

## JANUARY 2021

Personal Internet Banking (PIB)			
Date	Response Time	Uptime	Agreed SLA
01.01.2021	0.19	99.96	99.5
02.01.2021	0.19	99.92	99.5
03.01.2021	0.18	99.88	99.5
04.01.2021	0.19	99.89	99.5
05.01.2021	0.18	99.89	99.5
06.01.2021	0.18	99.87	99.5
07.01.2021	0.18	99.93	99.5
08.01.2021	0.18	99.93	99.5
09.01.2021	0.19	99.95	99.5
10.01.2021	0.18	99.94	99.5
11.01.2021	0.19	99.64	99.5
12.01.2021	0.21	99.56	99.5
13.01.2021	0.26	99.75	99.5
14.01.2021	0.18	99.93	99.5
15.01.2021	0.18	99.93	99.5
16.01.2021	0.17	99.96	99.5
17.01.2021	0.17	99.89	99.5
18.01.2021	0.19	99.93	99.5
19.01.2021	0.20	99.85	99.5
20.01.2021	0.18	99.92	99.5
21.01.2021	0.18	99.92	99.5
22.01.2021	0.10	99.92	99.5
23.01.2021	0.16	99.95	99.5
24.01.2021	0.17	99.93	99.5
25.01.2021	0.18	99.87	99.5
26.01.2021	0.18	99.93	99.5
27.01.2021	0.18	99.94	99.5
28.01.2021	0.18	99.95	99.5
29.01.2021	0.18	99.94	99.5
30.01.2021	0.18	99.96	99.5
31.01.2021	0.17	99.94	99.5

PSD2-API			
Date	Response Time	Uptime	Agreed SLA
01.01.2021	0.31	99.96	99.5
02.01.2021	0.31	99.98	99.5
03.01.2021	0.30	99.97	99.5
04.01.2021	0.31	99.98	99.5
05.01.2021	0.30	99.99	99.5
06.01.2021	0.30	99.99	99.5
07.01.2021	0.30	99.95	99.5
08.01.2021	0.30	99.97	99.5
09.01.2021	0.31	99.95	99.5
10.01.2021	0.30	99.96	99.5
11.01.2021	0.30	99.88	99.5
12.01.2021	0.31	99.94	99.5
13.01.2021	0.34	99.97	99.5
14.01.2021	0.29	99.74	99.5
15.01.2021	0.29	99.99	99.5
16.01.2021	0.28	99.99	99.5
17.01.2021	0.29	99.99	99.5
18.01.2021	0.28	99.98	99.5
19.01.2021	0.29	99.99	99.5
20.01.2021	0.29	99.99	99.5
21.01.2021	0.29	99.99	99.5
22.01.2021	0.31	99.98	99.5
23.01.2021	0.28	99.97	99.5
24.01.2021	0.29	99.98	99.5
25.01.2021	0.29	99.97	99.5
26.01.2021	0.30	99.97	99.5
27.01.2021	0.29	99.98	99.5
28.01.2021	0.30	99.98	99.5
29.01.2021	0.29	99.98	99.5
30.01.2021	0.28	99.99	99.5
31.01.2021	0.27	99.94	99.5

## FEBRUARY 2021

Personal Internet Banking (PIB)			
Date	Response Time	Uptime	Agreed SLA
01.02.2021	0.19	99.92	99.5
02.02.2021	0.18	99.51	99.5
03.02.2021	0.18	99.91	99.5
04.02.2021	0.17	99.93	99.5
05.02.2021	0.18	99.94	99.5
06.02.2021	0.17	99.96	99.5
07.02.2021	0.16	98.56	99.5
08.02.2021	0.19	99.89	99.5
09.02.2021	0.18	99.93	99.5
10.02.2021	0.18	99.91	99.5
11.02.2021	0.19	99.92	99.5
12.02.2021	0.20	99.92	99.5
13.02.2021	0.21	99.95	99.5
14.02.2021	0.20	97.92	99.5
15.02.2021	0.21	99.87	99.5
16.02.2021	0.12	99.92	99.5
17.02.2021	0.18	99.92	99.5
18.02.2021	0.32	99.93	99.5
19.02.2021	0.34	99.91	99.5
20.02.2021	0.16	99.94	99.5
21.02.2021	0.15	99.93	99.5
22.02.2021	0.19	99.90	99.5
23.02.2021	0.18	99.93	99.5
24.02.2021	0.18	99.90	99.5
25.02.2021	0.11	99.94	99.5
26.02.2021	0.31	99.94	99.5
27.02.2021	0.16	99.91	99.5
28.02.2021	0.16	99.92	99.5

PSD2-API			
Date	Response Time	Uptime	Agreed SLA
01.02.2021	0.30	99.97	99.5
02.02.2021	0.30	99.97	99.5
03.02.2021	0.29	99.97	99.5
04.02.2021	0.29	99.97	99.5
05.02.2021	0.31	99.93	99.5
06.02.2021	0.30	99.99	99.5
07.02.2021	0.29	99.98	99.5
08.02.2021	0.30	99.98	99.5
09.02.2021	0.30	99.99	99.5
10.02.2021	0.29	99.96	99.5
11.02.2021	0.29	99.97	99.5
12.02.2021	0.30	99.98	99.5
13.02.2021	0.34	99.99	99.5
14.02.2021	0.33	99.94	99.5
15.02.2021	0.32	99.97	99.5
16.02.2021	0.30	99.96	99.5
17.02.2021	0.31	99.99	99.5
18.02.2021	0.48	99.99	99.5
19.02.2021	0.47	99.96	99.5
20.02.2021	0.27	99.97	99.5
21.02.2021	0.27	99.99	99.5
22.02.2021	0.25	99.99	99.5
23.02.2021	0.25	99.99	99.5
24.02.2021	0.25	99.93	99.5
25.02.2021	0.30	99.98	99.5
26.02.2021	0.71	99.99	99.5
27.02.2021	0.23	99.99	99.5
28.02.2021	0.23	99.96	99.5

## MARCH 2021

Personal Internet Banking (PIB)			
Date	Response Time	Uptime	Agreed SLA
01.03.2021	0.14	99.88	99.5
02.03.2021	0.20	99.93	99.5
03.03.2021	0.19	99.86	99.5
04.03.2021	0.18	99.94	99.5
05.03.2021	0.18	99.94	99.5
06.03.2021	0.17	99.81	99.5
07.03.2021	0.17	99.75	99.5
08.03.2021	0.22	99.81	99.5
09.03.2021	0.18	99.93	99.5
10.03.2021	0.18	99.91	99.5
11.03.2021	0.18	99.93	99.5
12.03.2021	0.20	99.89	99.5
13.03.2021	0.16	99.95	99.5
14.03.2021	0.15	99.19	99.5
15.03.2021	0.19	99.89	99.5
16.03.2021	0.18	99.97	99.5
17.03.2021	0.18	99.96	99.5
18.03.2021	0.18	99.63	99.5
19.03.2021	0.36	99.95	99.5
20.03.2021	0.15	99.98	99.5
21.03.2021	0.15	99.94	99.5
22.03.2021	0.19	99.97	99.5
23.03.2021	0.18	99.96	99.5
24.03.2021	0.18	99.97	99.5
25.03.2021	0.18	99.97	99.5
26.03.2021	0.18	99.97	99.5
27.03.2021	0.16	99.97	99.5
28.03.2021	0.17	99.96	99.5
29.03.2021	0.20	99.96	99.5
30.03.2021	0.20	99.96	99.5
31.03.2021	0.19	99.93	99.5

PSD2-API			
Date	Response Time	Uptime	Agreed SLA
01.03.2021	0.36	99.99	99.5
02.03.2021	0.30	99.97	99.5
03.03.2021	0.26	99.97	99.5
04.03.2021	0.25	99.97	99.5
05.03.2021	0.26	99.93	99.5
06.03.2021	0.25	99.99	99.5
07.03.2021	0.26	99.97	99.5
08.03.2021	0.29	99.96	99.5
09.03.2021	0.25	99.96	99.5
10.03.2021	0.25	99.96	99.5
11.03.2021	0.24	99.97	99.5
12.03.2021	0.24	99.32	99.5
13.03.2021	0.23	98.79	99.5
14.03.2021	0.23	99.65	99.5
15.03.2021	0.24	99.98	99.5
16.03.2021	0.25	99.97	99.5
17.03.2021	0.25	99.99	99.5
18.03.2021	0.24	99.97	99.5
19.03.2021	0.76	99.94	99.5
20.03.2021	0.23	99.99	99.5
21.03.2021	0.23	99.95	99.5
22.03.2021	0.25	99.97	99.5
23.03.2021	0.24	99.96	99.5
24.03.2021	0.23	99.99	99.5
25.03.2021	0.24	99.99	99.5
26.03.2021	0.24	99.98	99.5
27.03.2021	0.23	99.99	99.5
28.03.2021	0.24	99.99	99.5
29.03.2021	0.25	99.97	99.5
30.03.2021	0.24	99.97	99.5
31.03.2021	0.24	99.94	99.5