

APIs dedicated interface - BE

| Day | Uptime (%) | Downtime (%) | AISP response (ms) | PISP response (ms) | CBPII response (ms) | Error response rate (%) |
|------------|------------|--------------|--------------------|--------------------|---------------------|-------------------------|
| 01/10/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 02/10/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 03/10/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 04/10/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 05/10/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 06/10/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 07/10/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 08/10/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 09/10/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 10/10/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 11/10/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 12/10/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 13/10/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 14/10/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 15/10/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 16/10/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 17/10/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 18/10/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 19/10/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 20/10/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 21/10/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 22/10/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 23/10/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 24/10/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 25/10/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 26/10/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 27/10/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 28/10/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 29/10/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 30/10/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 31/10/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 01/11/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 02/11/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 03/11/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 04/11/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 05/11/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 06/11/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 07/11/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 08/11/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 09/11/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 10/11/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 11/11/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 12/11/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 13/11/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 14/11/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 15/11/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 16/11/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 17/11/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 18/11/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 19/11/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 20/11/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 21/11/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 22/11/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 23/11/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 24/11/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 25/11/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 26/11/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 27/11/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 28/11/2021 | 100 | 0 | 0 | 0 | 0 | 0 |

APIs dedicated interface - BE

| Day | Uptime (%) | Downtime (%) | AISP response (ms) | PISP response (ms) | CBPII response (ms) | Error response rate (%) |
|------------|------------|--------------|--------------------|--------------------|---------------------|-------------------------|
| 29/11/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 30/11/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 01/12/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 02/12/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 03/12/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 04/12/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 05/12/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 06/12/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 07/12/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 08/12/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 09/12/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 10/12/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 11/12/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 12/12/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 13/12/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 14/12/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 15/12/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 16/12/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 17/12/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 18/12/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 19/12/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 20/12/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 21/12/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 22/12/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 23/12/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 24/12/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 25/12/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 26/12/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 27/12/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 28/12/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 29/12/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 30/12/2021 | 100 | 0 | 0 | 0 | 0 | 0 |
| 31/12/2021 | 100 | 0 | 0 | 0 | 0 | 0 |

Mobile application - BE

| Day | Uptime (%) | Downtime (%) | Downtime (S) | PISP response (ms) | AISP response (ms) |
|------------|------------|--------------|--------------|--------------------|--------------------|
| 01/10/2021 | 100 | 0 | 0 | 9358 | 5106 |
| 02/10/2021 | 100 | 0 | 0 | 1767 | 2015 |
| 03/10/2021 | 100 | 0 | 0 | 1564 | 1672 |
| 04/10/2021 | 100 | 0 | 0 | 1541 | 2395 |
| 05/10/2021 | 100 | 0 | 0 | 1830 | 2695 |
| 06/10/2021 | 100 | 0 | 0 | 18348 | 3775 |
| 07/10/2021 | 100 | 0 | 0 | 2119 | 1519 |
| 08/10/2021 | 100 | 0 | 0 | 1587 | 4346 |
| 09/10/2021 | 100 | 0 | 0 | 2310 | 1954 |
| 10/10/2021 | 100 | 0 | 0 | 3867 | 1820 |
| 11/10/2021 | 100 | 0 | 0 | 1748 | 2407 |
| 12/10/2021 | 100 | 0 | 0 | 1829 | 2168 |
| 13/10/2021 | 100 | 0 | 0 | 1636 | 1983 |
| 14/10/2021 | 100 | 0 | 0 | 1203 | 2107 |
| 15/10/2021 | 100 | 0 | 0 | 2289 | 2251 |
| 16/10/2021 | 100 | 0 | 0 | 1272 | 2119 |
| 17/10/2021 | 100 | 0 | 0 | 1220 | 1923 |
| 18/10/2021 | 100 | 0 | 0 | 1484 | 1970 |
| 19/10/2021 | 100 | 0 | 0 | 1556 | 3047 |
| 20/10/2021 | 100 | 0 | 0 | 1379 | 2713 |
| 21/10/2021 | 100 | 0 | 0 | 2680 | 6426 |
| 22/10/2021 | 100 | 0 | 0 | 1867 | 3867 |
| 23/10/2021 | 100 | 0 | 0 | 1626 | 1968 |
| 24/10/2021 | 100 | 0 | 0 | 1900 | 1697 |
| 25/10/2021 | 100 | 0 | 0 | 1276 | 3412 |
| 26/10/2021 | 100 | 0 | 0 | 1661 | 3051 |
| 27/10/2021 | 100 | 0 | 0 | 3140 | 3873 |
| 28/10/2021 | 100 | 0 | 0 | 1946 | 2615 |
| 29/10/2021 | 100 | 0 | 0 | 1316 | 3367 |
| 30/10/2021 | 100 | 0 | 0 | 1465 | 1769 |
| 31/10/2021 | 100 | 0 | 0 | 1456 | 5762 |
| 01/11/2021 | 100 | 0 | 0 | 1288 | 3239 |
| 02/11/2021 | 100 | 0 | 0 | 1492 | 3767 |
| 03/11/2021 | 97,3 | 2,7 | 2333 | 1766 | 3003 |
| 04/11/2021 | 100 | 0 | 0 | 1458 | 4503 |
| 05/11/2021 | 100 | 0 | 0 | 2743 | 3450 |
| 06/11/2021 | 100 | 0 | 0 | 1879 | 2117 |
| 07/11/2021 | 100 | 0 | 0 | 1151 | 2040 |
| 08/11/2021 | 100 | 0 | 0 | 1436 | 3162 |
| 09/11/2021 | 100 | 0 | 0 | 1123 | 2975 |
| 10/11/2021 | 100 | 0 | 0 | 2481 | 5458 |
| 11/11/2021 | 100 | 0 | 0 | 3952 | 5108 |
| 12/11/2021 | 100 | 0 | 0 | 1347 | 5768 |

Mobile application - BE

| Day | Uptime (%) | Downtime (%) | Downtime (S) | PISP response (ms) | AISP response (ms) |
|------------|------------|--------------|--------------|--------------------|--------------------|
| 13/11/2021 | 100 | 0 | 0 | 1559 | 1960 |
| 14/11/2021 | 100,00 | 0,00 | 0 | 1277 | 1551 |
| 15/11/2021 | 100 | 0 | 0 | 1643 | 5611 |
| 16/11/2021 | 100 | 0 | 0 | 1431 | 6331 |
| 17/11/2021 | 100 | 0 | 0 | 1717 | 6731 |
| 18/11/2021 | 100 | 0 | 0 | 1694 | 4157 |
| 19/11/2021 | 100 | 0 | 0 | 1376 | 5005 |
| 20/11/2021 | 59,1 | 40,9 | 35338 | 1222 | 1968 |
| 21/11/2021 | 73,5 | 26,5 | 22896 | 2030 | 2225 |
| 22/11/2021 | 100 | 0 | 0 | 2007 | 4841 |
| 23/11/2021 | 100 | 0 | 0 | 1601 | 3740 |
| 24/11/2021 | 100 | 0 | 0 | 1395 | 11161 |
| 25/11/2021 | 98,2 | 1,8 | 1555 | 2079 | 7470 |
| 26/11/2021 | 98,68 | 1,32 | 1140 | 2034 | 2592 |
| 27/11/2021 | 100 | 0 | 0 | 1284 | 1982 |
| 28/11/2021 | 100 | 0 | 0 | 1343 | 1680 |
| 29/11/2021 | 100 | 0 | 0 | 1270 | 3989 |
| 30/11/2021 | 100 | 0 | 0 | 2780 | 4544 |
| 01/12/2021 | 100 | 0 | 0 | 1489 | 5202 |
| 02/12/2021 | 100 | 0 | 0 | 6237 | 4827 |
| 03/12/2021 | 100 | 0 | 0 | 1230 | 2760 |
| 04/12/2021 | 100 | 0 | 0 | 1613 | 2124 |
| 05/12/2021 | 100 | 0 | 0 | 1364 | 1856 |
| 06/12/2021 | 100 | 0 | 0 | 1297 | 2457 |
| 07/12/2021 | 100 | 0 | 0 | 1351 | 2458 |
| 08/12/2021 | 100,00 | 0 | 0 | 1609 | 2429 |
| 09/12/2021 | 100 | 0 | 0 | 1954 | 3524 |
| 10/12/2021 | 100 | 0 | 0 | 1709 | 4559 |
| 11/12/2021 | 100 | 0 | 0 | 2154 | 2237 |
| 12/12/2021 | 84,1 | 15,9 | 13738 | 1206 | 1881 |
| 13/12/2021 | 100 | 0 | 0 | 1547 | 5478 |
| 14/12/2021 | 99,31 | 0,69 | 596 | 1944 | 2840 |
| 15/12/2021 | 100,00 | 0,00 | 0 | 940 | 3905 |
| 16/12/2021 | 96,53 | 3,47 | 2998 | 2399 | 3241 |
| 17/12/2021 | 98,82 | 1,18 | 1020 | 1271 | 3310 |
| 18/12/2021 | 100 | 0 | 0 | 1260 | 2272 |
| 19/12/2021 | 100 | 0 | 0 | 1469 | 2061 |
| 20/12/2021 | 100 | 0 | 0 | 2064 | 7839 |
| 21/12/2021 | 100 | 0 | 0 | 1298 | 4421 |
| 22/12/2021 | 100 | 0 | 0 | 1839 | 5541 |
| 23/12/2021 | 100 | 0 | 0 | 1891 | 3534 |
| 24/12/2021 | 100 | 0 | 0 | 1426 | 2322 |
| 25/12/2021 | 100 | 0 | 0 | 1369 | 1988 |

Mobile application - BE

| Day | Uptime (%) | Downtime (%) | Downtime (S) | PISP response (ms) | AISP response (ms) |
|------------|------------|--------------|--------------|--------------------|--------------------|
| 26/12/2021 | 100 | 0 | 0 | 1194 | 1739 |
| 27/12/2021 | 100 | 0 | 0 | 1162 | 2794 |
| 28/12/2021 | 100 | 0 | 0 | 1576 | 3347 |
| 29/12/2021 | 100 | 0 | 0 | 1556 | 4377 |
| 30/12/2021 | 100 | 0 | 0 | 1954 | 4779 |
| 31/12/2021 | 100 | 0 | 0 | 1511 | 2668 |

E-Banking - BE

| Day | Uptime (%) | Downtime (%) | Downtime (S) | PISP response (ms) | AISP response (ms) |
|------------|------------|--------------|--------------|--------------------|--------------------|
| 01/10/2021 | 100 | 0 | 0 | 2029 | 392 |
| 02/10/2021 | 100 | 0 | 0 | 2027 | 336 |
| 03/10/2021 | 100 | 0 | 0 | 1447 | 259 |
| 04/10/2021 | 100 | 0 | 0 | 1597 | 377 |
| 05/10/2021 | 100 | 0 | 0 | 2414 | 315 |
| 06/10/2021 | 100 | 0 | 0 | 1692 | 514 |
| 07/10/2021 | 100 | 0 | 0 | 1826 | 543 |
| 08/10/2021 | 100 | 0 | 0 | 1636 | 445 |
| 09/10/2021 | 100 | 0 | 0 | 1678 | 364 |
| 10/10/2021 | 100 | 0 | 0 | 3764 | 727 |
| 11/10/2021 | 100 | 0 | 0 | 2688 | 465 |
| 12/10/2021 | 100 | 0 | 0 | 1978 | 1218 |
| 13/10/2021 | 100 | 0 | 0 | 2410 | 402 |
| 14/10/2021 | 100 | 0 | 0 | 1774 | 318 |
| 15/10/2021 | 100 | 0 | 0 | 2136 | 515 |
| 16/10/2021 | 100 | 0 | 0 | 8606 | 306 |
| 17/10/2021 | 100 | 0 | 0 | 1492 | 231 |
| 18/10/2021 | 100 | 0 | 0 | 1552 | 395 |
| 19/10/2021 | 100 | 0 | 0 | 1532 | 331 |
| 20/10/2021 | 100 | 0 | 0 | 1786 | 372 |
| 21/10/2021 | 100 | 0 | 0 | 3898 | 584 |
| 22/10/2021 | 100 | 0 | 0 | 4408 | 659 |
| 23/10/2021 | 100 | 0 | 0 | 3022 | 400 |
| 24/10/2021 | 100 | 0 | 0 | 1218 | 338 |
| 25/10/2021 | 100 | 0 | 0 | 1313 | 433 |
| 26/10/2021 | 100 | 0 | 0 | 3104 | 420 |
| 27/10/2021 | 100 | 0 | 0 | 1641 | 458 |
| 28/10/2021 | 100 | 0 | 0 | 1564 | 398 |
| 29/10/2021 | 100 | 0 | 0 | 1399 | 333 |
| 30/10/2021 | 100 | 0 | 0 | 1663 | 292 |
| 31/10/2021 | 100 | 0 | 0 | 1225 | 356 |
| 01/11/2021 | 100 | 0 | 0 | 1336 | 319 |
| 02/11/2021 | 100 | 0 | 0 | 1677 | 419 |
| 03/11/2021 | 97,3 | 2,7 | 2333 | 1708 | 351 |
| 04/11/2021 | 100 | 0 | 0 | 1932 | 452 |
| 05/11/2021 | 100 | 0 | 0 | 1983 | 370 |
| 06/11/2021 | 100 | 0 | 0 | 2188 | 356 |
| 07/11/2021 | 100 | 0 | 0 | 1747 | 301 |
| 08/11/2021 | 100 | 0 | 0 | 1681 | 354 |
| 09/11/2021 | 100 | 0 | 0 | 2454 | 553 |
| 10/11/2021 | 100 | 0 | 0 | 3027 | 1767 |
| 11/11/2021 | 100 | 0 | 0 | 3089 | 570 |
| 12/11/2021 | 100 | 0 | 0 | 1677 | 408 |
| 13/11/2021 | 100 | 0 | 0 | 1920 | 400 |
| 14/11/2021 | 100,00 | 0,00 | 0 | 1346 | 202 |
| 15/11/2021 | 100 | 0 | 0 | 2347 | 318 |
| 16/11/2021 | 100 | 0 | 0 | 1705 | 355 |
| 17/11/2021 | 100 | 0 | 0 | 2344 | 353 |
| 18/11/2021 | 100 | 0 | 0 | 2473 | 632 |
| 19/11/2021 | 100 | 0 | 0 | 1821 | 440 |
| 20/11/2021 | 59,1 | 40,9 | 35338 | 1764 | 320 |
| 21/11/2021 | 73,5 | 26,5 | 22896 | 1733 | 304 |

E-Banking - BE

| Day | Uptime (%) | Downtime (%) | Downtime (S) | PISP response (ms) | AISP response (ms) |
|------------|------------|--------------|--------------|--------------------|--------------------|
| 22/11/2021 | 100 | 0 | 0 | 2726 | 674 |
| 23/11/2021 | 100 | 0 | 0 | 1816 | 375 |
| 24/11/2021 | 100 | 0 | 0 | 2149 | 490 |
| 25/11/2021 | 98,2 | 1,8 | 1555 | 2983 | 493 |
| 26/11/2021 | 98,68 | 1,32 | 1140 | 2091 | 741 |
| 27/11/2021 | 100 | 0 | 0 | 1568 | 400 |
| 28/11/2021 | 100 | 0 | 0 | 2303 | 238 |
| 29/11/2021 | 100 | 0 | 0 | 2151 | 340 |
| 30/11/2021 | 100 | 0 | 0 | 3564 | 474 |
| 01/12/2021 | 100 | 0 | 0 | 2264 | 596 |
| 02/12/2021 | 100 | 0 | 0 | 3915 | 1393 |
| 03/12/2021 | 100 | 0 | 0 | 3053 | 362 |
| 04/12/2021 | 100 | 0 | 0 | 2211 | 413 |
| 05/12/2021 | 100 | 0 | 0 | 2405 | 411 |
| 06/12/2021 | 100 | 0 | 0 | 2453 | 453 |
| 07/12/2021 | 100 | 0 | 0 | 2786 | 485 |
| 08/12/2021 | 100,00 | 0 | 0 | 3393 | 444 |
| 09/12/2021 | 100 | 0 | 0 | 2497 | 575 |
| 10/12/2021 | 100 | 0 | 0 | 4963 | 1137 |
| 11/12/2021 | 100 | 0 | 0 | 2914 | 301 |
| 12/12/2021 | 84,1 | 15,9 | 13738 | 2382 | 217 |
| 13/12/2021 | 100 | 0 | 0 | 2411 | 355 |
| 14/12/2021 | 99,31 | 0,69 | 596 | 2232 | 325 |
| 15/12/2021 | 100,00 | 0,00 | 0 | 3113 | 338 |
| 16/12/2021 | 96,53 | 3,47 | 2998 | 2565 | 1666 |
| 17/12/2021 | 98,82 | 1,18 | 1020 | 1534 | 298 |
| 18/12/2021 | 100 | 0 | 0 | 1687 | 307 |
| 19/12/2021 | 100 | 0 | 0 | 1465 | 340 |
| 20/12/2021 | 100 | 0 | 0 | 2359 | 382 |
| 21/12/2021 | 100 | 0 | 0 | 1875 | 635 |
| 22/12/2021 | 100 | 0 | 0 | 2732 | 662 |
| 23/12/2021 | 100 | 0 | 0 | 2511 | 696 |
| 24/12/2021 | 100 | 0 | 0 | 1458 | 395 |
| 25/12/2021 | 100 | 0 | 0 | 1380 | 315 |
| 26/12/2021 | 100 | 0 | 0 | 1070 | 284 |
| 27/12/2021 | 100 | 0 | 0 | 1624 | 366 |
| 28/12/2021 | 100 | 0 | 0 | 1302 | 389 |
| 29/12/2021 | 100 | 0 | 0 | 1434 | 433 |
| 30/12/2021 | 100 | 0 | 0 | 2573 | 652 |
| 31/12/2021 | 100 | 0 | 0 | 1697 | 577 |