

KPI Report

| Date                       | Dedicated Interface (COMSUITE API) |  |  |                |                    |                |  |                    |                |                |   |   |   |                          | User Interface (GCMS Plus)   |   |                |                             |                |  |  |         |
|----------------------------|------------------------------------|--|--|----------------|--------------------|----------------|--|--------------------|----------------|----------------|---|---|---|--------------------------|--|---|----------------|-----------------------------|----------------|--|--|---------|
|                            | Uptime                             | Downtime   | PISP Response  |                |                    |                |  |                    | AISP Response  |                |   |   |   | FCS                      | Error Rate   | Uptime  | Downtime       | Payment initiation Response |                | Account inquiry Response   |  | Average |
|                            |                                    |  | Post payment   |                | Get payment status |                | Average  | Reachable Accounts | Balances       | Transactions   | Average   | Single payment  | Bulk payment  |                          |  |   |                | Balances                    | Transactions   |  |  |         |
|                            |                                    |  | Single payment   | Bulk payment   | Single payment     | Bulk payment   |  |                    |                |                |   |   |   |                          |  |   |                |                             |                |  |  |         |
| Calendar date based on JST | Shown in %; 1 - Downtime           | Shown in %; Get downtime of API gateway from system monitoring log<br>*Planned downtime (regular weekly maintenance window) is included. | Shown in milliseconds; Calculate API response time by getting following information from system log; [Start] Receive POST request [End] Send response back | Same with left | Same with left     | Same with left | Shown in milliseconds; Calculate the average response time for row F, G, H, I. | Same with left     | Same with left | Same with left | Shown in milliseconds; Calculate the average response time for row K, L, M. | Shown in milliseconds; Calculate API response time by getting following information from system log; [Start] Receive POST request [End] Send true/false response back | Shown in %; Calculate error rate by getting number of http response and http code from API gateway log; Number of 408, 503, 500 responses / Number of total calls | Shown in %; 1 - Downtime | Shown in %; Get downtime of GCMS Plus from system monitoring log<br>*Planned downtime (regular weekly maintenance window) is included. | Shown in milliseconds; Sum of below two figures obtained from system logs;<br>- Processing time of GCMS Plus<br>- Internal network time | Same with left | Same with left              | Same with left | Shown in milliseconds; Calculate the average response time for row S, T, U, V. |  |         |
| 01 Oct 2021                | Fri                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 164   | 293            | 113                         | 188            | 189  |  |         |
| 02 Oct 2021                | Sat                                | 91.67%   | 8.33%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 91.68%                   | 8.32%  | 141   | 209            | 129                         | 225            | 176  |  |         |
| 03 Oct 2021                | Sun                                | 0.00%  | 100.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 0.00%                    | 100.00%  | -   | -              | -                           | -              | #DIV/0!  |  |         |
| 04 Oct 2021                | Mon                                | 91.67%   | 8.33%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 91.66%                   | 8.34%  | 150   | 239            | 120                         | 176            | 171  |  |         |
| 05 Oct 2021                | Tue                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 147   | 224            | 114                         | 176            | 165  |  |         |
| 06 Oct 2021                | Wed                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 152   | 226            | 116                         | 178            | 168  |  |         |
| 07 Oct 2021                | Thu                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 146   | 225            | 115                         | 170            | 164  |  |         |
| 08 Oct 2021                | Fri                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 163   | 228            | 115                         | 173            | 170  |  |         |
| 09 Oct 2021                | Sat                                | 91.67%   | 8.33%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 91.68%                   | 8.32%  | 147   | 139            | 125                         | 221            | 158  |  |         |
| 10 Oct 2021                | Sun                                | 0.00%  | 100.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 0.00%                    | 100.00%  | -   | -              | -                           | -              | #DIV/0!  |  |         |
| 11 Oct 2021                | Mon                                | 91.67%   | 8.33%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 91.66%                   | 8.34%  | 155   | 224            | 110                         | 165            | 163  |  |         |
| 12 Oct 2021                | Tue                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 141   | 207            | 112                         | 170            | 157  |  |         |
| 13 Oct 2021                | Wed                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 139   | 210            | 115                         | 169            | 158  |  |         |
| 14 Oct 2021                | Thu                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 148   | 256            | 109                         | 178            | 172  |  |         |
| 15 Oct 2021                | Fri                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 158   | 255            | 109                         | 180            | 176  |  |         |
| 16 Oct 2021                | Sat                                | 91.67%   | 8.33%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 91.67%                   | 8.33%  | 132   | 284            | 124                         | 193            | 183  |  |         |
| 17 Oct 2021                | Sun                                | 0.00%  | 100.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 0.00%                    | 100.00%  | -   | -              | -                           | -              | #DIV/0!  |  |         |
| 18 Oct 2021                | Mon                                | 91.67%   | 8.33%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 91.66%                   | 8.34%  | 145   | 262            | 107                         | 162            | 169  |  |         |
| 19 Oct 2021                | Tue                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 143   | 199            | 109                         | 173            | 156  |  |         |
| 20 Oct 2021                | Wed                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 137   | 203            | 113                         | 168            | 155  |  |         |
| 21 Oct 2021                | Thu                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 146   | 225            | 109                         | 175            | 163  |  |         |
| 22 Oct 2021                | Fri                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 148   | 212            | 113                         | 181            | 163  |  |         |
| 23 Oct 2021                | Sat                                | 91.67%   | 8.33%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 91.67%                   | 8.33%  | 181   | 196            | 126                         | 211            | 178  |  |         |
| 24 Oct 2021                | Sun                                | 0.00%  | 100.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 0.00%                    | 100.00%  | -   | -              | -                           | -              | #DIV/0!  |  |         |
| 25 Oct 2021                | Mon                                | 91.67%   | 8.33%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 91.66%                   | 8.34%  | 139   | 233            | 106                         | 172            | 162  |  |         |
| 26 Oct 2021                | Tue                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 148   | 248            | 108                         | 178            | 170  |  |         |
| 27 Oct 2021                | Wed                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 138   | 229            | 114                         | 186            | 167  |  |         |
| 28 Oct 2021                | Thu                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 149   | 288            | 110                         | 187            | 184  |  |         |
| 29 Oct 2021                | Fri                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 167   | 225            | 111                         | 186            | 172  |  |         |
| 30 Oct 2021                | Sat                                | 91.67%   | 8.33%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 91.69%                   | 8.31%  | 160   | 200            | 127                         | 217            | 176  |  |         |
| 31 Oct 2021                | Sun                                | 0.00%  | 100.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 0.00%                    | 100.00%  | -   | -              | -                           | -              | #DIV/0!  |  |         |
| 01 Nov 2021                | Mon                                | 91.67%   | 8.33%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 91.64%                   | 8.36%  | 170   | 367            | 107                         | 178            | 205  |  |         |
| 02 Nov 2021                | Tue                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 171   | 258            | 115                         | 193            | 184  |  |         |
| 03 Nov 2021                | Wed                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 161   | 223            | 115                         | 182            | 170  |  |         |
| 04 Nov 2021                | Thu                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 152   | 238            | 118                         | 187            | 174  |  |         |
| 05 Nov 2021                | Fri                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 155   | 246            | 115                         | 185            | 176  |  |         |
| 06 Nov 2021                | Sat                                | 91.67%   | 8.33%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 91.68%                   | 8.32%  | 149   | 188            | 128                         | 205            | 167  |  |         |
| 07 Nov 2021                | Sun                                | 0.00%  | 100.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 0.00%                    | 100.00%  | 486   | -              | -                           | -              | 486  |  |         |
| 08 Nov 2021                | Mon                                | 91.67%   | 8.33%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 91.66%                   | 8.34%  | 148   | 262            | 109                         | 164            | 171  |  |         |
| 09 Nov 2021                | Tue                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 148   | 220            | 115                         | 169            | 163  |  |         |
| 10 Nov 2021                | Wed                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 147   | 223            | 112                         | 173            | 164  |  |         |
| 11 Nov 2021                | Thu                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 147   | 206            | 116                         | 175            | 161  |  |         |
| 12 Nov 2021                | Fri                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 161   | 223            | 117                         | 171            | 168  |  |         |
| 13 Nov 2021                | Sat                                | 91.67%   | 8.33%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 91.67%                   | 8.33%  | 139   | 184            | 137                         | 187            | 162  |  |         |
| 14 Nov 2021                | Sun                                | 0.00%  | 100.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 0.00%                    | 100.00%  | -   | -              | -                           | -              | #DIV/0!  |  |         |
| 15 Nov 2021                | Mon                                | 91.67%   | 8.33%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 91.66%                   | 8.34%  | 144   | 301            | 105                         | 161            | 178  |  |         |
| 16 Nov 2021                | Tue                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 157   | 218            | 112                         | 172            | 165  |  |         |
| 17 Nov 2021                | Wed                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 142   | 202            | 110                         | 172            | 157  |  |         |
| 18 Nov 2021                | Thu                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 141   | 219            | 112                         | 179            | 163  |  |         |
| 19 Nov 2021                | Fri                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 144   | 224            | 110                         | 176            | 163  |  |         |
| 20 Nov 2021                | Sat                                | 91.67%   | 8.33%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 91.67%                   | 8.33%  | 145   | 196            | 127                         | 200            | 167  |  |         |
| 21 Nov 2021                | Sun                                | 0.00%  | 100.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 0.00%                    | 100.00%  | -   | -              | -                           | -              | #DIV/0!  |  |         |
| 22 Nov 2021                | Mon                                | 91.67%   | 8.33%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 91.66%                   | 8.34%  | 138   | 278            | 107                         | 165            | 172  |  |         |
| 23 Nov 2021                | Tue                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 134   | 197            | 111                         | 170            | 153  |  |         |
| 24 Nov 2021                | Wed                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 139   | 214            | 118                         | 173            | 161  |  |         |
| 25 Nov 2021                | Thu                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 142   | 237            | 117                         | 184            | 170  |  |         |
| 26 Nov 2021                | Fri                                | 100.00%  | 0.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 100.00%                  | 0.00%  | 141   | 209            | 113                         | 189            | 163  |  |         |
| 27 Nov 2021                | Sat                                | 91.67%   | 8.33%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 91.67%                   | 8.33%  | 135   | 198            | 118                         | 205            | 164  |  |         |
| 28 Nov 2021                | Sun                                | 0.00%  | 100.00%  | -              | -                  | -              | -  | -                  | -              | -              | -   | -   | 0%  | 0.00%                    | 100.00%  | -   | -</            |                             |                |  |  |         |

