



STATISTICS ON THE AVAILABILITY AND PERFORMANCE

Connexis Cash and the dedicated interface API

2020-10-28



1. PREAMBLE

As part of its legal obligations under PSD2, BNPP CIB :

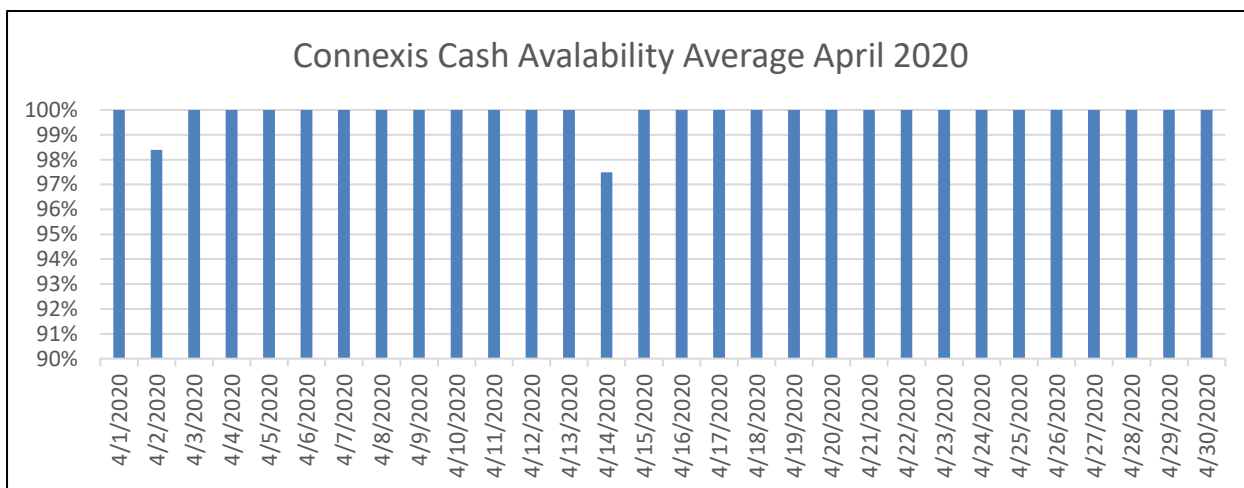
- Monitor the availability and performance of the dedicated interface.
- Publish on the Dev Portail quarterly statistics on the availability and performance of the API PSD2 CIB (dedicated interface for TPP) and Connexis Cash, the interface used by our customers.

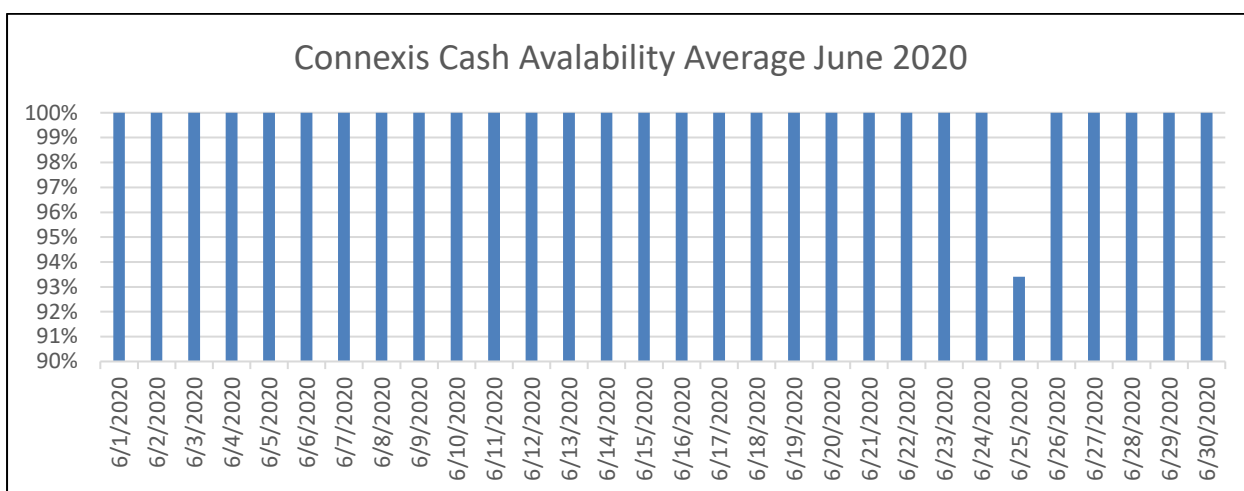
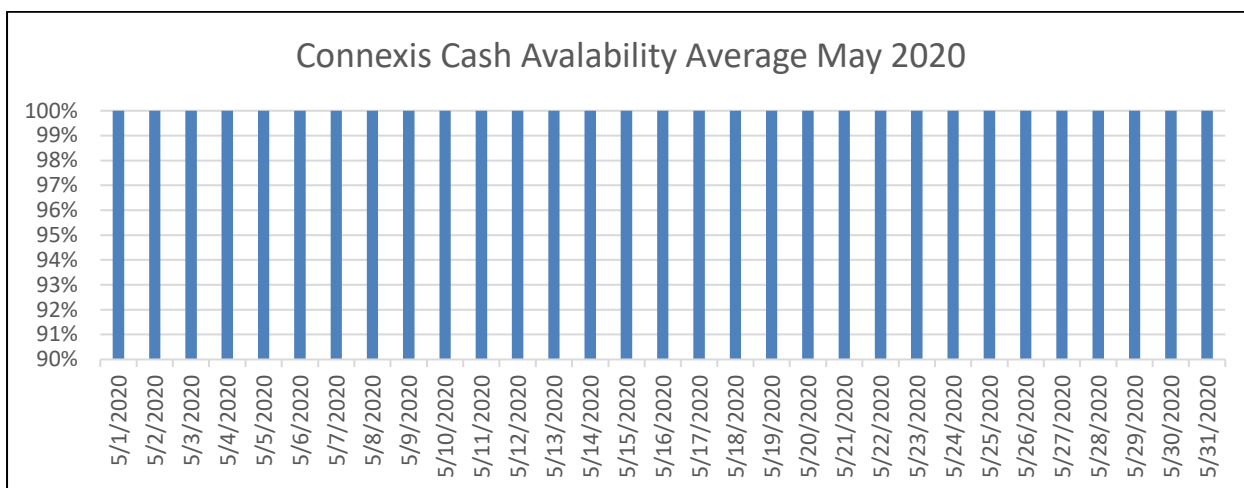
2. PREAMBLE

BNPP CIB defined key performance indicators (KPIs) and service level targets, including for problem resolution, out of hours support, monitoring, contingency plans and maintenance for its dedicated interface, that are at least as stringent as Connexis Cash.

3. CONNEXIS CASH AND API PSD2 AVAILABILITY

- Uptime Percentage Connexis Cash (Worldwide)





- **Downtime Percentage**

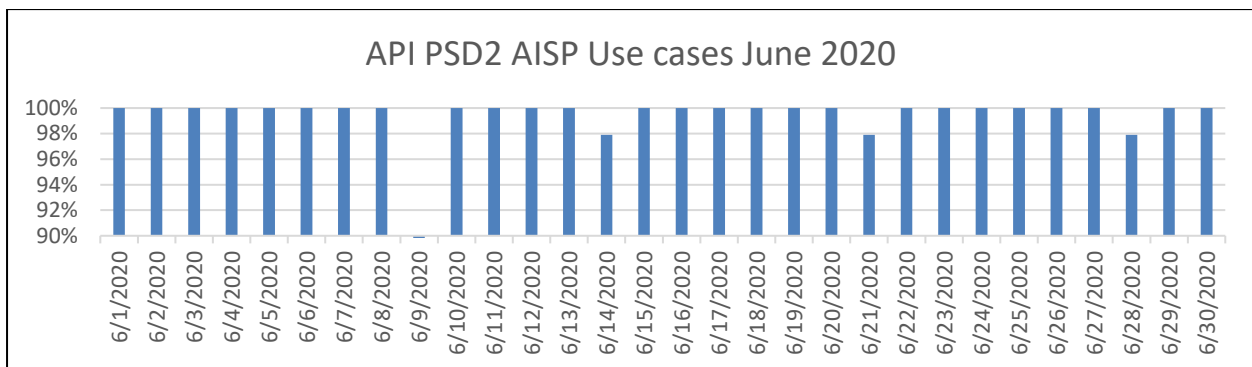
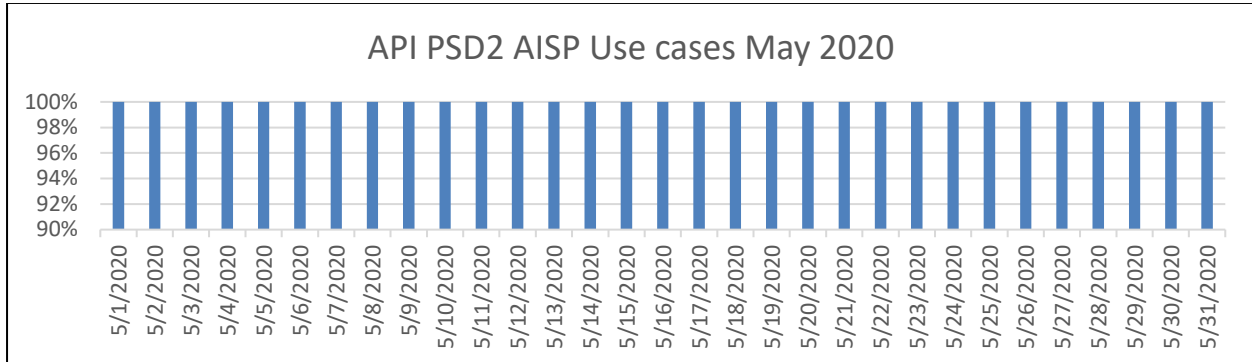
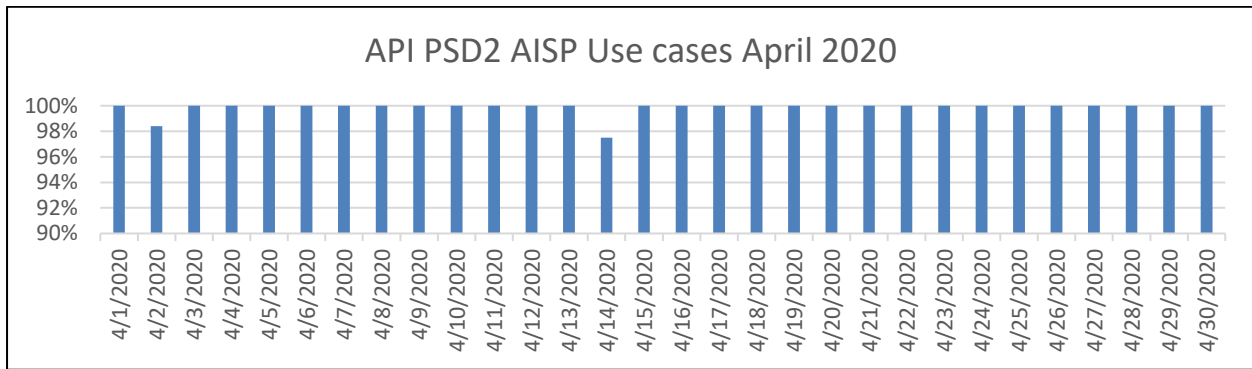
Percentage of downtime is null in April, except 02/04 (1,6%), 14/04 (2,5%),

Percentage of downtime is null in May,

Percentage of downtime is null in June, except 25/06 (6,6%),

- **Uptime Percentage AISP**





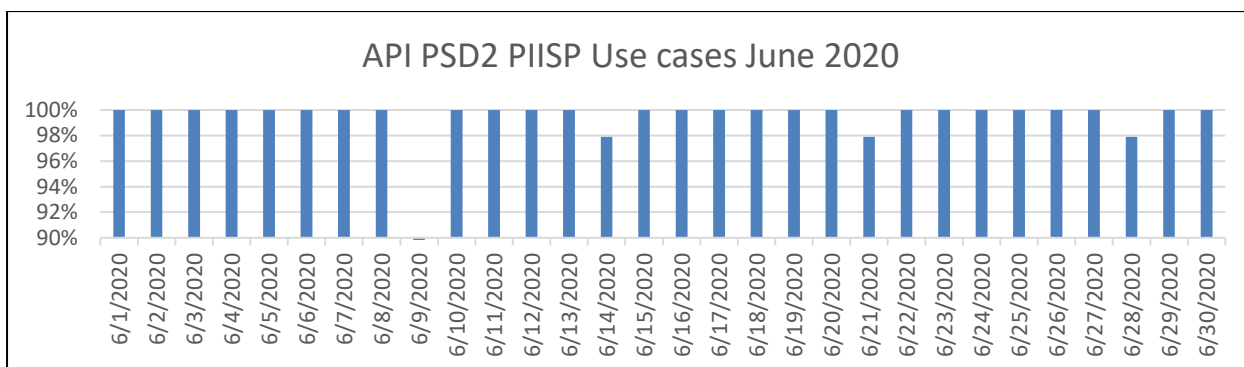
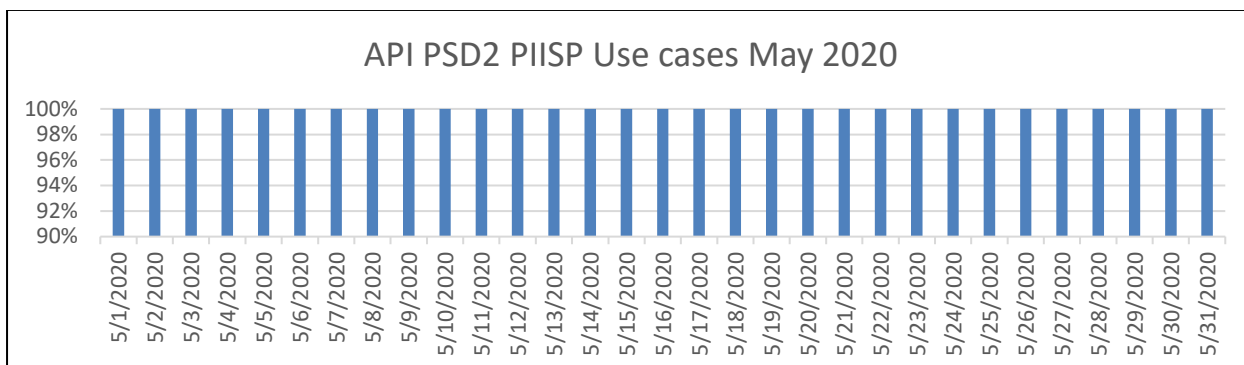
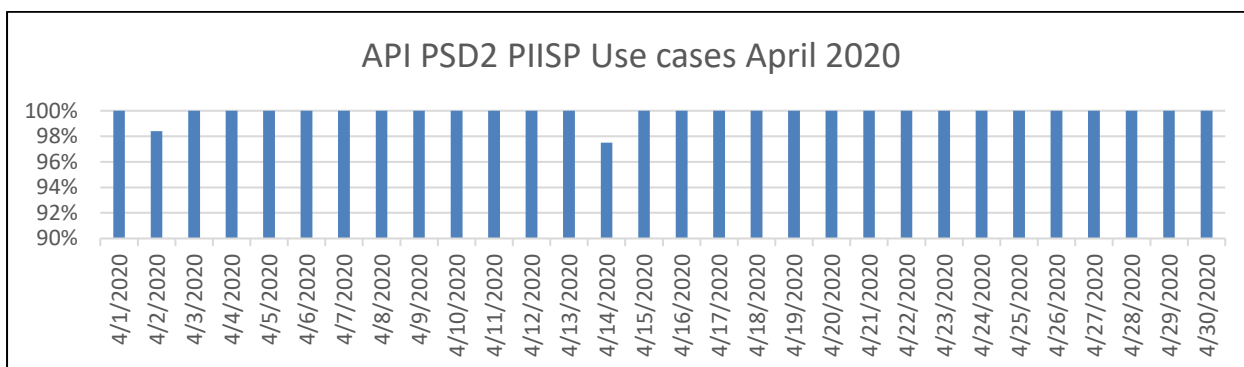
- **Downtime Percentage**

Same as Connexis Cash worldwide in April and May.

Percentage of downtime is null in June, except 09/06 (29,2%), 14/06 (2,1%), 21/06 (2,1%), 28/06 (2,1%).

On 9 June, a new tool was put in place to improve measurements on API availability and performance, which may explain the percentage obtained.

- **Uptime Percentage PIISP**



- **Downtime Percentage**

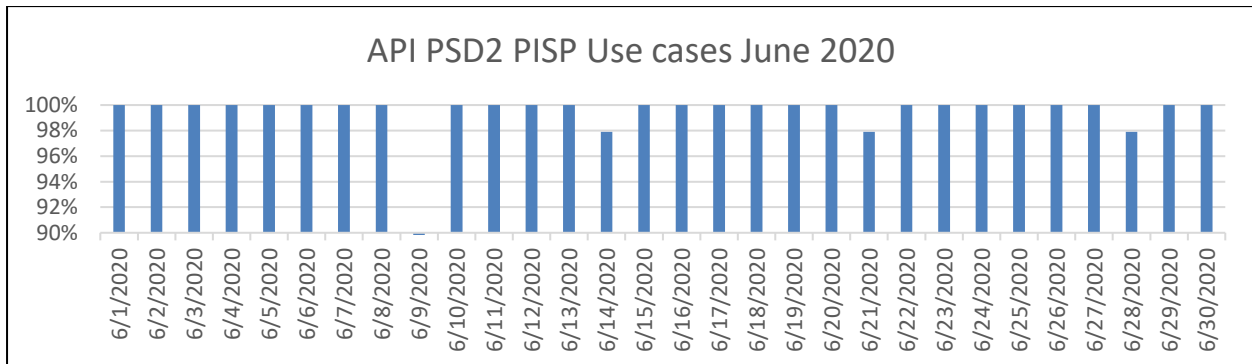
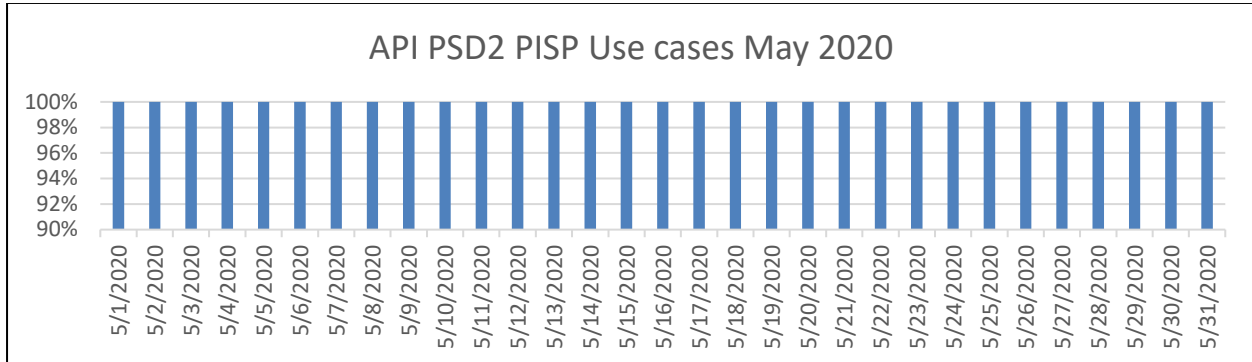
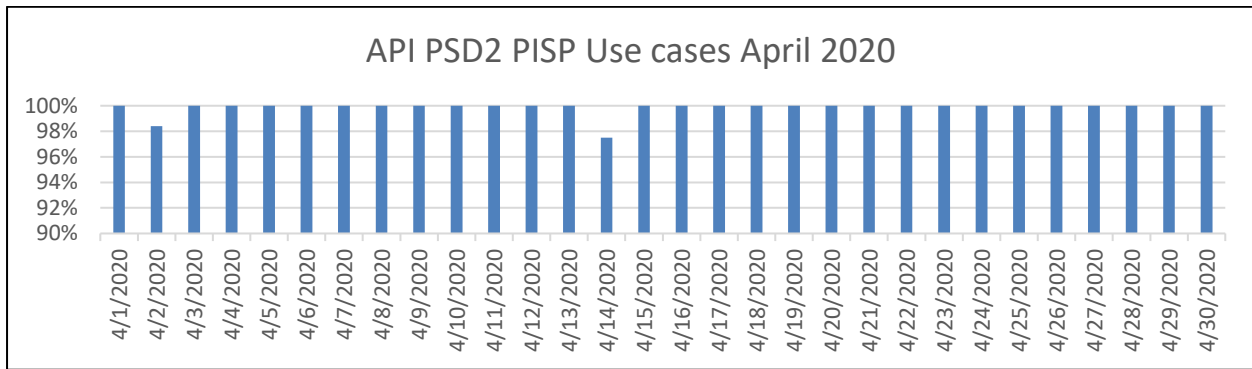
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- **Uptime Percentage PISP**





- **Downtime Percentage**

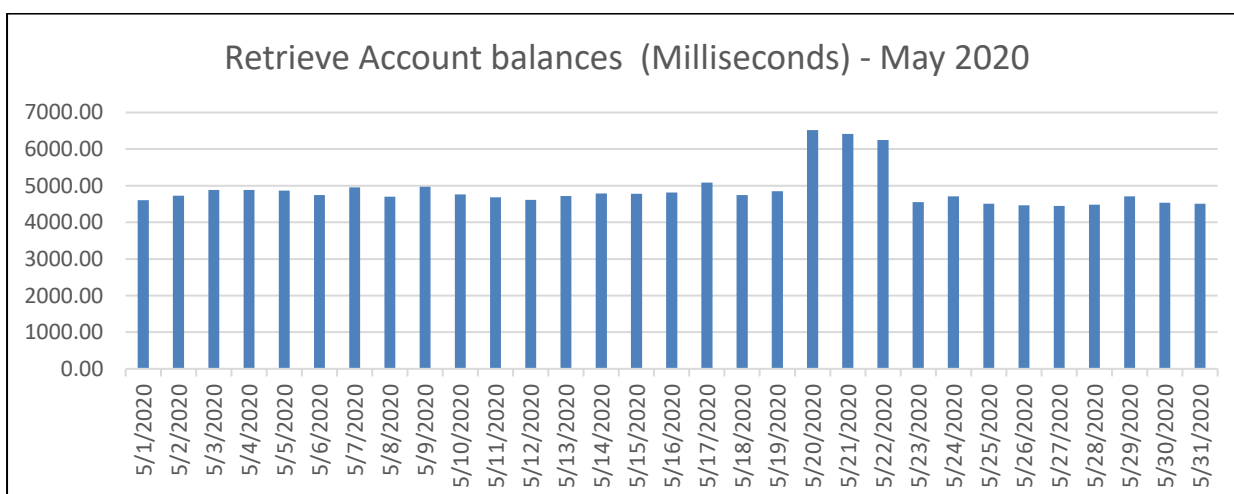
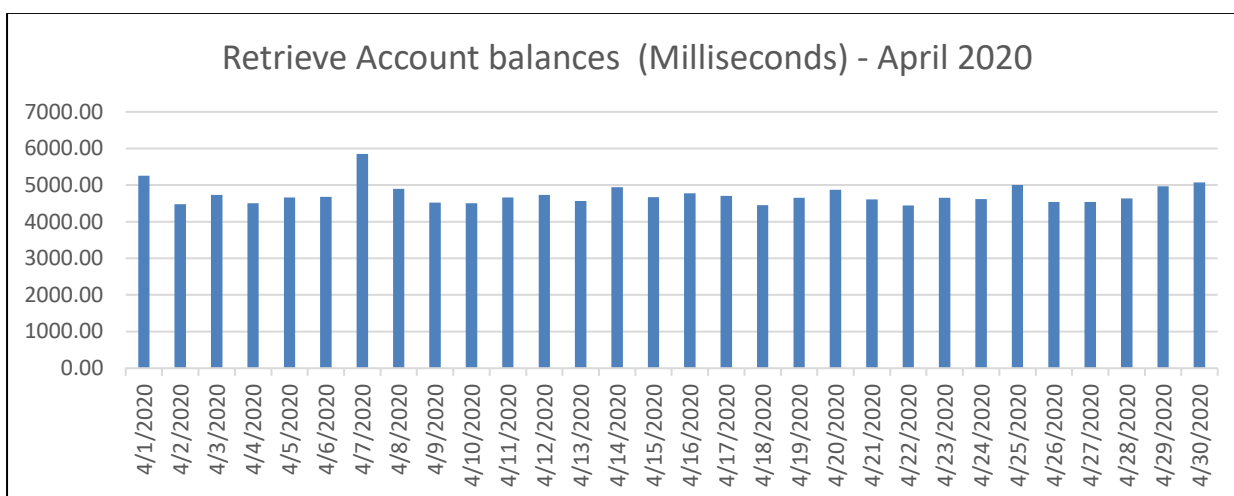
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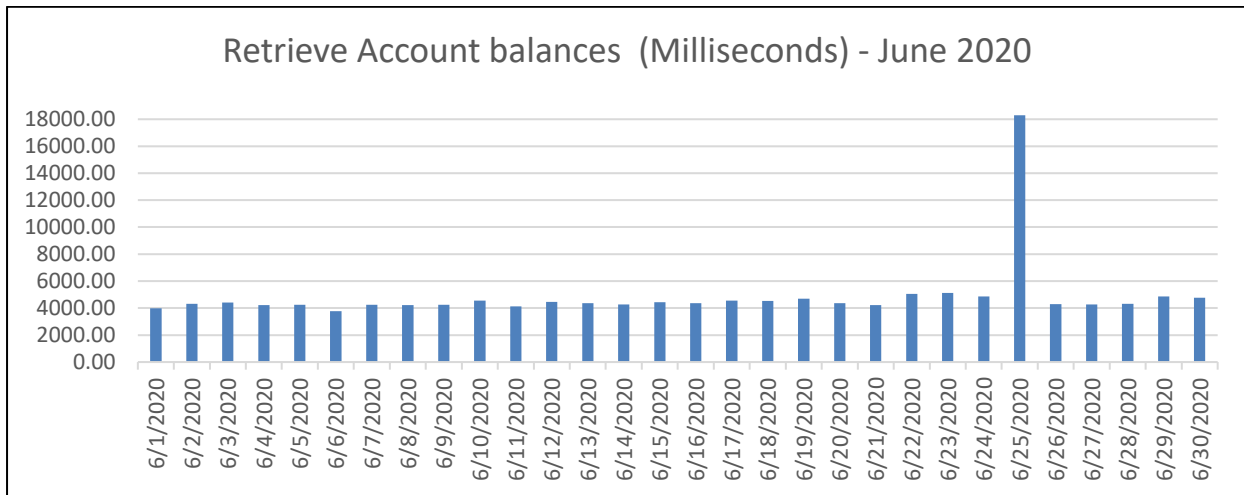
Percentage of downtime is null in June, except 09/06 (29,2%), 14/06 (2,1%), 21/06 (2,1%), 28/06 (2,1%).

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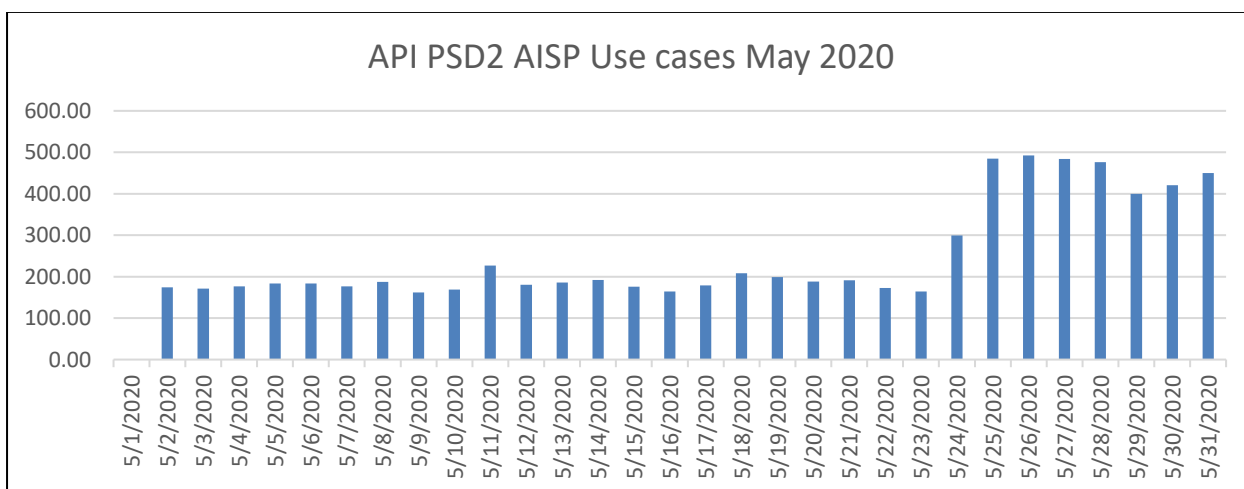
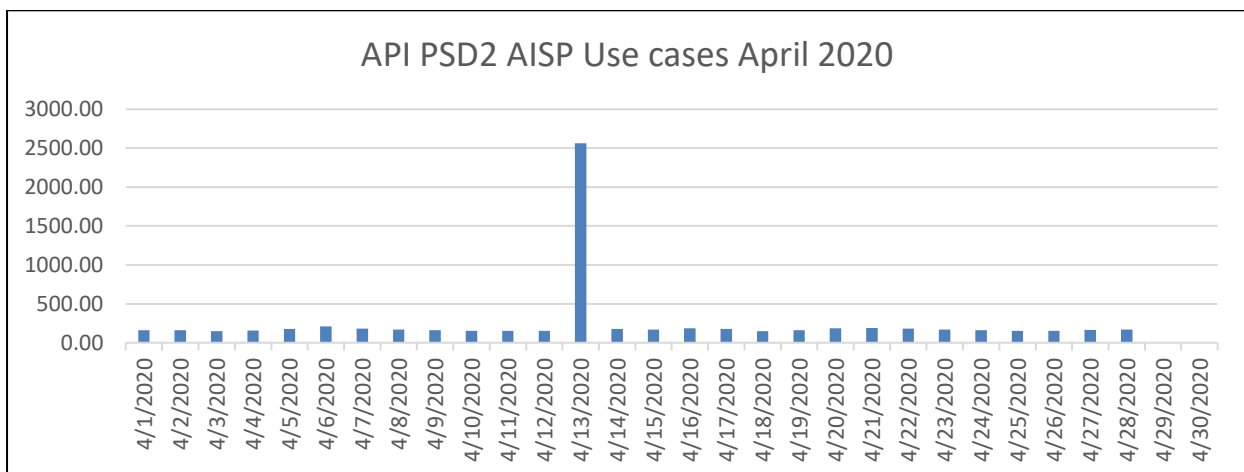
4. CONNEXIS CASH AND API PSD2 PERFORMANCE

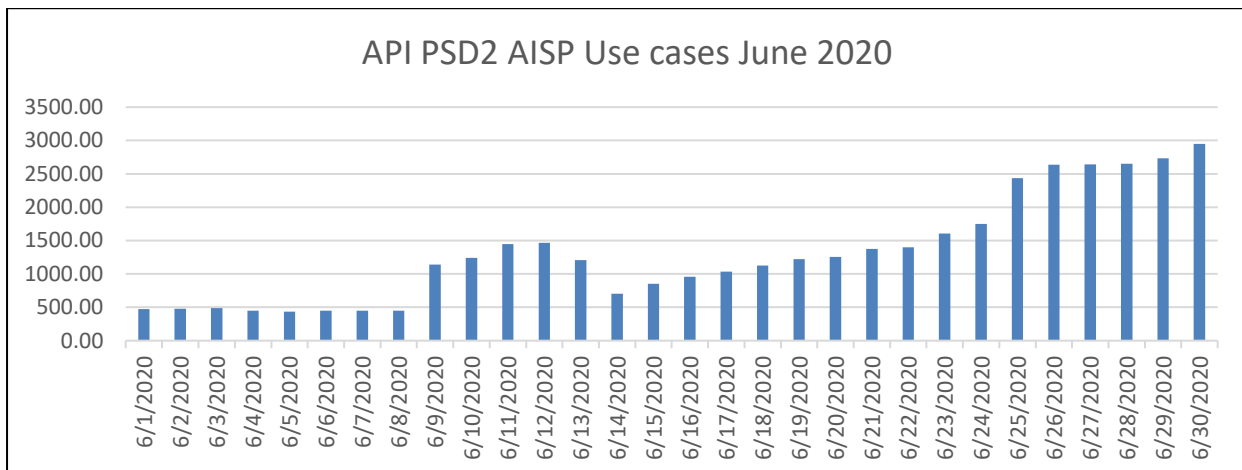
- Performance : Average response time Connexis Cash (AISP)



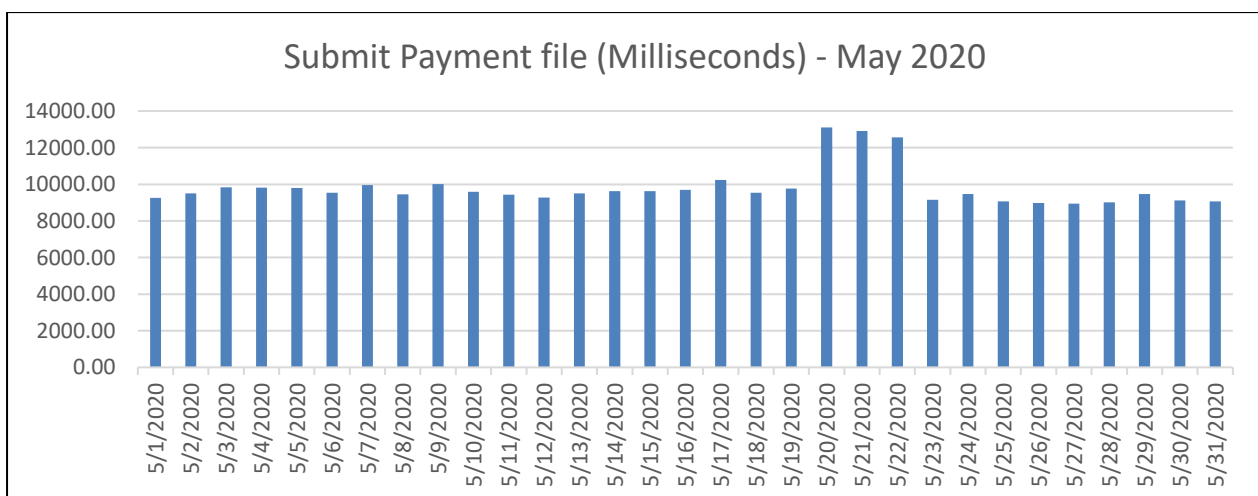
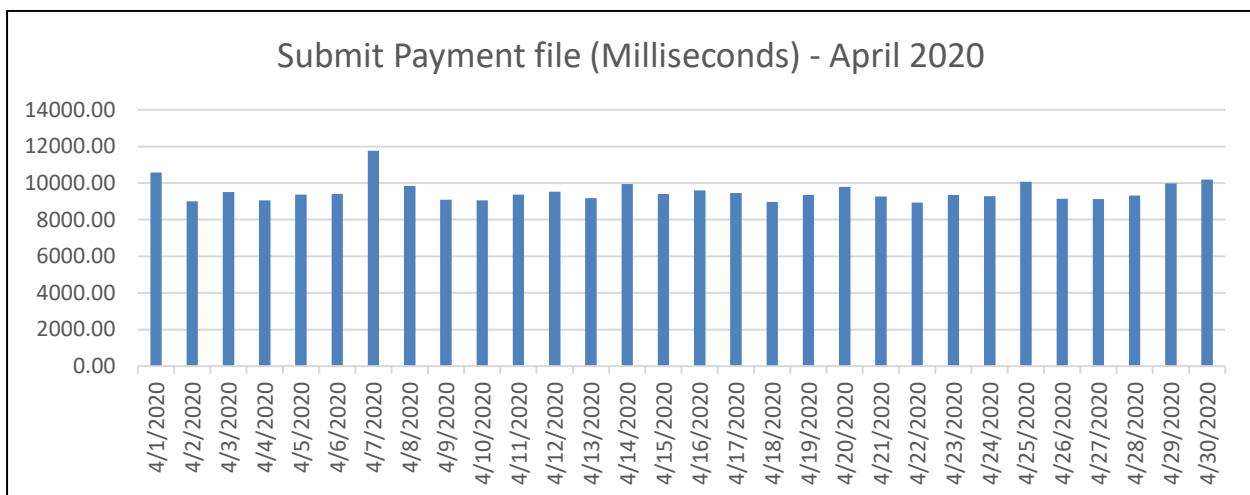


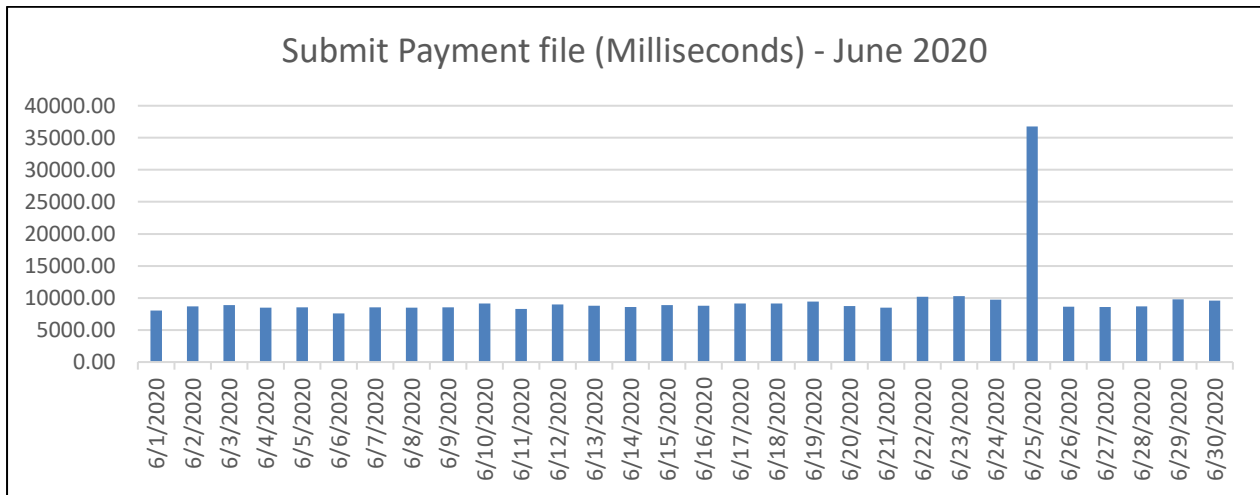
- Performance : Average response time AISP API PSD2



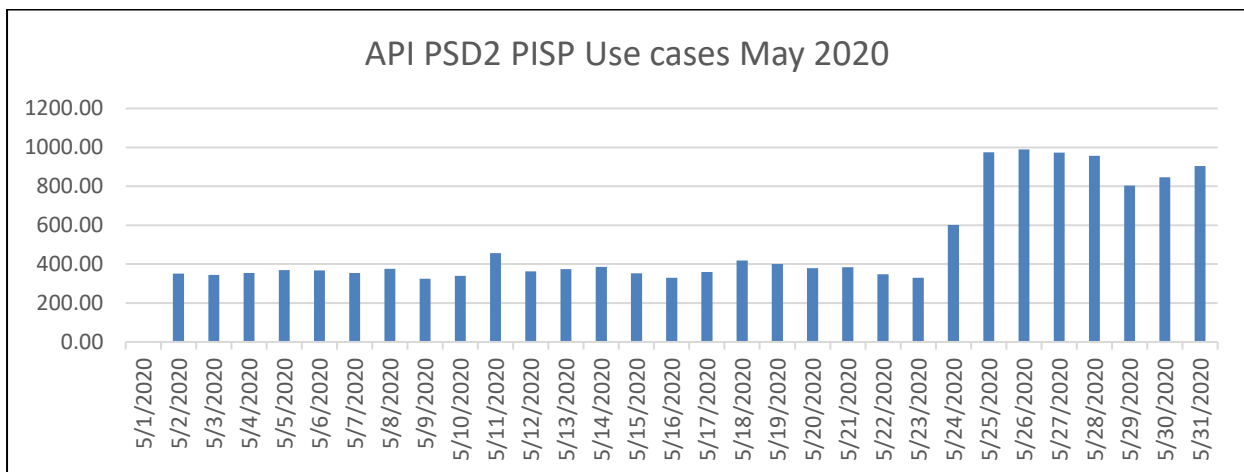
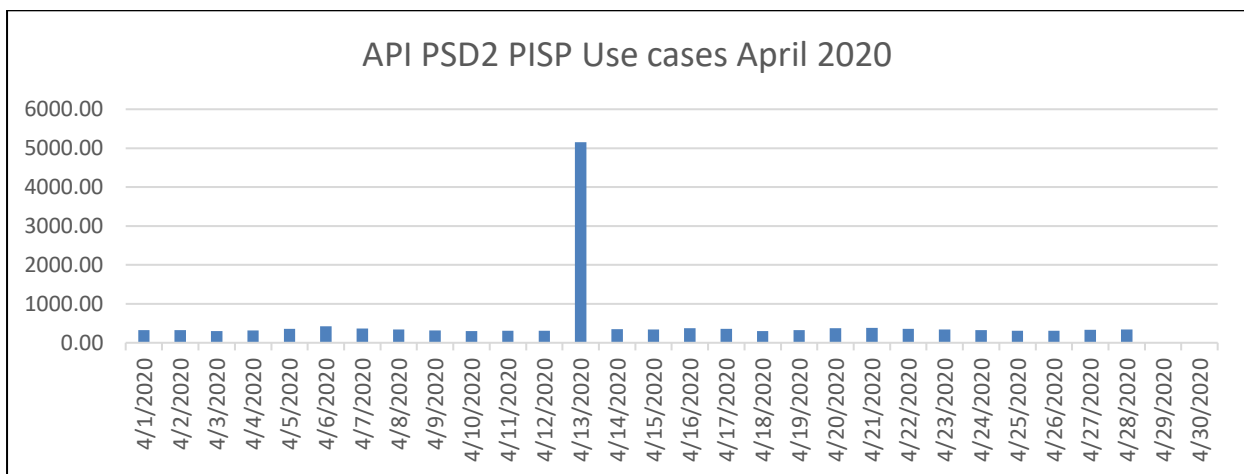


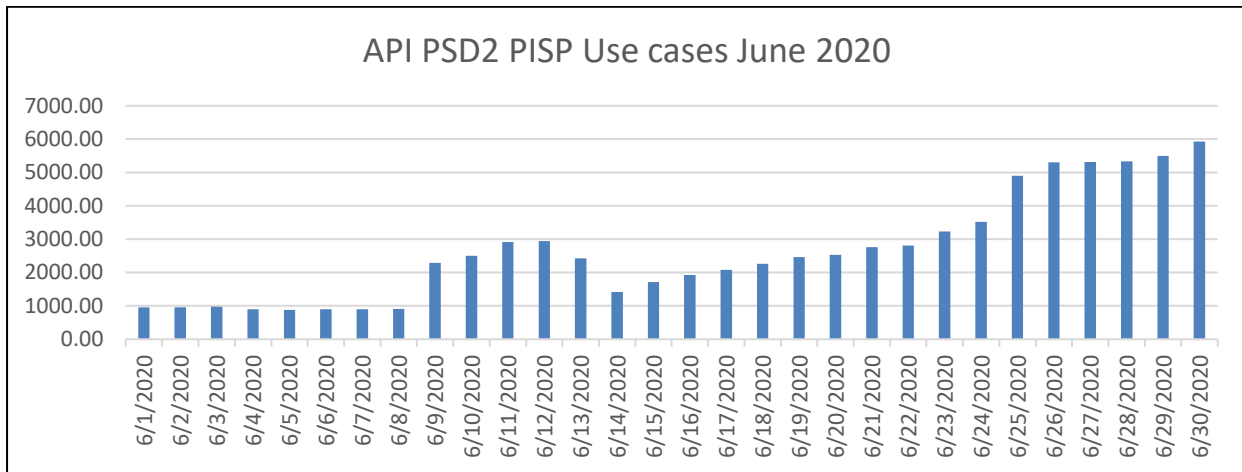
- Performance : Average response time Connexis Cash New UI (PISP)



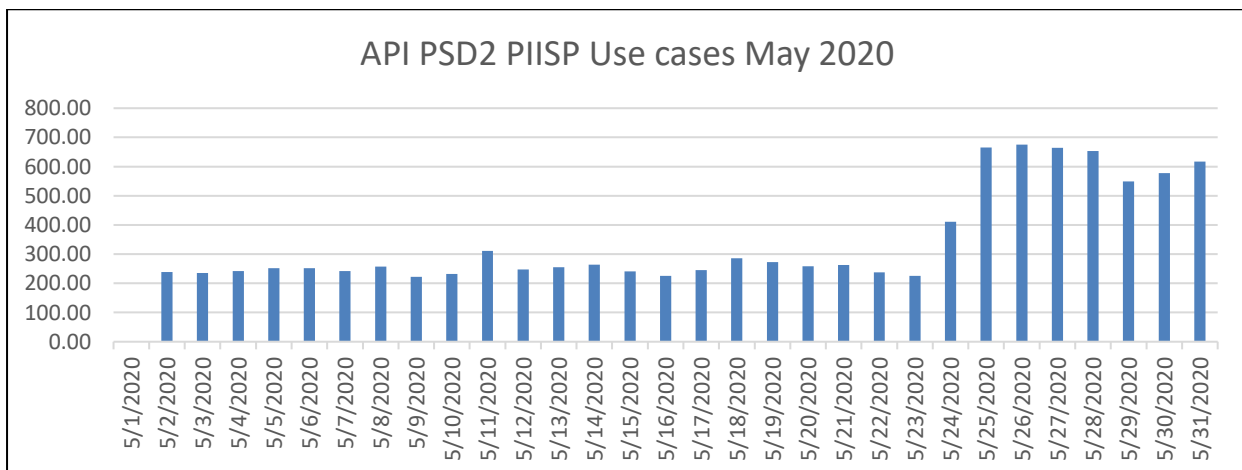
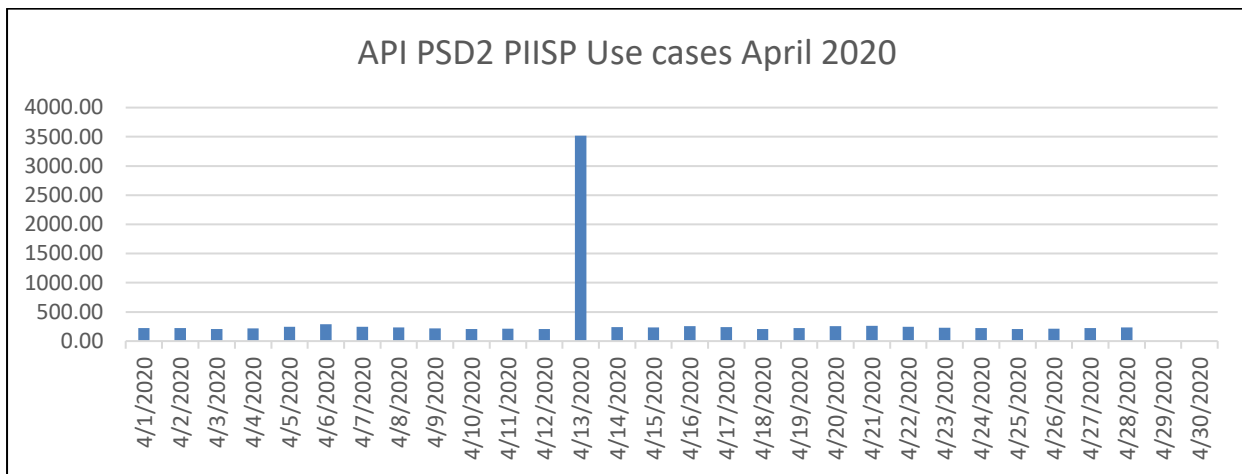


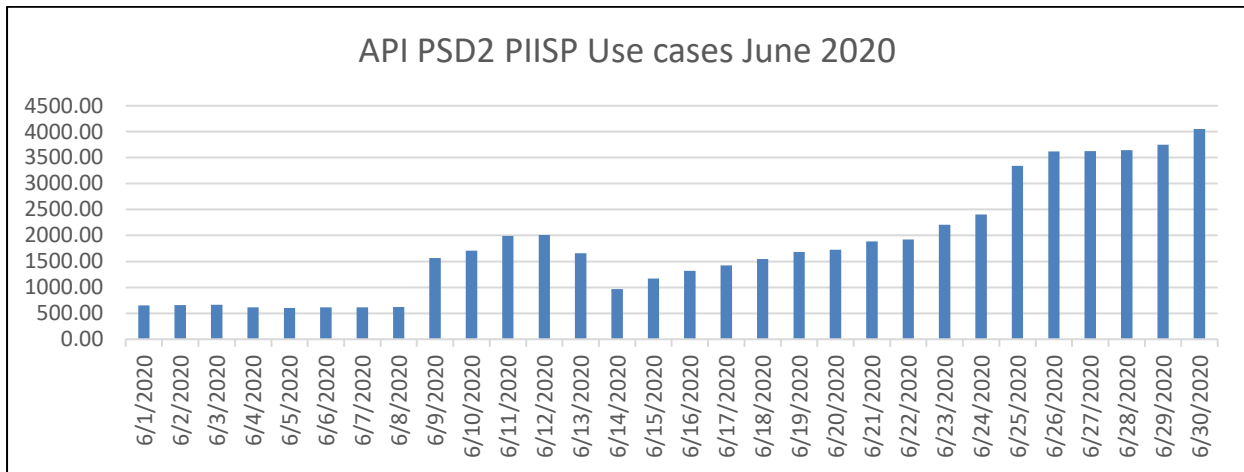
- Performance : Average response time PISP API PSD2





- Performance : Average response time PIISP API PSD2





The PIISP service is not offered as such in Connexis Cash; this feature is only used by BNPP systems to ensure that the customer has enough funds when he authorizes his payment.