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KPI & Statistics
Q1 2021





Dedicated Interface

2021	AIS Bal	AIS Tra	PIS Single	PIIS
January 2021	0	0	0	0
February 2021	0	0	0	0
March 2021	0	0	0	0

ERR
0%
0%
0%

Up (AIS)	Up (PIS)	Up (PIIS)
100%	100%	100%
100%	100%	100%
98%	98%	98%

All figures are shown as a monthly average time (in milliseconds) resp. percentage (in %) value.

Find more information on our KPIs here: <https://www.deutsche-bank.de/pk/lp/xs2a/psd2-statistics.standalone.html>

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Annex: Service Level Targets

A comparison of SLTs between the online channels and the dedicated interface is being provided below.

The dedicated Interface (TPP API) is compared to each channel application separately, hence the same is applicable for the respective service level targets also. For the channel men

Client hotline (L1): Monday to Friday, from 8.15 am to 5.30 pm IT support (L2): Monday to Friday, from 8 am to 6 pm

(L2) on call Support: 24 x 7

All figures are shown as a montly average time (in milliseconds) resp. percentage (in %) value.

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