

Day-Month-Year	Dedicated interface						Web / App interface*					
	uptime per day - 98% (during planned maintenance day 90%)	downtime per day - 2% (during maintenance day 10%)	daily average time (in milliseconds) taken, per request, for the ASPSP to provide the account information service provider (AISP) - 3000ms	daily average (in milliseconds) taken, per request, for the ASPSP to provide the payment initiation service provider (PISP) - 3000ms	daily average time (in milliseconds) taken, per request, for the ASPSP to provide the payment instrument issuer (CBPI) or the PISP with a 'yes/no' - 3000ms	daily error response rate - 0.5%	uptime per day - 98% (during planned maintenance day 90%)	downtime per day - 2% (during maintenance day 10%)	daily average time (in milliseconds) taken, per request, for the ASPSP to provide the account information service provider (AISP) - 3000ms	daily average (in milliseconds) taken, per request, for the ASPSP to provide the payment initiation service provider (PISP) - 3000ms	daily average time (in milliseconds) taken, per request, for the ASPSP to provide the payment instrument issuer (CBPI) or the PISP with a 'yes/no' - 3000ms	daily error response rate - 0.5%
01/04/2020	99.42%	0.58%	0	0	0	0.00%	99.42%	0.58%	92	1 280	64	0.11%
02/04/2020	99.41%	0.59%	0	0	0	0.00%	99.41%	0.59%	346	1 288	96	0.02%
03/04/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	111	1 327	116	0.00%
04/04/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	251	1 408	105	0.00%
05/04/2020**	95.83%	4.17%	0	0	0	0.00%	95.83%	4.17%	139	1 542	81	0.00%
06/04/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	105	1 377	131	0.00%
07/04/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	424	1 406	77	0.00%
08/04/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	283	1 478	70	0.00%
09/04/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	128	1 344	68	0.00%
10/04/2020**	98.14%	1.86%	0	0	0	0.00%	98.14%	1.86%	257	1 389	74	0.09%
11/04/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	329	1 443	126	0.00%
12/04/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	428	1 524	134	0.00%
13/04/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	194	1 427	146	0.01%
14/04/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	441	1 351	70	0.00%
15/04/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	122	1 381	146	0.00%
16/04/2020	100.00%	0.00%	0	444	0	0.00%	100.00%	0.00%	102	1 329	62	0.03%
17/04/2020**	94.60%	5.40%	0	201	0	0.00%	94.60%	5.40%	227	1 748	69	0.03%
18/04/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	299	387	107	0.02%
19/04/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	301	379	102	0.01%
20/04/2020	100.00%	0.00%	0	585	0	0.00%	100.00%	0.00%	243	302	101	0.02%
21/04/2020	100.00%	0.00%	0	546	0	0.00%	100.00%	0.00%	267	316	65	0.01%
22/04/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	93	279	61	0.03%
23/04/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	214	290	95	0.01%
24/04/2020**	98.26%	1.74%	0	0	0	0.00%	98.26%	1.74%	96	284	65	0.06%
25/04/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	128	348	113	0.02%
26/04/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	271	370	77	0.07%
27/04/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	320	282	128	0.02%
28/04/2020	100.00%	0.00%	454	214	623	0.00%	100.00%	0.00%	100	297	55	0.04%
29/04/2020**	98.26%	1.74%	0	0	2 102	0.00%	98.26%	1.74%	93	295	96	0.02%
30/04/2020**	98.26%	1.74%	286	196	1 327	0.00%	98.26%	1.74%	91	294	55	0.02%
01/05/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	271	342	56	0.01%
02/05/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	116	363	62	0.03%
03/05/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	250	324	67	0.05%
04/05/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	84	262	113	0.02%
05/05/2020	100.00%	0.00%	852	1 963	0	22.22%	100.00%	0.00%	94	302	107	0.03%
06/05/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	329	309	56	0.01%
07/05/2020	100.00%	0.00%	0	426	0	0.00%	100.00%	0.00%	270	331	110	0.02%
08/05/2020**	95.84%	4.16%	0	0	0	0.00%	95.84%	4.16%	264	338	86	0.01%
09/05/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	339	410	131	0.02%
10/05/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	149	389	83	0.03%
11/05/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	353	315	72	0.01%
12/05/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	269	317	115	0.00%
13/05/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	107	322	76	0.02%
14/05/2020	100.00%	0.00%	0	591	0	0.00%	100.00%	0.00%	288	335	71	0.01%
15/05/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	114	356	126	0.01%
16/05/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	328	431	84	0.00%
17/05/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	142	422	84	0.00%
18/05/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	104	309	79	0.01%
19/05/2020	100.00%	0.00%	0	2 084	0	33.33%	100.00%	0.00%	302	338	78	0.00%
20/05/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	119	348	113	0.01%
21/05/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	132	407	111	0.01%
22/05/2020**	98.26%	1.74%	0	0	0	0.00%	98.26%	1.74%	270	370	71	0.01%
23/05/2020**	98.26%	1.74%	0	0	0	0.00%	98.26%	1.74%	398	431	125	0.01%
24/05/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	160	411	73	0.03%
25/05/2020	100.00%	0.00%	0	403	0	0.00%	100.00%	0.00%	314	311	100	0.05%
26/05/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	405	324	61	0.00%
27/05/2020	100.00%	0.00%	0	690	0	0.00%	100.00%	0.00%	322	336	51	0.00%
28/05/2020	100.00%	0.00%	0	1 539	0	25.00%	100.00%	0.00%	96	314	61	0.17%
29/05/2020**	98.26%	1.74%	0	0	0	0.00%	98.26%	1.74%	344	326	123	0.05%
30/05/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	136	426	113	0.03%
31/05/2020**	91.00%	9.00%	0	0	0	0.00%	91.20%	8.80%	402	418	125	0.02%
01/06/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	110	326	63	0.01%
02/06/2020	100.00%	0.00%	0	0	0	0.00%	100.00%	0.00%	285	362	104	0.02%
03/06/2020	100.00%	0.00%	433	552	0	0.00%	100.00%	0.00%	393	376	129	0.07%
04/06/2020**	98.24%	1.76%	808	0	0	0.00%	98.26%	1.74%	110	350	66	0.04%
05/06/2020**	98.26%	1.74%	1 398	694	0	4.69%	98.26%	1.74%	255	372	122	0.00%
06/06/2020	100.00%	0.00%	1 410	0	0	3.85%	100.00%	0.00%	304	401	120	0.00%
07/06/2020	100.00%	0.00%	1 287	0	0	0.00%	100.00%	0.00%	153	419	77	0.00%
08/06/2020	100.00%	0.00%	1 060	0	0	2.44%	100.00%	0.00%	294	371	66	0.01%
09/06/2020	100.00%	0.00%	669	491	0	3.85%	100.00%	0.00%	103	352	62	0.01%
10/06/2020	100.00%	0.00%	1 046	186	0	3.23%	100.00%	0.00%	115	368	107	0.00%
11/06/2020	100.00%	0.00%	924	437	0	1.28%	100.00%	0.00%	121	391	130	0.01%
12/06/2020	100.00%	0.00%	1 424	0	0	4.00%	100.00%	0.00%	448	388	65	0.09%
13/06/2020	100.00%	0.00%	1 444	0	0	6.67%	100.00%	0.00%	366	517	133	0.00%
14/06/2020	100.00%	0.00%	1 695	0	0	5.56%	100.00%	0.00%	181	408	78	0.14%
15/06/2020**	98.26%	1.74%	1 640	0	0	8.51%	98.26%	1.74%	123	352	125	0.03%
16/06/2020**	97.88%	2.12%	870	0	0	3.45%	97.88%	2.12%	525	319	70	0.07%
17/06/2020	99.89%	0.11%	655	174	0	1.39%	99.89%	0.11%	537	360	127	0.02%
18/06/2020	100.00%	0.00%	461	0	0	1.30%	100.00%	0.00%	146	374	74	0.01%
19/06/2020	100.00%	0.00%	718	0	0	4.08%	100.00%	0.00%	590	377	78	0.00%
20/06/2020	100.00%	0.00%	788	0	0	4.88%	100.00%	0.00%	440	452	79	0.00%
21/06/2020	99.90%	0.10%	298	0	0	0.00%	99.90%	0.10%	414	428	122	0.01%
22/06/2020	99.89%	0.11%	626	0	0	2.48%	99.89%	0.11%	543	373	133	0.01%
23/06/2020**	95.12%	4.88%	296	0	0	9.52%	95.19%	4.81%	434	343	69	0.00%
24/06/2020**	95.34%	4.66%	296	259	0	0.00%	95.34%	4.66%	404	344	68	0.01%
25/06/2020	99.89%	0.11%	288	375	0	0.00%	99.89%	0.11%	665	345	130	0.00%
26/06/2020	99.89%	0.11%	300	0	0	0.00%	99.89%	0.11%	678	340	71	0.05%
27/06/2020	99.91%	0.09%	293	0	0	0.00%	99.91%	0.09%	634	396	135	0.00%
28/06/2020	99.95%	0.05%	290	0	0	0.00%	99.95%	0.05%	525	378	142	0.00%
29/06/2020	100.00%	0.00%	465	0	0	1.75%	100.00%	0.00%	146	325	68	0.00%
30/06/2020**	98.26%	1.74%	313	0	0	0.00%	98.26%	1.74%	628	329	71	0.00%

* Alon uses the same interface for App and Web.
** Planned maintenance