

KPI's of availability of the dedicated interface

January 2020

KPI's Internet Banking

| Date | Uptime (%) | Downtime (%) | Daily average time (ms) PISP | Daily average time (ms) AISP | Daily average time (ms) CBPII | Daily error response rate | IB Daily average time (ms) PISP | IB Daily average time (ms) AISP | IB Daily average time (ms) CBPII |
|---------------|------------|--------------|------------------------------|------------------------------|-------------------------------|---------------------------|---------------------------------|---------------------------------|----------------------------------|
| 01.01.2020 г. | 100.00 | 0.00 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 02.01.2020 г. | 100.00 | 0.00 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 03.01.2020 г. | 100.00 | 0.00 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 04.01.2020 г. | 100.00 | 0.00 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 05.01.2020 г. | 100.00 | 0.00 | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| 06.01.2020 г. | 100.00 | 0.00 | n/a | n/a | n/a | n/a | 13.42142857 | 84.02941176 | 6.63546798 |
| 07.01.2020 г. | 100.00 | 0.00 | n/a | n/a | n/a | n/a | 14.07511178 | 93.53613406 | 12.43357271 |
| 08.01.2020 г. | 100.00 | 0.00 | n/a | n/a | n/a | n/a | 13.43410598 | 92.83068947 | 19.49722992 |
| 09.01.2020 г. | 100.00 | 0.00 | n/a | n/a | n/a | n/a | 14.0378857 | 100.45372 | 20.86549708 |
| 10.01.2020 г. | 100.00 | 0.00 | n/a | n/a | n/a | n/a | 13.51546112 | 91.9078405 | 16.60626536 |
| 11.01.2020 г. | 100.00 | 0.00 | n/a | n/a | n/a | n/a | 14.84320988 | 99.88680188 | 12.5349345 |
| 12.01.2020 г. | 100.00 | 0.00 | n/a | n/a | n/a | n/a | 13.46548822 | 86.86986641 | 12.56532663 |
| 13.01.2020 г. | 100.00 | 0.00 | n/a | n/a | n/a | n/a | 12.82486468 | 87.8147452 | 14.66359447 |
| 14.01.2020 г. | 100.00 | 0.00 | n/a | n/a | n/a | n/a | 13.41898816 | 91.11524092 | 16.16666667 |
| 15.01.2020 г. | 100.00 | 0.00 | n/a | n/a | n/a | n/a | 12.91470929 | 94.69286073 | 16.12651822 |
| 16.01.2020 г. | 100.00 | 0.00 | n/a | n/a | n/a | n/a | 13.81688762 | 99.27293362 | 14.34248665 |
| 17.01.2020 г. | 100.00 | 0.00 | n/a | n/a | n/a | n/a | 13.95783662 | 85.54701407 | 16.14373898 |
| 18.01.2020 г. | 100.00 | 0.00 | n/a | n/a | n/a | n/a | 13.77380952 | 95.321472 | 18.46900826 |
| 19.01.2020 г. | 100.00 | 0.00 | n/a | n/a | n/a | n/a | 14.11681975 | 87.25067681 | 10.27350427 |
| 20.01.2020 г. | 100.00 | 0.00 | n/a | n/a | n/a | n/a | 13.71248829 | 98.43525021 | 15.87625755 |
| 21.01.2020 г. | 100.00 | 0.00 | n/a | n/a | n/a | n/a | 14.14677976 | 102.5563983 | 11.8474026 |
| 22.01.2020 г. | 100.00 | 0.00 | n/a | n/a | n/a | n/a | 12.98496377 | 79.77860831 | 10.28703704 |
| 23.01.2020 г. | 100.00 | 0.00 | n/a | n/a | n/a | n/a | 13.09202736 | 84.03339522 | 11.28787879 |
| 24.01.2020 г. | 100.00 | 0.00 | n/a | n/a | n/a | n/a | 14.29856738 | 94.64527467 | 12.86363636 |
| 25.01.2020 г. | 100.00 | 0.00 | n/a | n/a | n/a | n/a | 13.96036585 | 94.39995359 | 17.32735426 |
| 26.01.2020 г. | 100.00 | 0.00 | n/a | n/a | n/a | n/a | 13.65625 | 92.36544622 | 13.40888889 |
| 27.01.2020 г. | 100.00 | 0.00 | 654.15 | 648 | | 0.000000 | 13.50296852 | 158.8183926 | 17.17603912 |
| 28.01.2020 г. | 100.00 | 0.00 | n/a | n/a | n/a | n/a | 32.40165294 | 464.6155132 | 97.82944915 |
| 29.01.2020 г. | 100.00 | 0.00 | n/a | n/a | n/a | n/a | 13.44523026 | 86.89077432 | 13.43532338 |
| 30.01.2020 г. | 100.00 | 0.00 | n/a | 484 | n/a | 0.000000 | 13.68063184 | 104.6684241 | 17.390625 |
| 31.01.2020 г. | 100.00 | 0.00 | n/a | 1,607 | n/a | 0.000000 | 13.4645361 | 98.12704738 | 13.272837 |

Usage of the dedicated interface

| | January 2020 | Q1/2020 |
|----------------------------|--------------|---------|
| number of AISP | 1 | 1 |
| number of requests for AIS | 40 | 40 |
| number of PISP | 1 | 1 |
| number of requests for PIS | 234 | 234 |
| number of CBPII | 0 | 0 |
| number of requests for FCS | 0 | 0 |