

KPI's of availability of the dedicated interface

November 2019

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 |
|---------------|------------|--------------|------------------------------|------------------------------|-------------------------------|---------------------------|---------------------------------|---------------------------------|----------------------------------|
| 01.11.2019 г. | 100.00 | 0.00 | N/A | N/A | N/A | N/A | 12.93515 | 95.55015 | 31.77988 |
| 02.11.2019 г. | 100.00 | 0.00 | N/A | N/A | N/A | N/A | 14.52286 | 100.45163 | 25.29128 |
| 03.11.2019 г. | 100.00 | 0.00 | N/A | N/A | N/A | N/A | 13.57112 | 82.08087 | 20.75334 |
| 04.11.2019 г. | 100.00 | 0.00 | N/A | N/A | N/A | N/A | 14.392 | 74.44382 | 30.32394 |
| 05.11.2019 г. | 100.00 | 0.00 | N/A | N/A | N/A | N/A | 14.79911 | 90.88863 | 37.29799 |
| 06.11.2019 г. | 100.00 | 0.00 | N/A | N/A | N/A | N/A | 13.57164 | 95.13964 | 30.7671 |
| 07.11.2019 г. | 100.00 | 0.00 | N/A | N/A | N/A | N/A | 13.75717 | 81.8414 | 23.32781 |
| 08.11.2019 г. | 100.00 | 0.00 | N/A | N/A | N/A | N/A | 15.49827 | 98.57368 | 30.19011 |
| 09.11.2019 г. | 100.00 | 0.00 | N/A | N/A | N/A | N/A | 15.10284 | 89.49797 | 34.33616 |
| 10.11.2019 г. | 100.00 | 0.00 | N/A | N/A | N/A | N/A | 13.88932 | 78.816 | 16.97365 |
| 11.11.2019 г. | 100.00 | 0.00 | N/A | N/A | N/A | N/A | 15.72706 | 76.22769 | 16.20012 |
| 12.11.2019 г. | 100.00 | 0.00 | N/A | N/A | N/A | N/A | 13.95973 | 100.89342 | 36.04468 |
| 13.11.2019 г. | 100.00 | 0.00 | N/A | N/A | N/A | N/A | 13.2214 | 86.00372 | 28.35104 |
| 14.11.2019 г. | 100.00 | 0.00 | 3,855.50 | 446 | | 0.000000 | 15.26039 | 99.0231 | 17.34331 |
| 15.11.2019 г. | 100.00 | 0.00 | N/A | N/A | N/A | N/A | 13.14407 | 90.50585 | 29.35973 |
| 16.11.2019 г. | 100.00 | 0.00 | N/A | N/A | N/A | N/A | 15.14011 | 77.3059 | 33.74975 |
| 17.11.2019 г. | 100.00 | 0.00 | N/A | N/A | N/A | N/A | 13.81191 | 103.54091 | 28.71485 |
| 18.11.2019 г. | 100.00 | 0.00 | N/A | N/A | N/A | N/A | 14.12213 | 96.2537 | 38.18199 |
| 19.11.2019 г. | 100.00 | 0.00 | N/A | 861 | | 0.000000 | 13.72347 | 104.86795 | 14.02036 |
| 20.11.2019 г. | 100.00 | 0.00 | N/A | N/A | N/A | N/A | 14.81483 | 92.79124 | 32.93841 |
| 21.11.2019 г. | 100.00 | 0.00 | N/A | N/A | N/A | N/A | 14.86382 | 75.16453 | 27.52814 |
| 22.11.2019 г. | 100.00 | 0.00 | N/A | N/A | N/A | N/A | 14.72414 | 83.03864 | 26.48729 |
| 23.11.2019 г. | 100.00 | 0.00 | N/A | N/A | N/A | N/A | 12.75884 | 85.55439 | 30.94475 |
| 24.11.2019 г. | 100.00 | 0.00 | N/A | N/A | N/A | N/A | 13.14655 | 77.74234 | 22.0421 |
| 25.11.2019 г. | 100.00 | 0.00 | N/A | N/A | N/A | N/A | 13.59711 | 84.83405 | 24.55003 |
| 26.11.2019 г. | 100.00 | 0.00 | N/A | N/A | N/A | N/A | 15.14686 | 95.12356 | 25.36979 |
| 27.11.2019 г. | 100.00 | 0.00 | N/A | N/A | N/A | N/A | 14.32293 | 82.60484 | 26.83636 |
| 28.11.2019 г. | 100.00 | 0.00 | N/A | N/A | N/A | N/A | 15.19977 | 86.64412 | 16.21002 |
| 29.11.2019 г. | 100.00 | 0.00 | N/A | N/A | N/A | N/A | 14.37676 | 73.87743 | 28.23378 |
| 30.11.2019 г. | 100.00 | 0.00 | N/A | N/A | N/A | N/A | 13.61045 | 94.14435 | 29.00054 |

Usage of the dedicated interface

| | November 2019 | Q4/2019 |
|----------------------------|---------------|---------|
| number of AISP | 1 | 1 |
| number of requests for AIS | 6 | 6 |
| number of PISP | 1 | 1 |
| number of requests for PIS | 2 | 2 |
| number of CBPII | 0 | 0 |
| number of requests for FCS | 0 | 0 |