

Service reporting for RBAL for 2026-10-31

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 reopend 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	2.768
# of total API Calls within <=3s	2.768
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