

QUARTER: Q1 2024 DATE: 01.01.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,156%	0,004%
PIS	No traffic	0,029%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	71,994	73,087
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	63,558	61,660
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	135,541	307,219	179,638
GET CARD INFORMATION	165,230	50,322	50,687
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 02.01.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,996%	99,994%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,004%	0,006%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,005%	0,019%	0,008%
PIS	0,000%	0,023%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	154,000	98,411	92,475
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	100,475	80,139
GET PAYMENT INFORMATION	162,667	Not applicable	Not applicable
GET ACCOUNT INFORMATION	181,878	402,226	187,292
GET CARD INFORMATION	154,605	70,965	69,550
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 03.01.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,134%	0,026%	0,009%
PIS	0,000%	0,019%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	148,250	104,084	93,335
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	108,370	81,993
GET PAYMENT INFORMATION	165,375	Not applicable	Not applicable
GET ACCOUNT INFORMATION	187,758	362,587	177,394
GET CARD INFORMATION	170,446	72,645	71,056
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 04.01.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,024%	0,006%
PIS	0,000%	0,021%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	144,185	99,321	91,580
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	103,335	77,890
GET PAYMENT INFORMATION	164,906	Not applicable	Not applicable
GET ACCOUNT INFORMATION	185,578	352,553	182,899
GET CARD INFORMATION	164,699	68,546	67,609
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 05.01.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,020%	0,006%
PIS	0,000%	0,012%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	137,824	102,904	92,237
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	108,286	80,003
GET PAYMENT INFORMATION	169,579	Not applicable	Not applicable
GET ACCOUNT INFORMATION	180,166	359,698	179,962
GET CARD INFORMATION	163,418	70,669	69,286
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 06.01.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,999%	99,995%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,001%	0,005%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,008%	0,110%	0,010%
PIS	No traffic	0,075%	0,005%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	76,117	72,123
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	66,913	64,958
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	142,238	286,939	170,430
GET CARD INFORMATION	178,224	52,831	53,264
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 07.01.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,078%	0,138%	0,003%
PIS	No traffic	0,031%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	75,185	72,953
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	67,724	62,780
GET PAYMENT INFORMATION	No traffic	Not applicable	Not applicable
GET ACCOUNT INFORMATION	149,325	303,270	173,682
GET CARD INFORMATION	175,265	51,725	52,422
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 08.01.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,024%	0,006%
PIS	0,000%	0,008%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	160,526	103,168	94,624
INITIATE CROSS BORDER CREDIT TRANSFER	1.592,000	107,962	82,470
GET PAYMENT INFORMATION	169,778	Not applicable	Not applicable
GET ACCOUNT INFORMATION	184,554	366,329	187,191
GET CARD INFORMATION	157,071	73,009	70,807
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 09.01.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,994%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,006%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,085%	0,027%	0,005%
PIS	0,000%	0,020%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	156,950	103,009	90,699
INITIATE CROSS BORDER CREDIT TRANSFER	No traffic	106,045	79,827
GET PAYMENT INFORMATION	160,977	Not applicable	Not applicable
GET ACCOUNT INFORMATION	184,956	327,220	176,693
GET CARD INFORMATION	153,554	69,728	68,681
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 10.01.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,984%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,016%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,125%	0,020%	0,005%
PIS	0,885%	0,016%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	220,450	100,017	89,963
INITIATE CROSS BORDER CREDIT TRANSFER	390,700	104,809	78,623
GET PAYMENT INFORMATION	232,732	Not applicable	Not applicable
GET ACCOUNT INFORMATION	178,295	338,537	178,413
GET CARD INFORMATION	155,894	69,384	67,728
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 11.01.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,999%	99,999%	99,996%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,001%	0,001%	0,004%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,051%	0,036%	0,007%
PIS	0,000%	0,016%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	150,531	98,569	90,368
INITIATE CROSS BORDER CREDIT TRANSFER	268,250	102,777	79,931
GET PAYMENT INFORMATION	296,188	Not applicable	Not applicable
GET ACCOUNT INFORMATION	178,665	345,146	180,104
GET CARD INFORMATION	163,609	67,367	66,969
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 12.01.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	92,840%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	7,160%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,478%	0,334%	0,130%
PIS	6,767%	0,016%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	142,944	101,351	92,038
INITIATE CROSS BORDER CREDIT TRANSFER	391,800	108,555	81,288
GET PAYMENT INFORMATION	401,314	Not applicable	Not applicable
GET ACCOUNT INFORMATION	178,283	362,852	179,097
GET CARD INFORMATION	171,350	68,332	67,163
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 13.01.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,982%	99,998%	99,996%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,018%	0,002%	0,004%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,065%	0,015%	0,012%
PIS	0,000%	0,016%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	184,500	77,734	74,772
INITIATE CROSS BORDER CREDIT TRANSFER	787,111	79,536	66,737
GET PAYMENT INFORMATION	394,875	Not applicable	Not applicable
GET ACCOUNT INFORMATION	152,377	292,753	176,669
GET CARD INFORMATION	139,957	52,653	53,404
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 14.01.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,155%	0,012%	0,007%
PIS	0,269%	0,031%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	74,982	73,382
INITIATE CROSS BORDER CREDIT TRANSFER	258,417	71,351	65,277
GET PAYMENT INFORMATION	432,682	Not applicable	Not applicable
GET ACCOUNT INFORMATION	150,318	256,644	180,095
GET CARD INFORMATION	142,755	50,186	50,586
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024

DATE: 15.01.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,995%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,005%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,048%	0,018%	0,005%
PIS	0,000%	0,017%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	173,278	99,547	92,510
INITIATE CROSS BORDER CREDIT TRANSFER	283,222	105,443	81,489
GET PAYMENT INFORMATION	421,680	Not applicable	Not applicable
GET ACCOUNT INFORMATION	186,524	363,186	184,751
GET CARD INFORMATION	162,429	69,323	68,241
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024

DATE: 16.01.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,992%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,008%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,045%	0,015%	0,004%
PIS	0,271%	0,009%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	153,754	95,772	88,470
INITIATE CROSS BORDER CREDIT TRANSFER	286,917	101,565	78,387
GET PAYMENT INFORMATION	422,020	Not applicable	Not applicable
GET ACCOUNT INFORMATION	193,188	375,277	180,377
GET CARD INFORMATION	165,698	65,271	64,805
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024

DATE: 17.01.2024

		UPTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		99,991%	100,000%	100,000%

		DOWNTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		0,009%	0,000%	0,000%

		ERROR RESPONSE RATE		
REPORTING METRIC		APIs	e-Banking	Mobile
AIS		0,103%	0,032%	0,006%
PIS		2,345%	0,021%	0,000%
PIIS		No traffic	Not applicable	Not applicable

		DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC		APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER		201,350	93,179	86,724
INITIATE CROSS BORDER CREDIT TRANSFER		250,333	100,194	75,492
GET PAYMENT INFORMATION		405,361	Not applicable	Not applicable
GET ACCOUNT INFORMATION		189,108	343,491	176,566
GET CARD INFORMATION		159,082	63,589	62,379
SUBMIT FUND CONFIRMATION REQUESTS		No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 18.01.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,050%	0,013%	0,001%
PIS	0,000%	0,020%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	179,167	93,708	86,516
INITIATE CROSS BORDER CREDIT TRANSFER	278,125	99,333	75,667
GET PAYMENT INFORMATION	58,341	Not applicable	Not applicable
GET ACCOUNT INFORMATION	194,741	233,970	135,157
GET CARD INFORMATION	164,111	61,011	60,560
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 19.01.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,976%	100,000%	99,999%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,024%	0,000%	0,001%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,276%	0,013%	0,003%
PIS	0,100%	0,008%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	148,905	94,881	86,101
INITIATE CROSS BORDER CREDIT TRANSFER	301,000	99,091	75,124
GET PAYMENT INFORMATION	83,768	Not applicable	Not applicable
GET ACCOUNT INFORMATION	184,676	234,799	143,288
GET CARD INFORMATION	153,036	62,534	61,708
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 20.01.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,973%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,027%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,281%	0,007%	0,003%
PIS	2,530%	0,048%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	135,400	78,309	73,071
INITIATE CROSS BORDER CREDIT TRANSFER	255,545	76,840	64,791
GET PAYMENT INFORMATION	441,385	Not applicable	Not applicable
GET ACCOUNT INFORMATION	157,584	325,553	205,171
GET CARD INFORMATION	141,424	52,357	53,159
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 21.01.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	98,509%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	1,491%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,622%	0,016%	0,004%
PIS	1,476%	0,037%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	74,092	70,076
INITIATE CROSS BORDER CREDIT TRANSFER	273,778	70,316	63,572
GET PAYMENT INFORMATION	468,959	Not applicable	Not applicable
GET ACCOUNT INFORMATION	151,011	313,458	206,447
GET CARD INFORMATION	163,992	50,820	51,716
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 22.01.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,983%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,017%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,199%	0,025%	0,005%
PIS	0,063%	0,012%	0,005%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	166,808	98,712	89,126
INITIATE CROSS BORDER CREDIT TRANSFER	289,952	102,187	78,934
GET PAYMENT INFORMATION	462,032	Not applicable	Not applicable
GET ACCOUNT INFORMATION	190,830	379,836	209,841
GET CARD INFORMATION	158,099	65,590	64,323
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 23.01.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,979%	100,000%	99,999%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,021%	0,000%	0,001%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,113%	0,024%	0,006%
PIS	0,000%	0,015%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	164,136	117,448	100,379
INITIATE CROSS BORDER CREDIT TRANSFER	270,455	115,042	91,245
GET PAYMENT INFORMATION	442,027	Not applicable	Not applicable
GET ACCOUNT INFORMATION	223,173	367,105	202,173
GET CARD INFORMATION	184,039	63,097	62,078
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 24.01.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,966%	100,000%	99,999%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,034%	0,000%	0,001%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,345%	0,019%	0,005%
PIS	0,098%	0,014%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	166,706	96,300	86,621
INITIATE CROSS BORDER CREDIT TRANSFER	290,316	100,328	78,268
GET PAYMENT INFORMATION	427,256	Not applicable	Not applicable
GET ACCOUNT INFORMATION	192,044	346,804	194,021
GET CARD INFORMATION	159,532	63,925	63,332
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 25.01.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,992%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,008%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,094%	0,018%	0,003%
PIS	0,000%	0,014%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	162,941	97,531	87,856
INITIATE CROSS BORDER CREDIT TRANSFER	314,538	100,082	80,426
GET PAYMENT INFORMATION	460,142	Not applicable	Not applicable
GET ACCOUNT INFORMATION	189,573	361,765	203,360
GET CARD INFORMATION	163,012	68,623	68,318
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 26.01.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,993%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,007%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,339%	0,016%	0,007%
PIS	0,131%	0,008%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	156,698	101,752	92,679
INITIATE CROSS BORDER CREDIT TRANSFER	448,118	105,535	84,772
GET PAYMENT INFORMATION	442,009	Not applicable	Not applicable
GET ACCOUNT INFORMATION	193,916	354,323	206,648
GET CARD INFORMATION	163,977	70,504	70,743
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024

DATE: 27.01.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,983%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,017%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	3,334%	0,022%	0,011%
PIS	0,077%	0,073%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	160,750	81,924	76,543
INITIATE CROSS BORDER CREDIT TRANSFER	488,111	79,397	71,790
GET PAYMENT INFORMATION	462,958	Not applicable	Not applicable
GET ACCOUNT INFORMATION	160,051	345,529	216,388
GET CARD INFORMATION	150,525	56,187	55,621
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

1. Κατά το διάστημα από 27/1 έως 15/2 υπήρξε bug όπου κατά την κλήση της Account Transactions, εάν αυτή είχε empty response, επέστρεφε 500 αντί για empty list. Ως εκ τούτου καταγράφηκαν αυξημένα Error Response Rates τα οποία δεν ανταποκρίνονται στην πραγματικότητα και τα οποία εξαλείφθηκαν μετά την επίλυση του bug.

QUARTER: Q1 2024 DATE: 28.01.2024

		UPTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		99,721%	100,000%	100,000%

		DOWNTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		0,279%	0,000%	0,000%

		ERROR RESPONSE RATE		
REPORTING METRIC		APIs	e-Banking	Mobile
AIS		37,154%	0,004%	0,003%
PIS		0,035%	0,050%	0,001%
PIIS		No traffic	Not applicable	Not applicable

		DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC		APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER		No traffic	77,283	75,837
INITIATE CROSS BORDER CREDIT TRANSFER		308,111	73,066	70,195
GET PAYMENT INFORMATION		455,034	Not applicable	Not applicable
GET ACCOUNT INFORMATION		164,378	311,191	222,771
GET CARD INFORMATION		159,669	52,164	52,559
SUBMIT FUND CONFIRMATION REQUESTS		No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 29.01.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,991%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,009%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	3,730%	0,026%	0,006%
PIS	0,258%	0,016%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	181,348	110,367	99,368
INITIATE CROSS BORDER CREDIT TRANSFER	301,000	117,526	88,573
GET PAYMENT INFORMATION	488,976	Not applicable	Not applicable
GET ACCOUNT INFORMATION	197,433	387,046	248,421
GET CARD INFORMATION	158,390	78,770	75,364
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 30.01.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,884%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,116%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	2,945%	0,022%	0,007%
PIS	2,042%	0,010%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	196,500	116,635	103,452
INITIATE CROSS BORDER CREDIT TRANSFER	290,083	121,825	90,707
GET PAYMENT INFORMATION	484,472	Not applicable	Not applicable
GET ACCOUNT INFORMATION	197,577	391,610	247,318
GET CARD INFORMATION	169,049	84,075	81,691
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 31.01.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,990%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,010%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	2,293%	0,013%	0,004%
PIS	0,000%	0,017%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	191,486	166,179	133,639
INITIATE CROSS BORDER CREDIT TRANSFER	295,000	180,090	127,135
GET PAYMENT INFORMATION	494,934	Not applicable	Not applicable
GET ACCOUNT INFORMATION	217,864	437,627	269,579
GET CARD INFORMATION	187,142	123,546	115,828
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 01.02.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,933%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,067%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	3,513%	0,012%	0,004%
PIS	0,000%	0,008%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	172,875	109,835	101,735
INITIATE CROSS BORDER CREDIT TRANSFER	303,158	115,132	86,308
GET PAYMENT INFORMATION	464,758	Not applicable	Not applicable
GET ACCOUNT INFORMATION	190,074	407,205	250,984
GET CARD INFORMATION	170,078	78,335	76,214
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 02.02.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,992%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,008%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	2,289%	0,022%	0,006%
PIS	0,169%	0,006%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	175,000	111,647	103,424
INITIATE CROSS BORDER CREDIT TRANSFER	307,000	118,573	88,828
GET PAYMENT INFORMATION	445,226	Not applicable	Not applicable
GET ACCOUNT INFORMATION	197,372	365,784	226,895
GET CARD INFORMATION	173,651	73,322	71,691
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 03.02.2024

		UPTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		99,965%	100,000%	100,000%

		DOWNTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		0,035%	0,000%	0,000%

		ERROR RESPONSE RATE		
REPORTING METRIC		APIs	e-Banking	Mobile
AIS		2,667%	0,008%	0,004%
PIS		0,000%	0,021%	0,001%
PIIS		No traffic	Not applicable	Not applicable

		DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC		APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER		137,000	102,574	98,118
INITIATE CROSS BORDER CREDIT TRANSFER		270,625	92,414	83,568
GET PAYMENT INFORMATION		451,017	Not applicable	Not applicable
GET ACCOUNT INFORMATION		186,038	302,447	235,598
GET CARD INFORMATION		183,352	55,041	55,514
SUBMIT FUND CONFIRMATION REQUESTS		No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 04.02.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,519%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,481%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	35,032%	0,003%	0,002%
PIS	0,200%	0,004%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	153,704	149,217
INITIATE CROSS BORDER CREDIT TRANSFER	302,667	147,740	141,612
GET PAYMENT INFORMATION	481,496	Not applicable	Not applicable
GET ACCOUNT INFORMATION	219,764	285,855	235,799
GET CARD INFORMATION	216,270	53,857	54,862
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 05.02.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,993%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,007%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	4,003%	0,042%	0,010%
PIS	0,000%	0,006%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	184,071	128,910	119,745
INITIATE CROSS BORDER CREDIT TRANSFER	318,308	139,807	100,473
GET PAYMENT INFORMATION	442,383	Not applicable	Not applicable
GET ACCOUNT INFORMATION	205,697	378,263	235,998
GET CARD INFORMATION	183,134	86,279	83,212
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 06.02.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,990%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,010%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	2,443%	0,015%	0,004%
PIS	0,000%	0,013%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	183,038	109,342	96,908
INITIATE CROSS BORDER CREDIT TRANSFER	291,400	114,618	86,880
GET PAYMENT INFORMATION	435,829	Not applicable	Not applicable
GET ACCOUNT INFORMATION	194,026	359,294	219,311
GET CARD INFORMATION	169,966	73,817	72,851
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 07.02.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,968%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,032%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	2,677%	0,014%	0,004%
PIS	0,077%	0,013%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	181,048	110,071	96,678
INITIATE CROSS BORDER CREDIT TRANSFER	285,278	113,552	86,206
GET PAYMENT INFORMATION	440,414	Not applicable	Not applicable
GET ACCOUNT INFORMATION	208,030	366,268	214,642
GET CARD INFORMATION	169,622	72,736	70,920
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 08.02.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	97,706%	100,000%	99,998%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	2,294%	0,000%	0,002%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	13,082%	0,014%	0,005%
PIS	0,061%	0,005%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	151,600	105,698	93,192
INITIATE CROSS BORDER CREDIT TRANSFER	309,583	108,887	82,782
GET PAYMENT INFORMATION	508,818	Not applicable	Not applicable
GET ACCOUNT INFORMATION	200,824	371,970	225,156
GET CARD INFORMATION	173,661	70,202	69,646
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 09.02.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	96,385%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	3,615%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	20,844%	0,013%	0,004%
PIS	0,519%	0,009%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	159,905	108,999	95,855
INITIATE CROSS BORDER CREDIT TRANSFER	507,167	114,863	87,803
GET PAYMENT INFORMATION	500,697	Not applicable	Not applicable
GET ACCOUNT INFORMATION	200,098	369,539	219,958
GET CARD INFORMATION	169,574	73,190	71,260
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 10.02.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,933%	100,000%	99,998%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,067%	0,000%	0,002%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	4,380%	0,003%	0,004%
PIS	0,057%	0,004%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	227,000	87,762	79,024
INITIATE CROSS BORDER CREDIT TRANSFER	795,714	85,655	72,074
GET PAYMENT INFORMATION	480,119	Not applicable	Not applicable
GET ACCOUNT INFORMATION	186,125	337,207	230,355
GET CARD INFORMATION	157,789	55,525	56,203
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 11.02.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,854%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,146%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	38,652%	0,002%	0,002%
PIS	0,124%	0,018%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	158,000	81,897	76,035
INITIATE CROSS BORDER CREDIT TRANSFER	494,100	83,299	70,690
GET PAYMENT INFORMATION	468,830	Not applicable	Not applicable
GET ACCOUNT INFORMATION	184,674	324,216	236,592
GET CARD INFORMATION	156,237	53,155	53,623
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 12.02.2024

		UPTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		99,880%	100,000%	100,000%

		DOWNTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		0,120%	0,000%	0,000%

		ERROR RESPONSE RATE		
REPORTING METRIC		APIs	e-Banking	Mobile
AIS		5,414%	0,004%	0,003%
PIS		0,093%	0,013%	0,000%
PIIS		No traffic	Not applicable	Not applicable

		DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC		APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER		164,562	115,777	103,895
INITIATE CROSS BORDER CREDIT TRANSFER		483,929	121,860	95,253
GET PAYMENT INFORMATION		536,363	Not applicable	Not applicable
GET ACCOUNT INFORMATION		209,796	379,389	236,481
GET CARD INFORMATION		178,390	80,875	79,444
SUBMIT FUND CONFIRMATION REQUESTS		No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 13.02.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,946%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,054%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	2,977%	0,008%	0,005%
PIS	0,045%	0,010%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	152,963	107,636	95,192
INITIATE CROSS BORDER CREDIT TRANSFER	505,500	113,038	87,291
GET PAYMENT INFORMATION	521,390	Not applicable	Not applicable
GET ACCOUNT INFORMATION	204,239	383,175	237,910
GET CARD INFORMATION	166,337	73,960	72,578
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 14.02.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,915%	99,997%	99,998%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,085%	0,003%	0,002%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	3,613%	0,017%	0,010%
PIS	0,000%	0,005%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	147,273	104,730	93,422
INITIATE CROSS BORDER CREDIT TRANSFER	494,692	109,629	82,213
GET PAYMENT INFORMATION	491,775	Not applicable	Not applicable
GET ACCOUNT INFORMATION	203,032	364,658	231,754
GET CARD INFORMATION	168,072	70,418	69,164
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 15.02.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,904%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,096%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	3,826%	0,008%	0,004%
PIS	0,175%	0,010%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	152,650	112,026	97,952
INITIATE CROSS BORDER CREDIT TRANSFER	516,692	116,786	89,535
GET PAYMENT INFORMATION	499,155	Not applicable	Not applicable
GET ACCOUNT INFORMATION	200,793	365,131	228,925
GET CARD INFORMATION	165,621	76,825	74,935
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 16.02.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,997%	99,997%	99,994%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,003%	0,003%	0,006%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,351%	0,015%	0,006%
PIS	0,046%	0,004%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	166,188	109,544	94,528
INITIATE CROSS BORDER CREDIT TRANSFER	485,727	114,165	87,373
GET PAYMENT INFORMATION	481,049	Not applicable	Not applicable
GET ACCOUNT INFORMATION	205,799	366,717	229,198
GET CARD INFORMATION	167,983	71,770	70,180
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 17.02.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,003%	0,002%
PIS	0,000%	0,021%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	136,625	85,292	76,139
INITIATE CROSS BORDER CREDIT TRANSFER	451,500	80,890	68,961
GET PAYMENT INFORMATION	450,185	Not applicable	Not applicable
GET ACCOUNT INFORMATION	178,327	317,181	230,135
GET CARD INFORMATION	155,671	55,120	55,599
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024

DATE: 18.02.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,390%	0,005%	0,002%
PIS	0,072%	0,010%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	80,255	75,480
INITIATE CROSS BORDER CREDIT TRANSFER	452,900	77,335	66,158
GET PAYMENT INFORMATION	456,751	Not applicable	Not applicable
GET ACCOUNT INFORMATION	159,023	307,147	226,251
GET CARD INFORMATION	154,932	52,872	52,878
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 19.02.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,978%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,022%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,163%	0,039%	0,008%
PIS	0,146%	0,011%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	172,950	107,070	95,784
INITIATE CROSS BORDER CREDIT TRANSFER	459,714	112,366	85,656
GET PAYMENT INFORMATION	464,497	Not applicable	Not applicable
GET ACCOUNT INFORMATION	186,053	365,953	234,087
GET CARD INFORMATION	158,143	72,740	70,568
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 20.02.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,980%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,020%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,165%	0,009%	0,005%
PIS	1,261%	0,007%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	201,583	103,807	93,202
INITIATE CROSS BORDER CREDIT TRANSFER	523,714	109,041	83,633
GET PAYMENT INFORMATION	468,000	Not applicable	Not applicable
GET ACCOUNT INFORMATION	188,584	349,366	223,072
GET CARD INFORMATION	165,950	70,564	69,327
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 21.02.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,007%	0,006%
PIS	0,847%	0,009%	0,008%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	141,333	101,758	89,375
INITIATE CROSS BORDER CREDIT TRANSFER	365,727	105,329	79,759
GET PAYMENT INFORMATION	526,252	Not applicable	Not applicable
GET ACCOUNT INFORMATION	183,453	340,931	215,420
GET CARD INFORMATION	159,556	69,776	68,355
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 22.02.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,849%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,151%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,308%	0,014%	0,006%
PIS	2,610%	0,002%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	150,581	102,567	90,582
INITIATE CROSS BORDER CREDIT TRANSFER	501,200	105,860	81,610
GET PAYMENT INFORMATION	599,095	Not applicable	Not applicable
GET ACCOUNT INFORMATION	187,070	351,645	218,678
GET CARD INFORMATION	172,637	70,296	69,037
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 23.02.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,960%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,040%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,161%	0,013%	0,004%
PIS	1,844%	0,013%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	142,692	110,748	96,093
INITIATE CROSS BORDER CREDIT TRANSFER	516,111	116,501	92,629
GET PAYMENT INFORMATION	475,662	Not applicable	Not applicable
GET ACCOUNT INFORMATION	189,387	348,357	208,486
GET CARD INFORMATION	166,835	77,360	75,482
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 24.02.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,957%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,043%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,174%	0,009%	0,003%
PIS	2,389%	0,009%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	196,500	84,518	76,625
INITIATE CROSS BORDER CREDIT TRANSFER	899,692	84,395	73,040
GET PAYMENT INFORMATION	452,334	Not applicable	Not applicable
GET ACCOUNT INFORMATION	162,089	293,794	222,155
GET CARD INFORMATION	145,817	57,061	57,241
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 25.02.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,984%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,016%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,065%	0,012%	0,004%
PIS	1,315%	0,006%	0,003%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	138,000	81,953	76,552
INITIATE CROSS BORDER CREDIT TRANSFER	462,261	75,166	69,020
GET PAYMENT INFORMATION	423,187	Not applicable	Not applicable
GET ACCOUNT INFORMATION	165,314	256,284	225,484
GET CARD INFORMATION	149,239	54,977	55,640
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 26.02.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,995%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,005%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,132%	0,008%	0,003%
PIS	0,379%	0,004%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	206,240	149,522	138,295
INITIATE CROSS BORDER CREDIT TRANSFER	514,423	156,505	123,214
GET PAYMENT INFORMATION	382,316	Not applicable	Not applicable
GET ACCOUNT INFORMATION	204,273	385,937	251,477
GET CARD INFORMATION	188,679	116,627	114,774
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024

DATE: 27.02.2024

		UPTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		99,964%	100,000%	99,997%

		DOWNTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		0,036%	0,000%	0,003%

		ERROR RESPONSE RATE		
REPORTING METRIC		APIs	e-Banking	Mobile
AIS		0,224%	0,008%	0,007%
PIS		0,862%	0,003%	0,001%
PIIS		No traffic	Not applicable	Not applicable

		DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC		APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER		195,611	162,363	137,568
INITIATE CROSS BORDER CREDIT TRANSFER		540,100	174,735	127,469
GET PAYMENT INFORMATION		517,943	Not applicable	Not applicable
GET ACCOUNT INFORMATION		207,126	387,581	252,461
GET CARD INFORMATION		176,976	119,624	116,064
SUBMIT FUND CONFIRMATION REQUESTS		No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 28.02.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,998%	99,999%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,002%	0,001%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,009%	0,011%	0,005%
PIS	0,924%	0,007%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	194,127	190,299	155,195
INITIATE CROSS BORDER CREDIT TRANSFER	529,000	205,658	148,637
GET PAYMENT INFORMATION	527,778	Not applicable	Not applicable
GET ACCOUNT INFORMATION	216,247	404,133	260,752
GET CARD INFORMATION	178,286	143,761	134,246
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 29.02.2024

		UPTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		99,977%	100,000%	100,000%

		DOWNTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		0,023%	0,000%	0,000%

		ERROR RESPONSE RATE		
REPORTING METRIC		APIs	e-Banking	Mobile
AIS		0,113%	0,016%	0,008%
PIS		1,010%	0,006%	0,001%
PIIS		No traffic	Not applicable	Not applicable

		DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC		APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER		190,395	285,930	223,681
INITIATE CROSS BORDER CREDIT TRANSFER		548,238	313,335	216,803
GET PAYMENT INFORMATION		505,213	Not applicable	Not applicable
GET ACCOUNT INFORMATION		233,082	529,448	301,548
GET CARD INFORMATION		202,785	221,573	200,927
SUBMIT FUND CONFIRMATION REQUESTS		No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 01.03.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,990%	99,998%	99,998%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,010%	0,002%	0,002%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,133%	0,008%	0,006%
PIS	1,398%	0,007%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	183,344	169,744	142,394
INITIATE CROSS BORDER CREDIT TRANSFER	935,500	179,926	129,336
GET PAYMENT INFORMATION	474,524	Not applicable	Not applicable
GET ACCOUNT INFORMATION	204,429	457,231	275,928
GET CARD INFORMATION	175,953	125,938	115,382
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 02.03.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,971%	100,000%	99,999%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,029%	0,000%	0,001%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,059%	0,006%	0,004%
PIS	1,173%	0,013%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	145,333	89,318	84,536
INITIATE CROSS BORDER CREDIT TRANSFER	682,000	82,909	74,410
GET PAYMENT INFORMATION	475,234	Not applicable	Not applicable
GET ACCOUNT INFORMATION	165,147	323,477	222,158
GET CARD INFORMATION	156,405	61,177	61,867
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 03.03.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,080%	0,003%	0,002%
PIS	1,484%	0,008%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	82,832	81,448
INITIATE CROSS BORDER CREDIT TRANSFER	441,875	75,770	71,895
GET PAYMENT INFORMATION	457,597	Not applicable	Not applicable
GET ACCOUNT INFORMATION	160,196	317,137	236,096
GET CARD INFORMATION	146,498	56,525	57,631
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 04.03.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,990%	100,000%	99,999%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,010%	0,000%	0,001%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,137%	0,010%	0,004%
PIS	0,259%	0,010%	0,005%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	181,150	142,897	124,613
INITIATE CROSS BORDER CREDIT TRANSFER	486,208	149,643	111,248
GET PAYMENT INFORMATION	421,400	Not applicable	Not applicable
GET ACCOUNT INFORMATION	196,800	406,793	251,186
GET CARD INFORMATION	170,723	105,133	98,758
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 05.03.2024

		UPTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		99,971%	100,000%	100,000%

		DOWNTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		0,029%	0,000%	0,000%

		ERROR RESPONSE RATE		
REPORTING METRIC		APIs	e-Banking	Mobile
AIS		0,156%	0,008%	0,003%
PIS		0,074%	0,005%	0,001%
PIIS		No traffic	Not applicable	Not applicable

		DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC		APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER		212,200	134,976	119,425
INITIATE CROSS BORDER CREDIT TRANSFER		512,625	144,161	107,507
GET PAYMENT INFORMATION		474,861	Not applicable	Not applicable
GET ACCOUNT INFORMATION		209,189	405,286	243,954
GET CARD INFORMATION		167,801	97,204	91,737
SUBMIT FUND CONFIRMATION REQUESTS		No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 06.03.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,999%	100,000%	99,997%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,001%	0,000%	0,003%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,044%	0,008%	0,006%
PIS	0,160%	0,006%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	163,897	119,003	106,270
INITIATE CROSS BORDER CREDIT TRANSFER	488,154	127,087	93,615
GET PAYMENT INFORMATION	463,383	Not applicable	Not applicable
GET ACCOUNT INFORMATION	198,361	401,216	240,724
GET CARD INFORMATION	170,186	82,947	80,375
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 07.03.2024

		UPTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		100,000%	100,000%	100,000%

		DOWNTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		0,000%	0,000%	0,000%

		ERROR RESPONSE RATE		
REPORTING METRIC		APIs	e-Banking	Mobile
AIS		0,158%	0,009%	0,005%
PIS		0,098%	0,020%	0,000%
PIIS		No traffic	Not applicable	Not applicable

		DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC		APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER		169,033	110,767	100,720
INITIATE CROSS BORDER CREDIT TRANSFER		508,154	115,448	86,978
GET PAYMENT INFORMATION		423,402	Not applicable	Not applicable
GET ACCOUNT INFORMATION		195,098	381,813	232,037
GET CARD INFORMATION		169,522	74,351	72,009
SUBMIT FUND CONFIRMATION REQUESTS		No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 08.03.2024

		UPTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		99,978%	100,000%	100,000%

		DOWNTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		0,022%	0,000%	0,000%

		ERROR RESPONSE RATE		
REPORTING METRIC		APIs	e-Banking	Mobile
AIS		0,101%	0,008%	0,004%
PIS		0,000%	0,010%	0,000%
PIIS		No traffic	Not applicable	Not applicable

		DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC		APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER		164,226	122,199	107,885
INITIATE CROSS BORDER CREDIT TRANSFER		603,667	130,110	98,487
GET PAYMENT INFORMATION		454,094	Not applicable	Not applicable
GET ACCOUNT INFORMATION		203,193	392,636	242,880
GET CARD INFORMATION		171,833	83,204	81,117
SUBMIT FUND CONFIRMATION REQUESTS		No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 09.03.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,003%	0,003%
PIS	0,000%	0,004%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	163,200	89,417	83,598
INITIATE CROSS BORDER CREDIT TRANSFER	670,182	84,944	74,814
GET PAYMENT INFORMATION	476,337	Not applicable	Not applicable
GET ACCOUNT INFORMATION	189,377	395,114	293,733
GET CARD INFORMATION	171,574	59,302	59,637
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 10.03.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	99,999%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,001%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,869%	0,007%	0,003%
PIS	0,202%	0,010%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	138,500	85,221	81,439
INITIATE CROSS BORDER CREDIT TRANSFER	520,714	79,373	72,568
GET PAYMENT INFORMATION	486,716	Not applicable	Not applicable
GET ACCOUNT INFORMATION	197,529	324,573	263,013
GET CARD INFORMATION	174,030	56,198	57,227
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 11.03.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,971%	99,998%	99,991%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,029%	0,002%	0,009%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,184%	0,010%	0,009%
PIS	0,069%	0,005%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	169,833	136,577	119,245
INITIATE CROSS BORDER CREDIT TRANSFER	764,600	139,434	106,412
GET PAYMENT INFORMATION	486,685	Not applicable	Not applicable
GET ACCOUNT INFORMATION	225,586	409,551	296,583
GET CARD INFORMATION	191,181	96,322	90,438
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 12.03.2024

		UPTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		99,960%	99,988%	100,000%

		DOWNTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		0,040%	0,012%	0,000%

		ERROR RESPONSE RATE		
REPORTING METRIC		APIs	e-Banking	Mobile
AIS		0,216%	0,344%	0,015%
PIS		0,340%	0,005%	0,000%
PIIS		No traffic	Not applicable	Not applicable

		DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC		APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER		224,259	117,554	106,317
INITIATE CROSS BORDER CREDIT TRANSFER		487,286	124,652	97,448
GET PAYMENT INFORMATION		465,750	Not applicable	Not applicable
GET ACCOUNT INFORMATION		201,534	405,749	284,254
GET CARD INFORMATION		169,319	85,765	83,851
SUBMIT FUND CONFIRMATION REQUESTS		No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 13.03.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,959%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,041%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,079%	0,015%	0,006%
PIS	1,509%	0,018%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	165,789	107,101	99,082
INITIATE CROSS BORDER CREDIT TRANSFER	519,214	112,925	87,346
GET PAYMENT INFORMATION	491,216	Not applicable	Not applicable
GET ACCOUNT INFORMATION	197,437	366,332	270,307
GET CARD INFORMATION	165,212	74,658	73,432
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 14.03.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,991%	99,999%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,009%	0,001%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,110%	0,009%	0,005%
PIS	1,410%	0,008%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	153,257	109,019	98,180
INITIATE CROSS BORDER CREDIT TRANSFER	502,111	114,971	88,324
GET PAYMENT INFORMATION	430,679	Not applicable	Not applicable
GET ACCOUNT INFORMATION	193,654	357,046	284,896
GET CARD INFORMATION	171,678	77,246	75,481
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 15.03.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,983%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,017%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,219%	0,011%	0,005%
PIS	1,425%	0,005%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	211,886	133,736	118,347
INITIATE CROSS BORDER CREDIT TRANSFER	513,500	141,887	105,201
GET PAYMENT INFORMATION	531,053	Not applicable	Not applicable
GET ACCOUNT INFORMATION	198,638	369,500	290,642
GET CARD INFORMATION	193,769	96,927	92,282
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 16.03.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	99,997%	99,997%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,003%	0,003%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,015%	0,007%
PIS	0,960%	0,000%	0,008%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	129,667	88,240	81,322
INITIATE CROSS BORDER CREDIT TRANSFER	504,750	87,970	75,212
GET PAYMENT INFORMATION	500,240	Not applicable	Not applicable
GET ACCOUNT INFORMATION	189,407	263,211	301,638
GET CARD INFORMATION	165,593	60,149	60,550
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 17.03.2024

		UPTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		99,929%	100,000%	100,000%

		DOWNTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		0,071%	0,000%	0,000%

		ERROR RESPONSE RATE		
REPORTING METRIC		APIs	e-Banking	Mobile
AIS		0,009%	0,005%	0,004%
PIS		2,107%	0,033%	0,000%
PIIS		No traffic	Not applicable	Not applicable

		DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC		APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER		No traffic	80,976	75,056
INITIATE CROSS BORDER CREDIT TRANSFER		470,000	75,102	66,795
GET PAYMENT INFORMATION		437,051	Not applicable	Not applicable
GET ACCOUNT INFORMATION		162,460	222,963	286,560
GET CARD INFORMATION		143,840	53,930	54,622
SUBMIT FUND CONFIRMATION REQUESTS		No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 18.03.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,004%	0,002%
PIS	0,000%	0,013%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	108,000	78,073	74,520
INITIATE CROSS BORDER CREDIT TRANSFER	442,833	77,736	66,761
GET PAYMENT INFORMATION	425,661	Not applicable	Not applicable
GET ACCOUNT INFORMATION	152,162	215,882	261,491
GET CARD INFORMATION	145,113	54,789	55,069
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 19.03.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,991%	99,994%	99,996%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,009%	0,006%	0,004%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,075%	0,007%	0,007%
PIS	0,000%	0,006%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	175,037	132,236	115,166
INITIATE CROSS BORDER CREDIT TRANSFER	500,917	140,791	107,809
GET PAYMENT INFORMATION	425,860	Not applicable	Not applicable
GET ACCOUNT INFORMATION	212,971	354,038	293,124
GET CARD INFORMATION	182,374	95,083	90,390
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 20.03.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,967%	100,000%	99,999%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,033%	0,000%	0,001%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,119%	0,007%	0,006%
PIS	0,970%	0,009%	0,006%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	208,842	122,306	105,781
INITIATE CROSS BORDER CREDIT TRANSFER	494,500	129,180	96,645
GET PAYMENT INFORMATION	453,846	Not applicable	Not applicable
GET ACCOUNT INFORMATION	205,400	358,003	277,704
GET CARD INFORMATION	182,774	86,638	83,515
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 21.03.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,969%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,031%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,179%	0,005%	0,003%
PIS	0,768%	0,008%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	209,800	113,677	99,036
INITIATE CROSS BORDER CREDIT TRANSFER	525,000	118,623	92,160
GET PAYMENT INFORMATION	448,266	Not applicable	Not applicable
GET ACCOUNT INFORMATION	204,005	367,581	276,465
GET CARD INFORMATION	185,421	79,858	77,896
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 22.03.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,093%	0,007%	0,005%
PIS	3,568%	0,010%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	165,174	125,605	111,812
INITIATE CROSS BORDER CREDIT TRANSFER	680,950	132,508	101,986
GET PAYMENT INFORMATION	473,240	Not applicable	Not applicable
GET ACCOUNT INFORMATION	206,801	368,591	268,776
GET CARD INFORMATION	174,546	91,248	88,367
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 23.03.2024

		UPTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		99,677%	100,000%	100,000%

		DOWNTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		0,323%	0,000%	0,000%

		ERROR RESPONSE RATE		
REPORTING METRIC		APIs	e-Banking	Mobile
AIS		0,120%	0,003%	0,002%
PIS		4,544%	0,023%	0,003%
PIIS		No traffic	Not applicable	Not applicable

		DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC		APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER		208,000	87,729	79,040
INITIATE CROSS BORDER CREDIT TRANSFER		714,125	86,682	73,681
GET PAYMENT INFORMATION		468,850	Not applicable	Not applicable
GET ACCOUNT INFORMATION		165,214	312,142	267,948
GET CARD INFORMATION		151,008	56,329	56,889
SUBMIT FUND CONFIRMATION REQUESTS		No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 24.03.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,970%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,030%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,059%	0,004%	0,002%
PIS	3,865%	0,040%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	No traffic	87,125	78,383
INITIATE CROSS BORDER CREDIT TRANSFER	442,571	81,780	71,748
GET PAYMENT INFORMATION	436,852	Not applicable	Not applicable
GET ACCOUNT INFORMATION	160,585	280,164	266,665
GET CARD INFORMATION	138,134	53,519	53,678
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 25.03.2024

		UPTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		99,939%	100,000%	100,000%

		DOWNTIME		
REPORTING METRIC		APIs	e-Banking	Mobile
All APIs		0,061%	0,000%	0,000%

		ERROR RESPONSE RATE		
REPORTING METRIC		APIs	e-Banking	Mobile
AIS		0,000%	0,005%	0,002%
PIS		2,829%	0,014%	0,002%
PIIS		No traffic	Not applicable	Not applicable

		DAILY AVERAGE RESPONSE TIME (ms)		
REPORTING METRIC		APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER		142,000	80,187	74,818
INITIATE CROSS BORDER CREDIT TRANSFER		467,000	75,453	69,571
GET PAYMENT INFORMATION		438,967	Not applicable	Not applicable
GET ACCOUNT INFORMATION		148,776	289,514	255,333
GET CARD INFORMATION		148,846	53,674	54,230
SUBMIT FUND CONFIRMATION REQUESTS		No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 26.03.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,980%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,020%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,169%	0,010%	0,005%
PIS	2,117%	0,007%	0,000%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	198,647	138,445	124,581
INITIATE CROSS BORDER CREDIT TRANSFER	614,714	158,334	113,765
GET PAYMENT INFORMATION	450,299	Not applicable	Not applicable
GET ACCOUNT INFORMATION	204,524	371,968	280,874
GET CARD INFORMATION	169,048	102,795	101,174
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 27.03.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,977%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,023%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,119%	0,008%	0,005%
PIS	0,635%	0,006%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	250,900	152,926	130,997
INITIATE CROSS BORDER CREDIT TRANSFER	512,125	157,779	124,922
GET PAYMENT INFORMATION	497,920	Not applicable	Not applicable
GET ACCOUNT INFORMATION	211,689	382,914	280,698
GET CARD INFORMATION	187,262	110,956	107,417
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 28.03.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,994%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,006%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,111%	0,020%	0,007%
PIS	0,000%	0,004%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	192,909	229,930	184,595
INITIATE CROSS BORDER CREDIT TRANSFER	552,050	240,666	182,238
GET PAYMENT INFORMATION	552,481	Not applicable	Not applicable
GET ACCOUNT INFORMATION	224,376	464,987	299,604
GET CARD INFORMATION	191,591	173,359	162,326
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024

DATE: 29.03.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,976%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,024%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,114%	0,007%	0,006%
PIS	0,047%	0,005%	0,004%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	172,257	123,263	107,168
INITIATE CROSS BORDER CREDIT TRANSFER	484,929	129,170	98,254
GET PAYMENT INFORMATION	475,323	Not applicable	Not applicable
GET ACCOUNT INFORMATION	191,423	370,627	268,844
GET CARD INFORMATION	167,754	87,458	83,434
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 30.03.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	100,000%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,000%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,000%	0,003%	0,002%
PIS	0,134%	0,012%	0,001%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	126,500	89,171	82,605
INITIATE CROSS BORDER CREDIT TRANSFER	493,125	83,341	74,953
GET PAYMENT INFORMATION	421,906	Not applicable	Not applicable
GET ACCOUNT INFORMATION	161,052	336,490	288,681
GET CARD INFORMATION	144,570	57,612	58,147
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments:

QUARTER: Q1 2024 DATE: 31.03.2024

REPORTING METRIC	UPTIME		
	APIs	e-Banking	Mobile
All APIs	99,990%	100,000%	100,000%

REPORTING METRIC	DOWNTIME		
	APIs	e-Banking	Mobile
All APIs	0,010%	0,000%	0,000%

REPORTING METRIC	ERROR RESPONSE RATE		
	APIs	e-Banking	Mobile
AIS	0,187%	0,005%	0,002%
PIS	0,033%	0,003%	0,002%
PIIS	No traffic	Not applicable	Not applicable

REPORTING METRIC	DAILY AVERAGE RESPONSE TIME (ms)		
	APIs	e-Banking	Mobile
INITIATE SEPA CREDIT TRANSFER	138,000	83,614	78,688
INITIATE CROSS BORDER CREDIT TRANSFER	477,417	80,658	70,625
GET PAYMENT INFORMATION	367,580	Not applicable	Not applicable
GET ACCOUNT INFORMATION	154,829	316,772	275,342
GET CARD INFORMATION	153,404	56,384	57,138
SUBMIT FUND CONFIRMATION REQUESTS	No traffic	Not applicable	Not applicable

Comments: