28 | 0.20 | 0.65 | 0.28 | 98.9 | 1,10 | 1,10 | 0.19 | 99.74 | 0.26 | 0.26 | 99.50 |
| 14.10.2023 | 0.23 | 0.16 | 0.55 | 0.16 | 99.83 | 0.17 | 0.17 | 0.08 | 99.98 | 0.02 | 0.02 | 99.50 |
| 15.10.2023 | 0.26 | 0.16 | 0.53 | 0.26 | 95.83 | 4,17 | 4,17 | 0.14 | 96.12 | 3,88 | 3,88 | 99.50 |
| 16.10.2023 | 0.24 | 0.19 | 0.65 | 0.19 | 99.82 | 0.18 | 0.18 | 0.08 | 99.98 | 0.02 | 0.02 | 99.50 |
| 17.10.2023 | 2,03 | 0.40 | 0.75 | 0.40 | 98.68 | 1,32 | 1,32 | 0.21 | 98.62 | 1,38 | 1,38 | 99.50 |
| 18.10.2023 | 0.22 | 0.19 | 2,80 | 0.22 | 99.82 | 0.18 | 0.18 | 0.16 | 99.95 | 0.05 | 0.05 | 99.50 |
| 19.10.2023 | 0.23 | 0.22 | 0.84 | 0.22 | 99.6 | 0.40 | 0.40 | 0.09 | 99.96 | 0.04 | 0.04 | 99.50 |
| 20.10.2023 | 0.24 | 0.21 | 0.85 | 0.24 | 99.69 | 0.31 | 0.31 | 0.18 | 99.95 | 0.05 | 0.05 | 99.50 |
| 21.10.2023 | 0.24 | 0.16 | 0.63 | 0.24 | 97.98 | 2,02 | 2,02 | 0.14 | 98.17 | 1,83 | 1,83 | 99.50 |
| 22.10.2023 | 0.21 | 0.15 | 0.59 | 0.21 | 99.77 | 0.23 | 0.23 | 0.13 | 99.95 | 0.05 | 0.05 | 99.50 |
| 23.10.2023 | 0.23 | 0.16 | 0.71 | 0.6 | 99.49 | 0.51 | 0.51 | 0.46 | 99.98 | 0.02 | 0.02 | 99.50 |
| 24.10.2023 | 0.23 | 0.16 | 0.69 | 0.59 | 99.7 | 0.30 | 0.30 | 0.45 | 99.94 | 0.06 | 0.06 | 99.50 |
| 25.10.2023 | 0.22 | 0.75 | 0.70 | 0.22 | 99.6 | 0.40 | 0.40 | 0.16 | 99.96 | 0.04 | 0.04 | 99.50 |

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| 26.10.2023 | 0.2 | 0.16 | 0.61 | 0.20 | 98.32 | 1,68 | 1,68 | 0.16 | 99.25 | 0.75 | 0.75 | 99.50 |
| 27.10.2023 | 0.22 | 0.16 | 0.64 | 0.22 | 99.86 | 0.14 | 0.14 | 0.16 | 99.96 | 0.04 | 0.04 | 99.50 |
| 28.10.2023 | 0.21 | 0.16 | 0.58 | 0.16 | 99,00 | 1,00 | 1,00 | 0.07 | 99.98 | 0.02 | 0.02 | 99.50 |
| 29.10.2023 | 0.37 | 0.15 | 0.69 | 0.37 | 91.89 | 8,11 | 8,11 | 0.14 | 92.35 | 7,65 | 7,65 | 99.50 |
| 30.10.2023 | 0.34 | 0.16 | 0.83 | 0.34 | 99.09 | 0.91 | 0.91 | 0.24 | 98.4 | 1,60 | 1,60 | 99.50 |
| 31.10.2023 | 0.23 | 0.17 | 0.68 | 0.23 | 98.71 | 1,29 | 1,29 | 0.17 | 99.69 | 0.31 | 0.31 | 99.50 |
| 01.11.2023 | 0.26 | 0.17 | 0.77 | 0.26 | 99.74 | 0.26 | 0.26 | 0.17 | 99.79 | 0.21 | 0.21 | 99.50 |
| 02.11.2023 | 0.23 | 0.17 | 0.74 | 0.23 | 99.90 | 0.10 | 0.10 | 0.17 | 99.82 | 0.18 | 0.18 | 99.50 |
| 03.11.2023 | 0.23 | 0.17 | 0.72 | 0.23 | 99.69 | 0.31 | 0.31 | 0.17 | 99.97 | 0.03 | 0.03 | 99.50 |
| 04.11.2023 | 0.21 | 0.16 | 0.66 | 0.56 | 99.80 | 0.20 | 0.2 | 0.39 | 99.98 | 0.02 | 0.02 | 99.50 |
| 05.11.2023 | 0.21 | 0.16 | 0.63 | 0.21 | 99.73 | 0.27 | 0.27 | 0.14 | 99.99 | 0.01 | 0.01 | 99.50 |
| 06.11.2023 | 0.22 | 0.16 | 0.73 | 0.22 | 99.93 | 0.07 | 0.07 | 0.17 | 99.98 | 0.02 | 0.02 | 99.50 |
| 07.11.2023 | 0.42 | 0.22 | 0.80 | 0.42 | 99.13 | 0.87 | 0.87 | 0.18 | 99.73 | 0.27 | 0.27 | 99.50 |
| 08.11.2023 | 0.23 | 0.17 | 0.73 | 0.23 | 99.79 | 0.21 | 0.21 | 0.16 | 99.97 | 0.03 | 0.03 | 99.50 |
| 09.11.2023 | 0.23 | 0.17 | 0.71 | 0.23 | 99.86 | 0.14 | 0.14 | 0.16 | 99.95 | 0.05 | 0.05 | 99.50 |
| 10.11.2023 | 0.24 | 0.69 | 0.72 | 0.67 | 99.87 | 0.13 | 0.13 | 0.43 | 99.97 | 0.03 | 0.03 | 99.50 |
| 11.11.2023 | 0.22 | 0.17 | 0.70 | 0.70 | 99.80 | 0.20 | 0.20 | 0.49 | 99.98 | 0.02 | 0.02 | 99.50 |
| 12.11.2023 | 0.21 | 0.16 | 0.69 | 0.60 | 99.86 | 0.14 | 0.14 | 0.37 | 99.99 | 0.01 | 0.01 | 99.50 |
| 13.11.2023 | 0.25 | 0.17 | 0.77 | 0.77 | 99.83 | 0.17 | 0.17 | 0.65 | 99.99 | 0.01 | 0.01 | 99.50 |
| 14.11.2023 | 0.23 | 0.17 | 0.71 | 0.23 | 99.56 | 0.44 | 0.44 | 0.16 | 99.95 | 0.05 | 0.05 | 99.50 |
| 15.11.2023 | 1,02 | 2,22 | 1,04 | 1,02 | 99.80 | 0.20 | 0.20 | 0.17 | 99.96 | 0.04 | 0.04 | 99.50 |
| 16.11.2023 | 0.23 | 0.17 | 0.73 | 1,03 | 99.80 | 0.20 | 0.20 | 0.39 | 99.85 | 0.15 | 0.15 | 99.50 |
| 17.11.2023 | 0.33 | 0.21 | 0.80 | 0.21 | 99.77 | 0.23 | 0.23 | 0.12 | 99.94 | 0.06 | 0.06 | 99.50 |
| 18.11.2023 | 0.22 | 0.16 | 0.71 | 0.22 | 99.76 | 0.24 | 0.24 | 0.14 | 99.96 | 0.04 | 0.04 | 99.50 |
| 19.11.2023 | 0.21 | 0.16 | 0.70 | 0.21 | 99.81 | 0.19 | 0.19 | 0.13 | 99.99 | 0.01 | 0.01 | 99.50 |
| 20.11.2023 | 0.22 | 0.17 | 0.76 | 0.17 | 99.93 | 0.07 | 0.07 | 0.09 | 99.99 | 0.01 | 0.01 | 99.50 |
| 21.11.2023 | 0.23 | 0.17 | 2,36 | 2,36 | 99.64 | 0.36 | 0.36 | 0.65 | 99.86 | 0.14 | 0.14 | 99.50 |
| 22.11.2023 | 0.20 | 0.15 | 0.73 | 0.20 | 99.83 | 0.17 | 0.17 | 0.16 | 99.67 | 0.33 | 0.33 | 99.50 |
| 23.11.2023 | 0.21 | 0.15 | 0.75 | 0.21 | 99.70 | 0.30 | 0.30 | 0.16 | 99.95 | 0.05 | 0.05 | 99.50 |
| 24.11.2023 | 0.23 | 0.17 | 0.76 | 0.23 | 99.79 | 0.21 | 0.21 | 0.16 | 99.98 | 0.02 | 0.02 | 99.50 |
| 25.11.2023 | 0.21 | 0.16 | 0.73 | 0.21 | 99.80 | 0.20 | 0.20 | 0.14 | 99.97 | 0.03 | 0.03 | 99.50 |
| 26.11.2023 | 0.21 | 0.63 | 0.71 | 0.63 | 99.58 | 0.42 | 0.42 | 0.51 | 99.29 | 0.71 | 0.71 | 99.50 |
| 27.11.2023 | 0.22 | 0.17 | 0.75 | 0.22 | 99.89 | 0.11 | 0.11 | 0.16 | 99.98 | 0.02 | 0.02 | 99.50 |

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| 28.11.2023 | 0.51 | 0.24 | 0.76 | 0.51 | 99.04 | 0.96 | 0.96 | 0.20 | 98.40 | 1,60 | 1,60 | 99.50 |
| 29.11.2023 | 0.18 | 0.14 | 0.77 | 0.14 | 98.15 | 1,85 | 1,85 | 0.09 | 98.90 | 1,10 | 1,10 | 99.50 |
| 30.11.2023 | 0.19 | 0.13 | 0.70 | 0.19 | 99.81 | 0.19 | 0.19 | 0.17 | 99.96 | 0.04 | 0.04 | 99.50 |
| 01.12.2023 | 0.19 | 0.13 | 0.72 | 0.19 | 99.68 | 0.32 | 0.32 | 0.16 | 99.93 | 0.07 | 0.07 | 99.50 |
| 02.12.2023 | 0.18 | 0.12 | 0.68 | 0.18 | 99.71 | 0.29 | 0.29 | 0.14 | 99.98 | 0.02 | 0.02 | 99.50 |
| 03.12.2023 | 0.19 | 0.13 | 0.66 | 0.19 | 99.61 | 0.39 | 0.39 | 0.14 | 99.57 | 0.43 | 0.43 | 99.50 |
| 04.12.2023 | 0.22 | 0.14 | 0.76 | 0.22 | 99.86 | 0.14 | 0.14 | 0.18 | 99.99 | 0.01 | 0.01 | 99.50 |
| 05.12.2023 | 0.20 | 0.13 | 0.72 | 0.20 | 99.80 | 0.20 | 0.20 | 0.17 | 99.97 | 0.03 | 0.03 | 99.50 |
| 06.12.2023 | 0.20 | 0.13 | 0.73 | 0.20 | 99.72 | 0.28 | 0.28 | 0.17 | 99.95 | 0.05 | 0.05 | 99.50 |
| 07.12.2023 | 0.20 | 0.13 | 0.72 | 0.13 | 99.85 | 0.15 | 0.15 | 0.09 | 99.96 | 0.04 | 0.04 | 99.50 |
| 08.12.2023 | 0.20 | 0.13 | 0.74 | 0.20 | 99.94 | 0.06 | 0.06 | 0.18 | 99.96 | 0.04 | 0.04 | 99.50 |
| 09.12.2023 | 0.19 | 0.12 | 0.68 | 0.19 | 99.54 | 0.46 | 0.46 | 0.15 | 99.98 | 0.02 | 0.02 | 99.50 |
| 10.12.2023 | 0.18 | 0.12 | 0.65 | 0.18 | 99.82 | 0.18 | 0.18 | 0.15 | 99.99 | 0.01 | 0.01 | 99.50 |
| 11.12.2023 | 0.29 | 0.25 | 0.88 | 0.25 | 99.35 | 0.65 | 0.65 | 0.24 | 99.91 | 0.09 | 0.09 | 99.50 |
| 12.12.2023 | 0.23 | 0.15 | 0.76 | 0.23 | 99.79 | 0.21 | 0.21 | 0.20 | 99.95 | 0.05 | 0.05 | 99.50 |
| 13.12.2023 | 0.20 | 0.13 | 0.73 | 0.20 | 99.77 | 0.23 | 0.23 | 0.18 | 99.94 | 0.06 | 0.06 | 99.50 |
| 14.12.2023 | 0.21 | 0.14 | 0.77 | 0.14 | 99.66 | 0.34 | 0.34 | 0.09 | 99.98 | 0.02 | 0.02 | 99.50 |
| 15.12.2023 | 0.22 | 0.14 | 0.77 | 0.22 | 99.64 | 0.36 | 0.36 | 0.19 | 99.98 | 0.02 | 0.02 | 99.50 |
| 16.12.2023 | 0.20 | 0.12 | 0.67 | 0.12 | 99.79 | 0.21 | 0.21 | 0.08 | 99.98 | 0.02 | 0.02 | 99.50 |
| 17.12.2023 | 0.19 | 0.12 | 0.65 | 0.19 | 99.76 | 0.24 | 0.24 | 0.15 | 99.99 | 0.01 | 0.01 | 99.50 |
| 18.12.2023 | 0.20 | 0.13 | 0.71 | 0.20 | 99.81 | 0.19 | 0.19 | 0.18 | 99.99 | 0.01 | 0.01 | 99.50 |
| 19.12.2023 | 0.20 | 0.14 | 0.74 | 0.20 | 99.70 | 0.30 | 0.30 | 0.17 | 99.98 | 0.02 | 0.02 | 99.50 |
| 20.12.2023 | 0.20 | 0.14 | 0.74 | 0.20 | 99.84 | 0.16 | 0.16 | 0.17 | 99.94 | 0.06 | 0.06 | 99.50 |
| 21.12.2023 | 0.20 | 0.14 | 0.72 | 0.20 | 99.84 | 0.16 | 0.16 | 0.17 | 99.97 | 0.03 | 0.03 | 99.50 |
| 22.12.2023 | 0.20 | 0.14 | 0.70 | 0.20 | 99.87 | 0.13 | 0.13 | 0.16 | 99.97 | 0.03 | 0.03 | 99.50 |
| 23.12.2023 | 0.19 | 0.12 | 0.64 | 0.19 | 99.70 | 0.30 | 0.30 | 0.14 | 99.98 | 0.02 | 0.02 | 99.50 |
| 24.12.2023 | 0.19 | 0.56 | 0.61 | 0.19 | 99.82 | 0.18 | 0.18 | 0.13 | 99.99 | 0.01 | 0.01 | 99.50 |
| 25.12.2023 | 0.18 | 0.12 | 0.59 | 0.18 | 99.85 | 0.15 | 0.15 | 0.13 | 99.99 | 0.01 | 0.01 | 99.50 |
| 26.12.2023 | 0.18 | 0.12 | 0.60 | 0.18 | 99.75 | 0.25 | 0.25 | 0.14 | 99.99 | 0.01 | 0.01 | 99.50 |
| 27.12.2023 | 0.19 | 0.14 | 0.63 | 0.19 | 99.88 | 0.12 | 0.12 | 0.16 | 99.98 | 0.02 | 0.02 | 99.50 |
| 28.12.2023 | 0.19 | 0.13 | 0.60 | 0.19 | 99.68 | 0.32 | 0.32 | 0.16 | 99.97 | 0.03 | 0.03 | 99.50 |
| 29.12.2023 | 0.20 | 0.63 | 0.65 | 0.20 | 99.84 | 0.16 | 0.16 | 0.17 | 99.97 | 0.03 | 0.03 | 99.50 |
| 30.12.2023 | 0.19 | 0.13 | 0.62 | 0.19 | 99.68 | 0.32 | 0.32 | 0.15 | 99.97 | 0.03 | 0.03 | 99.50 |

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| 31.12.2023 | 0.17 | 0.12 | 0.42 | 0.17 | 99.74 | 0.26 | 0.26 | 0.14 | 99.99 | 0.01 | 0.01 | 99.50 |
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