



Service reporting for RBAL for 2025-03-31

Service Reporting for PSD2 Regulatory

Category	Blocker	Critical	Major	Minor	Trivial
# of incidents/service req	0	0	0	1	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	195 min	0 min

SLA KPI Throughput time	Value
# of total API Calls	2.607
# of total API Calls within <=3s	2.607
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

Minor Incidents

	RBAL – 3 hours 15 min – 195 min
INCIDENT START	07.03.2025 – 14:24
INCIDENT END	07.03.2025 – 17:09
INCIDENT REPORTED BY/TO CUSTOMER	Reported by RBAL on 07.03.2025 at 14:24
DESCRIPTION OF INCIDENT	Production Sandbox APIs not available
INCIDENT TYPE	The incident is caused by an expired certificate in the gateway service.
ROOT CAUSE AND FIXING	Restored with new certificate
COUNTERMEASURES SET / HOW TO PREVENT THIS IN THE FUTURE?	We restored the broken mapping and the mtls protected calls should be working.