

| 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 |
|------------|---|---|--|---|-----------------------------------|-------------------------------------|--|---|---|---|--|--------------------------|
| 01.05.2022 | 0.2 | 0.2 | 0.44 | 0.2 | 99.96 | 0.04 | 0.04 | 0.17 | 99.77 | 0.23 | 0.23 | 99.5 |
| 02.05.2022 | 0.24 | 0.67 | 0.48 | 0.24 | 99.95 | 0.05 | 0.05 | 0.23 | 99.93 | 0.07 | 0.07 | 99.5 |
| 03.05.2022 | 0.22 | 0.21 | 0.48 | 0.22 | 99.97 | 0.03 | 0.03 | 0.2 | 99.99 | 0.01 | 0.01 | 99.5 |
| 04.05.2022 | 0.22 | 0.21 | 0.47 | 0.22 | 99.96 | 0.04 | 0.04 | 0.2 | 99.99 | 0.01 | 0.01 | 99.5 |
| 05.05.2022 | 0.21 | 0.19 | 0.44 | 0.21 | 99.96 | 0.04 | 0.04 | 0.19 | 99.99 | 0.01 | 0.01 | 99.5 |
| 06.05.2022 | 0.21 | 0.72 | 0.46 | 0.21 | 99.96 | 0.04 | 0.04 | 0.19 | 99.99 | 0.01 | 0.01 | 99.5 |
| 07.05.2022 | 0.2 | 0.22 | 0.4 | 0.2 | 99.76 | 0.24 | 0.24 | 0.18 | 99.93 | 0.07 | 0.07 | 99.5 |
| 08.05.2022 | 0.19 | 0.19 | 0.42 | 0.19 | 99.94 | 0.06 | 0.06 | 0.17 | 99.99 | 0.01 | 0.01 | 99.5 |
| 09.05.2022 | 0.22 | 0.63 | 0.49 | 0.22 | 99.91 | 0.09 | 0.09 | 0.2 | 99.87 | 0.13 | 0.13 | 99.5 |
| 10.05.2022 | 0 | 0 | 0 | 0 | 99.82 | 0.18 | 0.18 | 0.2 | 99.46 | 0.54 | 0.54 | 99.5 |
| 11.05.2022 | 0.23 | 0.2 | 0.48 | 0.23 | 99.95 | 0.05 | 0.05 | 0.22 | 99.95 | 0.05 | 0.05 | 99.5 |
| 12.05.2022 | 0.24 | 0.71 | 0.5 | 0.24 | 99.95 | 0.05 | 0.05 | 0.23 | 99.72 | 0.28 | 0.28 | 99.5 |
| 13.05.2022 | 0.74 | 0.82 | 0.63 | 0.74 | 98.68 | 1.32 | 1.32 | 0.21 | 99.74 | 0.26 | 0.26 | 99.5 |
| 14.05.2022 | 0.2 | 0.65 | 0.41 | 0.2 | 99.97 | 0.03 | 0.03 | 0.16 | 99.99 | 0.01 | 0.01 | 99.5 |
| 15.05.2022 | 0.19 | 0.17 | 0.44 | 0.19 | 99.97 | 0.03 | 0.03 | 0.15 | 99.99 | 0.01 | 0.01 | 99.5 |
| 16.05.2022 | 0.25 | 0.86 | 0.5 | 0.25 | 99.94 | 0.06 | 0.06 | 0.21 | 99.88 | 0.12 | 0.12 | 99.5 |
| 17.05.2022 | 0.2 | 0.85 | 0.45 | 0.2 | 99.97 | 0.03 | 0.03 | 0.15 | 99.99 | 0.01 | 0.01 | 99.5 |
| 18.05.2022 | 0.22 | 0.8 | 0.54 | 0.22 | 99.95 | 0.05 | 0.05 | 0.18 | 99.96 | 0.04 | 0.04 | 99.5 |
| 19.05.2022 | 0.21 | 0.79 | 0.48 | 0.21 | 99.95 | 0.05 | 0.05 | 0.19 | 99.99 | 0.01 | 0.01 | 99.5 |
| 20.05.2022 | 0.22 | 0.81 | 0.51 | 0.22 | 99.95 | 0.05 | 0.05 | 0.19 | 99.99 | 0.01 | 0.01 | 99.5 |
| 21.05.2022 | 0.2 | 0.19 | 0.43 | 0.2 | 99.96 | 0.04 | 0.04 | 0.17 | 99.99 | 0.01 | 0.01 | 99.5 |
| 22.05.2022 | 0.2 | 0.73 | 0.45 | 0.2 | 99.96 | 0.04 | 0.04 | 0.17 | 99.98 | 0.02 | 0.02 | 99.5 |
| 23.05.2022 | 0.24 | 0.21 | 0.53 | 0.24 | 99.94 | 0.06 | 0.06 | 0.22 | 99.9 | 0.1 | 0.1 | 99.5 |
| 24.05.2022 | 0.22 | 0.2 | 0.48 | 0.22 | 98.51 | 1.49 | 1.49 | 0.19 | 99.72 | 0.28 | 0.28 | 99.5 |
| 25.05.2022 | 0.22 | 0.8 | 0.5 | 0.22 | 99.94 | 0.06 | 0.06 | 0.18 | 99.99 | 0.01 | 0.01 | 99.5 |
| 26.05.2022 | 0.21 | 0.2 | 0.45 | 0.21 | 99.89 | 0.11 | 0.11 | 0.16 | 99.98 | 0.02 | 0.02 | 99.5 |
| 27.05.2022 | 0.22 | 0.2 | 0.5 | 0.22 | 99.95 | 0.05 | 0.05 | 0.18 | 99.99 | 0.01 | 0.01 | 99.5 |
| 28.05.2022 | 0.21 | 0.2 | 0.44 | 0.2 | 99.97 | 0.03 | 0.03 | 0.07 | 99.98 | 0.02 | 0.02 | 99.5 |
| 29.05.2022 | 0.21 | 0.71 | 0.54 | 0.39 | 99.94 | 0.06 | 0.06 | 0.4 | 99.96 | 0.04 | 0.04 | 99.5 |
| 30.05.2022 | 0.25 | 1.08 | 0.53 | 0.25 | 99.94 | 0.06 | 0.06 | 0.23 | 99.92 | 0.08 | 0.08 | 99.5 |
| 31.05.2022 | 0.25 | 0.85 | 0.58 | 0.25 | 99.94 | 0.06 | 0.06 | 0.22 | 99.98 | 0.02 | 0.02 | 99.5 |