



# **Service reporting for RBAL for 2025-06-30**

# Service Reporting for PSD2 Regulatory

| Category                                     | Blocker | Critical | Major | Minor | Trivial |
|--|---------|----------|-------|-------|---------|
| # of incidents/service req                   | 0       | 0        | 0     | 0     | 0       |
| # of violation of resp/neut/reso times       | 0       | 0        | 0     | 0     | 0       |
| # of reopen Incidents/service req            | 0       | 0        | 0     | 0     | 0       |
| # of rejected Incidents/service req          | 0       | 0        | 0     | 0     | 0       |
| AVG resolution time of incidents/service req | 0 min   | 0 min    | 0 min | 0 min | 0 min   |

| SLA KPI Throughput time          | Value |
|----------------------------------|-------|
| # of total API Calls             | 2.854 |
| # of total API Calls within <=3s | 2.854 |
| SLG of API Calls within <=3s     | 100%  |

| SLA KPI Throughput time detailed              | Value |
|---|-------|
| # of total API Calls > 3s                     | 0     |
| # of total API Calls in SP boundaries <= 1,5s | 0     |
| Adapted SLG of API Calls                      | 100%  |

| SLA KPI Throughput time | Value |
|-------------------------|-------|
| # of security incidents | 0     |
| # of major incidents    | 0     |