

From 01.10.2019
 Until 31.12.2019
 Source: OTP Bank Romania S.A

AISP

| Overall | OTP API GATEWAY | | | | | OTPDIREKT (INTERNET BANKING) | | |
|---------|-----------------|-------------|-------------------|------------------------|--------------------------|------------------------------|-------------|--------------------------|
| | Uptime (%) | Downtime(%) | Response time(ms) | Error response rate(%) | Service level targets(%) | Uptime (%) | Downtime(%) | Service level targets(%) |
| Average | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.56 | 0.44 | 100.00 |
| Min | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.61 | 1.39 | 100.00 |
| Max | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |

| Date | OTP API GATEWAY | | | | | OTPDIREKT (INTERNET BANKING) | | |
|------------|-----------------|-------------|-------------------|------------------------|--------------------------|------------------------------|-------------|--------------------------|
| | Uptime (%) | Downtime(%) | Response time(ms) | Error response rate(%) | Service level targets(%) | Uptime (%) | Downtime(%) | Service level targets(%) |
| 01.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 02.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 03.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 04.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 05.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 06.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 07.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 08.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 09.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 10.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 11.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 12.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 13.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 14.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 15.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 16.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.51 | 0.49 | 100.00 |
| 17.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 18.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 19.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 20.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 21.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 22.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 23.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 24.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 25.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 26.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 27.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 28.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 29.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.17 | 0.83 | 100.00 |
| 30.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 31.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 01.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.72 | 0.28 | 100.00 |
| 02.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 03.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 04.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 05.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.51 | 0.49 | 100.00 |
| 06.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 07.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 08.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 09.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 10.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 11.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 12.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 13.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.61 | 1.39 | 100.00 |
| 14.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 15.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 16.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 17.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 18.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 19.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 20.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 21.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 22.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 23.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 24.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 25.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 26.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 27.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 28.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 29.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 30.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 01.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.17 | 0.83 | 100.00 |
| 02.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 03.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 04.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 05.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 06.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 07.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 08.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 09.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 10.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |

| | | | | | | | | |
|------------|--------|------|------|------|--------|--------|------|--------|
| 11.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.51 | 0.49 | 100.00 |
| 12.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.72 | 0.28 | 100.00 |
| 13.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 14.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 15.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 16.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 17.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 18.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 19.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 20.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 21.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 22.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 23.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 24.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 25.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.03 | 0.97 | 100.00 |
| 26.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 27.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 28.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 29.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 30.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 31.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |

CBPII

| Overall | OTP API GATEWAY | | | | | OTPDIREKT (INTERNET BANKING) | | |
|---------|-----------------|-------------|-------------------|------------------------|--------------------------|------------------------------|-------------|--------------------------|
| | Uptime (%) | Downtime(%) | Response time(ms) | Error response rate(%) | Service level targets(%) | Uptime (%) | Downtime(%) | Service level targets(%) |
| Average | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.56 | 0.44 | 100.00 |
| Min | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.61 | 1.39 | 100.00 |
| Max | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |

| Date | OTP API GATEWAY | | | | | OTPDIREKT (INTERNET BANKING) | | |
|------------|-----------------|-------------|-------------------|------------------------|--------------------------|------------------------------|-------------|--------------------------|
| | Uptime (%) | Downtime(%) | Response time(ms) | Error response rate(%) | Service level targets(%) | Uptime (%) | Downtime(%) | Service level targets(%) |
| 01.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 02.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 03.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 04.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 05.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 06.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 07.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 08.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 09.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 10.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 11.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 12.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 13.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 14.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 15.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 16.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.51 | 0.49 | 100.00 |
| 17.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 18.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 19.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 20.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 21.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 22.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 23.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 24.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 25.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 26.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 27.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 28.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 29.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.17 | 0.83 | 100.00 |
| 30.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 31.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 01.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.72 | 0.28 | 100.00 |
| 02.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 03.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 04.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 05.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.51 | 0.49 | 100.00 |
| 06.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 07.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 08.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 09.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 10.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 11.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 12.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 13.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.61 | 1.39 | 100.00 |
| 14.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 15.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 16.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 17.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 18.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 19.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 20.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 21.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 22.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 23.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 24.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 25.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 26.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 27.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 28.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 29.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |

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|------------|--------|------|------|------|--------|--------|------|--------|
| 30.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 01.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.17 | 0.83 | 100.00 |
| 02.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 03.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 04.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 05.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 06.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 07.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 08.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 09.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 10.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 11.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.51 | 0.49 | 100.00 |
| 12.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.72 | 0.28 | 100.00 |
| 13.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 14.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 15.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 16.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 17.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 18.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 19.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 20.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 21.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 22.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 23.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 24.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 25.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.03 | 0.97 | 100.00 |
| 26.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 27.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 28.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 29.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 30.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 31.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |

PISP

| Overall | OTP API GATEWAY | | | | | OTPDIREKT (INTERNET BANKING) | | |
|---------|-----------------|-------------|-------------------|------------------------|--------------------------|------------------------------|-------------|--------------------------|
| | Uptime (%) | Downtime(%) | Response time(ms) | Error response rate(%) | Service level targets(%) | Uptime (%) | Downtime(%) | Service level targets(%) |
| Average | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.56 | 0.44 | 100.00 |
| Min | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.61 | 1.39 | 100.00 |
| Max | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |

| Date | OTP API GATEWAY | | | | | OTPDIREKT (INTERNET BANKING) | | |
|------------|-----------------|-------------|-------------------|------------------------|--------------------------|------------------------------|-------------|--------------------------|
| | Uptime (%) | Downtime(%) | Response time(ms) | Error response rate(%) | Service level targets(%) | Uptime (%) | Downtime(%) | Service level targets(%) |
| 01.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 02.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 03.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 04.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 05.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 06.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 07.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 08.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 09.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 10.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 11.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 12.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 13.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 14.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 15.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 16.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.51 | 0.49 | 100.00 |
| 17.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 18.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 19.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 20.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 21.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 22.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 23.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 24.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 25.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 26.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 27.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 28.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 29.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.17 | 0.83 | 100.00 |
| 30.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 31.10.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 01.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.72 | 0.28 | 100.00 |
| 02.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 03.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 04.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 05.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.51 | 0.49 | 100.00 |
| 06.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 07.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 08.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 09.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 10.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 11.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 12.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 13.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.61 | 1.39 | 100.00 |
| 14.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 15.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 16.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 17.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 18.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |

| | | | | | | | | |
|------------|--------|------|------|------|--------|--------|------|--------|
| 19.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 20.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 21.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 22.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 23.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 24.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 25.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 26.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 27.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 28.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 29.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 30.11.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 01.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.17 | 0.83 | 100.00 |
| 02.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 03.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 04.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 05.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 06.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 07.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 08.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 09.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 10.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 11.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.51 | 0.49 | 100.00 |
| 12.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.72 | 0.28 | 100.00 |
| 13.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 14.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 15.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 16.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 17.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 18.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 19.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 20.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 21.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 22.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 23.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 24.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 25.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.03 | 0.97 | 100.00 |
| 26.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.31 | 0.69 | 100.00 |
| 27.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 99.65 | 0.35 | 100.00 |
| 28.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 29.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 100.00 | 0.00 | 100.00 |
| 30.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |
| 31.12.2019 | 100.00 | 0.00 | 0.00 | 0.00 | 100.00 | 98.96 | 1.04 | 100.00 |