

# Belfius performance & availability report

Year	Month	Day	API Account			API Account Belfius Direct Net			API Account Transaction			API Account Transaction Belfius Direct Net			API Account Transaction Belfius Mobile			PIS Open			PIS Create Belfius Direct Net			PIS Create Belfius Mobile						
			Average response time (ms)	Availability	Unavailability	Average response time (ms)	Availability	Unavailability	Average response time (ms)	Availability	Unavailability	Average response time (ms)	Availability	Unavailability	Average response time (ms)	Availability	Unavailability	Average response time (ms)	Availability	Unavailability	Average response time (ms)	Availability	Unavailability	Average response time (ms)	Availability	Unavailability				
2021	October	20211001	858	100.00%		7,142.5	100.00%		3,438.25	100.00%		759.75	100.00%		7,033.5	100.00%		2,331.75	100.00%		670.33	100.00%		12,001.5	100.00%		6,483.75	100.00%		
2021	October	20211003	727	100.00%		13,270	100.00%		2,925.33	100.00%		515.5	100.00%		13,800	100.00%		2,515.33	100.00%		719	100.00%		17,812.67	100.00%		6,247.67	100.00%		
2021	October	20211004	854.33	100.00%		13,579.33	100.00%		3,968	100.00%		634.67	100.00%		12,901.33	100.00%		3,851	100.00%		719	100.00%		17,812.67	100.00%		6,080	100.00%		
2021	October	20211005	670.5	100.00%		13,840	100.00%		2,527.33	100.00%		615.75	100.00%		13,930.5	100.00%		2,765.33	100.00%		718	100.00%		17,971.5	100.00%		6,027.33	100.00%		
2021	October	20211006	884	100.00%		15,055	100.00%		2,897.67	100.00%		488	100.00%		19,220	100.00%		2,954	100.00%		3,120.33	100.00%		18,334	100.00%		6,301	100.00%		
2021	October	20211007	847.5	100.00%		14,950.5	100.00%		2,393	25.00%	75.00%	460.75	100.00%		14,907	100.00%		2,348	25.00%	75.00%	2,198.33	100.00%		18,076.5	100.00%		5,881	25.00%	75.00%	
2021	October	20211009	808	100.00%		15,660	100.00%			100.00%		671	100.00%		16,744	100.00%			100.00%		3,663.83	100.00%		21,244	100.00%			100.00%		
2021	October	20211010	688.5	100.00%		16,828	100.00%			100.00%		540	100.00%		16,734	100.00%			100.00%		663.17	100.00%		20,155	100.00%			100.00%		
2021	October	20211011	761.75	100.00%		16,342.5	100.00%			100.00%		959.9	100.00%		16,122.5	100.00%			100.00%		1,360.75	100.00%		18,532	80.00%	50.00%		100.00%		
2021	October	20211012	664.5	100.00%		16,119	100.00%		2,477	100.00%		502	100.00%		19,077	100.00%		3,015	100.00%		753.33	100.00%		24,191	100.00%		6,207	100.00%		
2021	October	20211016	873	100.00%		16,502	100.00%		3,111.75	80.00%	20.00%	471	100.00%		18,716	100.00%		2,650.75	80.00%	20.00%	611.33	100.00%		22,749	100.00%		6,033.25	80.00%	20.00%	
2021	October	20211017	835	100.00%		23,131.5	100.00%			100.00%		638.5	100.00%		23,297.5	100.00%			100.00%		706.17	100.00%		30,029	100.00%			100.00%		
2021	October	20211018	847.25	100.00%		31,483	100.00%			100.00%		1,476.75	100.00%		31,478.5	100.00%			100.00%		2,513.42	100.00%		30,090	100.00%			100.00%		
2021	October	20211019	873.14	100.00%		30,916	100.00%		2,822.5	25.00%	75.00%	678.57	100.00%		32,095	83.33%	16.67%	4,476.5	25.00%	75.00%	1,278.02	100.00%		38,386.6	100.00%		8,468.5	25.00%	75.00%	
2021	October	20211022	628	100.00%		24,569	100.00%		3,212	100.00%		532.5	100.00%		24,272	100.00%		3,244	100.00%		663.67	100.00%		27,523	100.00%		6,180	100.00%		
2021	October	20211023	725	100.00%		20,385.5	100.00%		2,653.2	100.00%		586	100.00%		20,849.67	100.00%		3,219.2	100.00%		898.42	100.00%		23,946.67	100.00%		6,317.2	100.00%		
2021	October	20211024	728.75	100.00%		20,022	100.00%		2,917.5	100.00%		503.5	100.00%		20,062	100.00%		2,909.5	100.00%		765.67	100.00%		26,576	100.00%		6,087	100.00%		
2021	October	20211026	728	100.00%		28,278	100.00%			100.00%		563.5	100.00%		27,763	100.00%			100.00%		865.17	100.00%		35,262	100.00%			100.00%		
2021	October	20211027	905	100.00%		25,058	100.00%			100.00%		517	100.00%		25,923	100.00%			100.00%		2,970.33	100.00%		29,891	100.00%			100.00%		
2021	October	20211029	670.5	100.00%		21,153	100.00%			100.00%		678.9	100.00%			100.00%			100.00%		840.67	100.00%			100.00%			100.00%		
2021	November	20211102	964.5	100.00%		19,716	100.00%		2,160	50.00%	50.00%	583	100.00%		19,325.5	100.00%		3,003	50.00%	50.00%	2,818.33	100.00%		26,915.5	100.00%		6,142	50.00%	50.00%	
2021	November	20211103	760	100.00%		23,619.5	100.00%		2,448.5	100.00%		652.75	100.00%		23,242	100.00%		3,364.5	100.00%		1,260.25	100.00%		27,600.5	100.00%		6,797.5	100.00%		
2021	November	20211108	1,284.5	100.00%				3,281	100.00%		671.5	100.00%			3,281	100.00%		3,111	100.00%		3,668	100.00%			6,613	100.00%			100.00%	
2021	November	20211112	783	100.00%		25,562	100.00%		3,374.33	100.00%		485.5	100.00%		26,916	100.00%		3,401.33	100.00%		1,833.67	100.00%		31,213	100.00%		6,958.67	100.00%		
2021	November	20211114	1,425	100.00%			100.00%			100.00%		661.5	100.00%			100.00%			100.00%		644.33	100.00%				100.00%		100.00%		
2021	November	20211115	717.25	100.00%			100.00%		2,176	100.00%		497.75	100.00%			100.00%		4,358.5	100.00%		1,205.58	100.00%				100.00%	7,553	100.00%		
2021	November	20211116	690	100.00%		34,381	90.00%	50.00%	2,871.75	100.00%		524.25	100.00%		38,713	100.00%		4,507	100.00%		1,364	100.00%		45,521	100.00%		8,704	100.00%		
2021	November	20211118	817.5	100.00%		28,828	100.00%			100.00%		584.5	100.00%		30,068	100.00%			100.00%		784	100.00%		38,537	100.00%		6,970	100.00%		
2021	November	20211119	834.5	100.00%		8,585	100.00%		3,414	100.00%		510	100.00%		8,161	100.00%		2,374	100.00%		846.17	100.00%		13,510	100.00%		5,790	100.00%		
2021	November	20211120	790.63	100.00%		33,307.33	75.00%	25.00%	2,650.5	100.00%		631.63	100.00%		34,236.25	100.00%		3,746.5	100.00%		676.67	100.00%		48,458.5	100.00%		9,955.17	100.00%		
2021	November	20211121	784	100.00%		6,004	100.00%		2,144	100.00%		560.9	100.00%		6,041	100.00%		1,848	100.00%		730.67	100.00%		14,628	100.00%		6,068.17	100.00%		
2021	November	20211122	692	100.00%		12,432.5	100.00%		2,562.4	100.00%		545	100.00%		11,795.5	100.00%		2,727.6	100.00%		740.17	100.00%		19,383	100.00%		6,411.4	100.00%		
2021	November	20211125	863.5	100.00%		7,272	100.00%		2,748.5	100.00%		528.5	100.00%		7,418	100.00%		2,427	100.00%		898.17	100.00%		11,287	100.00%		6,320	100.00%		
2021	November	20211128	807	100.00%		6,138	90.00%	60.00%	2,148	100.00%		532.25	100.00%		6,071	100.00%		2,388	100.00%		744.33	100.00%		13,891.5	100.00%		6,428.5	100.00%		
2021	December	20211210	794	100.00%					4,374	100.00%		741	100.00%					3,203	100.00%		858	100.00%					7,590	100.00%		
2021	December	20211211	915.75	100.00%		6,044	90.00%	50.00%	2,252	100.00%		689.5	100.00%		7,204	100.00%		2,297.5	100.00%		784.25	100.00%		16,124.5	100.00%		6,649	100.00%		
2021	December	20211215	696	100.00%		5,959	100.00%		2,881.5	100.00%		565.5	100.00%		5,991	100.00%					663.33	100.00%		16,022	100.00%		5,590.25	100.00%		
2021	December	20211217	910.5	100.00%					4,093	100.00%		560.5	100.00%					2,560	100.00%		753.17	100.00%					5,513	100.00%		
2021	December	20211218	839	100.00%		7,484	100.00%		2,054.5	100.00%		520.5	100.00%		7,241	100.00%		2,212.5	100.00%		746.83	100.00%		13,258	100.00%		5,368.5	100.00%		
2021	December	20211220	1,203.25	100.00%		7,066.5	100.00%		2,618.67	100.00%		562.75	100.00%		7,043.5	100.00%		2,268.33	100.00%		794.64	100.00%		12,208.5	100.00%		5,823.33	100.00%		
2021	December	20211222	833	100.00%		9,074	100.00%		2,638.5	100.00%		646	100.00%		9,460	100.00%		2,414.5	100.00%		863.92	100.00%		16,998	100.00%		5,750	100.00%		
2021	December	20211223	818.5	100.00%		8,740	100.00%		2,790.5	100.00%		548.5	100.00%		8,504	100.00%		2,539	100.00%		678.83	100.00%		13,738	100.00%		5,749	100.00%		
2021	December	20211224	647	100.00%		9,222	100.00%		2,838.5	100.00%		585	100.00%		9,284	100.00%		2,595	100.00%		672	100.00%		15,993	100.00%		5,494.5	100.00%		
2021	December	20211226	863	100.00%		6,243	100.00%		3,159	100.00%		667	100.00%		6,314	100.00%		2,329	100.00%		754	100.00%		13,171	100.00%		6,467	100.00%		
2021	December	20211227	826.17	100.00%		6,338	100.00%		2,629.25	100.00%		668.67	100.00%		8,417.67	100.00%		2,297.5	100.00%		680.36	100.00%		14,984.33	100.00%		6,791.25	100.00%		
2021	December	20211230	881.76	100.00%		7,312.5	100.00%		2,546	100.00%		589.5	100.00%		7,892.5	100.00%		2,188.5	100.00%		762.27	100.00%					5,850	100.0		