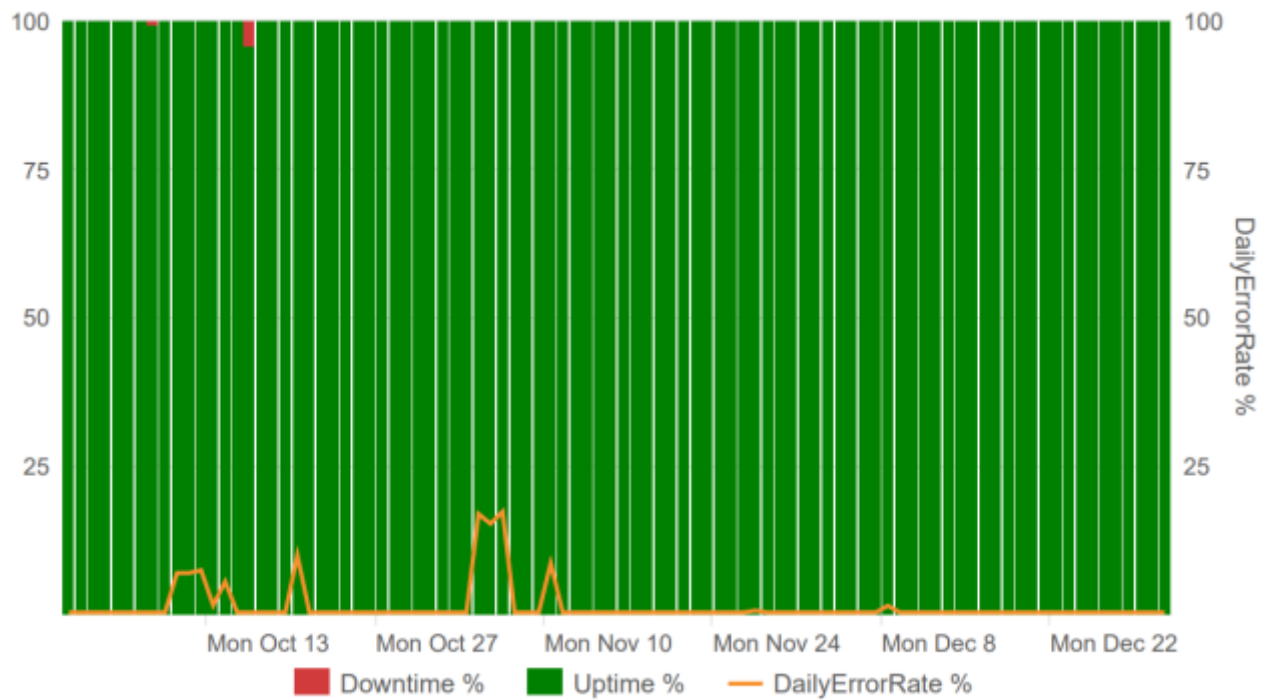


**ISBA Key performance indicators
[KPIs] and service level targets
PSD2 XS2A dedicated interface and
Direct Channels
Period 01/10/2025 – 31/12/2025**

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1. Daily Availability - PSD2 API



1.1. PSD2 API daily statistics

Datum	Application	DailyUptime (%)	DailyDowntime (%)	DailyErrorRate (%)	PIS (ms)	AIS (ms)	COF (ms)
2025-12-31	PSD2:Albania	100.00	0.00	0.00	294.33	231.10	541.00
2025-12-30	PSD2:Albania	100.00	0.00	0.00	318.17	231.00	510.00
2025-12-29	PSD2:Albania	100.00	0.00	0.00	242.33	215.70	492.00
2025-12-28	PSD2:Albania	100.00	0.00	0.00	294.33	204.90	489.00
2025-12-27	PSD2:Albania	100.00	0.00	0.00	1213.81	215.30	515.00
2025-12-26	PSD2:Albania	100.00	0.00	0.00	304.17	190.00	535.00
2025-12-25	PSD2:Albania	100.00	0.00	0.00	301.33	202.30	515.00
2025-12-24	PSD2:Albania	100.00	0.00	0.00	309.33	231.40	529.00
2025-12-23	PSD2:Albania	100.00	0.00	0.00	291.00	170.80	515.00
2025-12-22	PSD2:Albania	100.00	0.00	0.00	317.83	216.90	521.00
2025-12-21	PSD2:Albania	100.00	0.00	0.00	304.67	240.20	538.00
2025-12-20	PSD2:Albania	100.00	0.00	0.00	260.83	203.10	480.00
2025-12-19	PSD2:Albania	100.00	0.00	0.00	263.67	173.82	494.00
2025-12-18	PSD2:Albania	100.00	0.00	0.00	349.50	348.21	480.00
2025-12-17	PSD2:Albania	100.00	0.00	0.00	317.83	186.90	603.00
2025-12-16	PSD2:Albania	100.00	0.00	0.00	337.00	199.00	479.00
2025-12-15	PSD2:Albania	100.00	0.00	0.00	279.00	257.36	478.00
2025-12-14	PSD2:Albania	100.00	0.00	0.00	294.50	192.20	528.00
2025-12-13	PSD2:Albania	100.00	0.00	0.00	300.33	203.80	538.00
2025-12-12	PSD2:Albania	100.00	0.00	0.00	315.50	247.00	490.00
2025-12-11	PSD2:Albania	100.00	0.00	0.00	309.17	189.80	529.00
2025-12-10	PSD2:Albania	100.00	0.00	0.00	1089.92	211.50	573.00
2025-12-09	PSD2:Albania	100.00	0.00	0.00	306.83	300.00	479.00
2025-12-08	PSD2:Albania	100.00	0.00	1.13	1462.40	421.07	428.00
2025-12-07	PSD2:Albania	100.00	0.00	0.00	296.33	203.20	531.00
2025-12-06	PSD2:Albania	100.00	0.00	0.00	281.00	172.30	487.00
2025-12-05	PSD2:Albania	100.00	0.00	0.00	272.67	211.40	555.00
2025-12-04	PSD2:Albania	100.00	0.00	0.00	1198.58	480.43	500.00
2025-12-03	PSD2:Albania	100.00	0.00	0.00	287.00	197.00	535.00
2025-12-02	PSD2:Albania	100.00	0.00	0.00	286.17	201.30	471.00
2025-12-01	PSD2:Albania	100.00	0.00	0.00	167.91	171.67	502.00
2025-11-30	PSD2:Albania	100.00	0.00	0.00	273.00	187.00	511.00
2025-11-29	PSD2:Albania	100.00	0.00	0.00	270.33	224.80	535.00
2025-11-28	PSD2:Albania	100.00	0.00	0.00	304.00	192.20	482.00
2025-11-27	PSD2:Albania	100.00	0.00	0.32	2360.35	504.33	485.00
2025-11-26	PSD2:Albania	100.00	0.00	0.00	312.67	193.70	552.00
2025-11-25	PSD2:Albania	100.00	0.00	0.00	1039.50	384.15	535.00
2025-11-24	PSD2:Albania	100.00	0.00	0.00	298.67	250.00	467.00
2025-11-23	PSD2:Albania	100.00	0.00	0.00	297.50	276.91	455.00
2025-11-22	PSD2:Albania	100.00	0.00	0.00	294.00	174.10	465.00
2025-11-21	PSD2:Albania	100.00	0.00	0.00	331.33	193.60	468.00
2025-11-20	PSD2:Albania	100.00	0.00	0.00	273.17	213.10	477.00
2025-11-19	PSD2:Albania	100.00	0.00	0.00	279.17	174.64	567.00
2025-11-18	PSD2:Albania	100.00	0.00	0.00	306.33	181.30	532.00
2025-11-17	PSD2:Albania	100.00	0.00	0.00	284.00	183.50	535.00
2025-11-16	PSD2:Albania	100.00	0.00	0.00	279.33	311.07	477.00
2025-11-15	PSD2:Albania	100.00	0.00	0.00	292.33	206.90	502.00
2025-11-14	PSD2:Albania	100.00	0.00	0.00	1960.44	198.40	478.00
2025-11-13	PSD2:Albania	100.00	0.00	0.00	312.50	201.00	491.00
2025-11-12	PSD2:Albania	100.00	0.00	0.00	1991.43	182.70	479.00

Datum	Application	DailyUptime (%)	DailyDowntime (%)	DailyErrorRate (%)	PIS (ms)	AIS (ms)	COF (ms)
2025-11-11	PSD2:Albania	100.00	0.00	0.00	1660.50	189.30	454.00
2025-11-10	PSD2:Albania	100.00	0.00	8.33	2059.22	357.35	459.00
2025-11-09	PSD2:Albania	100.00	0.00	0.00	313.00	209.70	498.00
2025-11-08	PSD2:Albania	100.00	0.00	0.00	1098.43	200.40	551.00
2025-11-07	PSD2:Albania	100.00	0.00	0.00	924.58	214.50	498.00
2025-11-06	PSD2:Albania	100.00	0.00	17.04	1488.94	742.54	495.00
2025-11-05	PSD2:Albania	100.00	0.00	15.00	1377.88	285.00	560.00
2025-11-04	PSD2:Albania	100.00	0.00	16.67	264.00	146.57	494.00
2025-11-03	PSD2:Albania	100.00	0.00	0.00	275.50	219.50	463.00
2025-11-02	PSD2:Albania	100.00	0.00	0.00	273.17	209.70	472.00
2025-11-01	PSD2:Albania	100.00	0.00	0.00	308.17	232.60	535.00
2025-10-31	PSD2:Albania	100.00	0.00	0.00	1123.71	209.60	554.00
2025-10-30	PSD2:Albania	100.00	0.00	0.00	320.17	212.90	505.00
2025-10-29	PSD2:Albania	100.00	0.00	0.00	270.17	225.62	476.00
2025-10-28	PSD2:Albania	100.00	0.00	0.00	276.00	204.10	482.00
2025-10-27	PSD2:Albania	100.00	0.00	0.00	303.33	227.80	522.00
2025-10-26	PSD2:Albania	100.00	0.00	0.00	316.67	218.00	542.00
2025-10-25	PSD2:Albania	100.00	0.00	0.00	316.67	212.30	641.00
2025-10-24	PSD2:Albania	100.00	0.00	0.00	296.17	218.10	518.00
2025-10-23	PSD2:Albania	100.00	0.00	0.00	342.00	212.71	537.00
2025-10-22	PSD2:Albania	100.00	0.00	0.00	338.50	214.70	585.00
2025-10-21	PSD2:Albania	100.00	0.00	0.00	325.00	278.23	538.00
2025-10-20	PSD2:Albania	100.00	0.00	9.68	273.43	284.47	560.00
2025-10-19	PSD2:Albania	100.00	0.00	0.00	304.17	244.30	531.00
2025-10-18	PSD2:Albania	100.00	0.00	0.00	329.67	203.80	486.00
2025-10-17	PSD2:Albania	100.00	0.00	0.00	310.83	250.80	506.00
2025-10-16	PSD2:Albania	91.94	8.06	0.00	331.33	231.80	540.00
2025-10-15	PSD2:Albania	100.00	0.00	0.00	331.67	225.20	557.00
2025-10-14	PSD2:Albania	100.00	0.00	5.22	1984.30	568.12	506.00
2025-10-13	PSD2:Albania	100.00	0.00	1.22	293.68	245.76	331.33
2025-10-12	PSD2:Albania	100.00	0.00	7.14	613.33	286.54	559.00
2025-10-11	PSD2:Albania	100.00	0.00	6.67	892.00	256.40	565.00
2025-10-10	PSD2:Albania	100.00	0.00	6.67	1104.69	235.50	605.00
2025-10-09	PSD2:Albania	100.00	0.00	0.00	354.83	222.70	558.00
2025-10-08	PSD2:Albania	99.58	0.42	0.00	343.50	306.50	567.00
2025-10-07	PSD2:Albania	100.00	0.00	0.00	322.33	218.70	504.00
2025-10-06	PSD2:Albania	100.00	0.00	0.00	782.33	384.75	515.00
2025-10-05	PSD2:Albania	100.00	0.00	0.00	354.67	217.70	537.00
2025-10-04	PSD2:Albania	100.00	0.00	0.00	372.17	216.10	564.00
2025-10-03	PSD2:Albania	100.00	0.00	0.00	359.17	390.08	525.00
2025-10-02	PSD2:Albania	100.00	0.00	0.00	345.83	231.30	611.00
2025-10-01	PSD2:Albania	100.00	0.00	0.00	469.00	279.40	616.00