

### January 2020 Dashboard

KPIs	API	BS Online	BS Movil	TSL
Activity time	100	99,87	99,89	99,8
Inactivity Time	0	0,13	0,11	0,2
ART AIS	1116,5	2917	2630	3500
ART PIS	2635	1711	1710	2000

### February 2020 Dashboard

KPIs	API	BS Online	BS Movil	TSL
Activity time	100	99,97	99,97	99,8
Inactivity Time	0	0,03	0,03	0,2
ART AIS	1493	2901	2084	3500
ART PIS	2727	1706	1695	4000

### March 2020 Dashboard

KPIs	API	BS Online	BS Movil	TSL
Activity Time	100	99,92	100	99,8
Inactivity Time	0	0,08	0	0,2
ART AIS	1264,5	3017,5	2583,5	3500
ART PIS	1205	1692	1691	4000

The information provided refers to the indicated periods of activity, in the productive environments of the APIs and other channels of Banco Sabadell.

Glossary:

- TSL Target Service Level
- Activity Time (daily average shown in percentage).
- Inactivity Time (daily average shown in percentage).
- ART AIS (Average Response Time from the Account Information Service, in milliseconds).
- ART PIS (Average Response Time from the Payment Information Service, in milliseconds).