

October 2020 Dashboard

KPIs	Canal API	BS Online	BS Mobile	ONS
Activity time	100	99,61	99,78	99,8
Inactivity time	0,00	0,39	0,22	0,2
ART AIS	983	1.188	573	3.500
ART PIS	1.088	1.709	1.777	3.500

November 2020 Dashboard

KPIs	Canal API	BS Online	BS Mobile	ONS
Activity time	100	100	99,96	99,8
Inactivity time	0,00	0,00	0,04	0,2
ART AIS	1.043	1.217	574	3.500
ART PIS	1.155	1.679	1.772	3.500

December 2020 Dashboard

KPIs	Canal API	BS Online	BS Mobile	ONS
Activity time	100	99,88	99,88	99,8
Inactivity time	0,00	0,12	0,12	0,2
ART AIS	1.034	1.189	565	3.500
ART PIS	1.146	1.612	1.787	3.500

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

Glossary:

- 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).