

Permanent TSB Group

PSD2 Availability and Performance Report

1st July 2021 – 30th September 2021

20th October 2021



Introduction


We are pleased to present our latest quarterly PSD2 Availability and Performance report covering the period from 1st July 2021 – 30th September 2021. This provides operational statistics for our Third Party Provider (TPP) dedicated channel and our Open24 online channel.

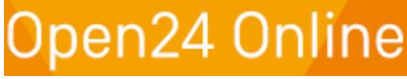
During this period the bank has provided service to a number of authorised TPPs who have registered application(s) on the bank's TPP dedicated channel. We continue to monitor service levels to compare TPP service with our existing channels and are committed to providing high quality service across all channels used by our customers.

If you have any comments or feedback, please contact us on 01-215-7369 from within the Republic of Ireland and +353 1-215-7369 from outside the Republic of Ireland.


Note: Please see Appendix at the end of the document for further information on scheduled maintenance during the period.


July 2021

July 2021	TPP APIs V3.1				
					
	Availability Indicator		Performance Indicator		
	Uptime (%)	Downtime (%)	Average transaction response		Error Rate
PISP response (ms)			AISP response (ms)	%	
01/07/2021	99.99	0.01%	1,866	1,277	0.01%
02/07/2021	99.92	0.08%	2,640	1,320	0.08%
03/07/2021	99.93	0.07%	3,188	1,314	0.07%
04/07/2021	99.99	0.01%	4,225	1,363	0.01%
05/07/2021	99.99	0.01%	2,355	1,381	0.01%
06/07/2021	99.99	0.01%	2,811	1,410	0.01%
07/07/2021	98.32	1.68%	3,261	1,466	1.68%
08/07/2021	99.99	0.01%	2,259	8,510	0.01%
09/07/2021	100.00	0.00%	1,568	1,235	0.00%
10/07/2021	100.00	0.00%	2,846	1,211	0.00%
11/07/2021	100.00	0.00%	4,600	1,314	0.00%
12/07/2021	100.00	0.00%	2,588	1,360	0.00%
13/07/2021	100.00	0.00%	1,848	1,504	0.00%
14/07/2021	100.00	0.00%	2,547	1,571	0.00%
15/07/2021	100.00	0.00%	3,178	1,456	0.00%
16/07/2021	100.00	0.00%	3,126	1,289	0.00%
17/07/2021	100.00	0.00%	3,705	1,234	0.00%
18/07/2021	100.00	0.00%	4,050	1,222	0.00%
19/07/2021	100.00	0.00%	2,668	1,302	0.00%
20/07/2021	100.00	0.00%	1,888	1,280	0.00%
21/07/2021	100.00	0.00%	2,465	1,291	0.00%
22/07/2021	100.00	0.00%	1,623	1,371	0.00%
23/07/2021	100.00	0.00%	2,030	1,357	0.00%
24/07/2021	100.00	0.00%	4,047	1,343	0.00%
25/07/2021	100.00	0.00%	4,793	1,303	0.00%
26/07/2021	100.00	0.00%	1,791	1,557	0.00%
27/07/2021	100.00	0.00%	1,774	1,458	0.00%
28/07/2021	100.00	0.00%	3,176	1,691	0.00%
29/07/2021	100.00	0.00%	2,503	1,685	0.00%
30/07/2021	100.00	0.00%	2,768	2,053	0.00%
31/07/2021	100.00	0.00%	4,330	1,761	0.00%


Open24.ie							
							
Availability Indicator		Performance Indicator					
Uptime (%)	Downtime (%)	Average transaction response					
		Open24 PISP response (ms)	Open24 AISP response (ms)	Business24 PISP response (ms)	Business24 AISP response (ms)	Online24 PISP response (ms)	Online24 AISP response (ms)
99.99	0.01%	643	596	672	623	303	281
100.00	0.00%	608	611	645	648	241	242
100.00	0.00%	578	575	600	597	231	230
100.00	0.00%	564	571	578	586	229	232
100.00	0.00%	607	612	645	650	244	246
100.00	0.00%	607	605	631	629	266	265
98.33	1.67%	683	604	721	638	269	238
99.97	0.03%	582	604	602	625	240	249
100.00	0.00%	592	592	628	628	285	285
100.00	0.00%	470	576	496	608	283	347
100.00	0.00%	538	581	553	597	249	269
100.00	0.00%	592	590	631	628	251	250
100.00	0.00%	619	583	649	612	296	279
100.00	0.00%	603	592	622	611	281	276
100.00	0.00%	739	612	780	646	332	275
100.00	0.00%	598	596	626	624	254	253
100.00	0.00%	668	574	673	578	284	244
100.00	0.00%	580	570	593	583	242	238
100.00	0.00%	595	609	633	648	251	257
99.21	0.79%	619	614	634	629	256	254
100.00	0.00%	613	606	646	638	255	252
100.00	0.00%	633	616	655	637	291	283
100.00	0.00%	597	635	624	664	266	283
100.00	0.00%	679	619	708	645	270	246
100.00	0.00%	616	604	647	634	247	242
100.00	0.00%	657	645	679	666	269	264
100.00	0.00%	596	612	639	656	256	263
100.00	0.00%	635	609	676	648	269	258
100.00	0.00%	599	643	639	686	270	290
100.00	0.00%	584	632	639	691	269	291
100.00	0.00%	608	603	620	615	255	253


August 2021

August 2021	TPP APIs V3.1				
					
	Availability Indicator		Performance Indicator		
	Uptime (%)	Downtime (%)	Average transaction response		Error Rate
PISP response (ms)			AISP response (ms)	%	
01/08/2021	100.00	0.00%	4,734	2,629	0.00%
02/08/2021	100.00	0.00%	4,534	2,144	0.00%
03/08/2021	100.00	0.00%	3,977	1,506	0.00%
04/08/2021	100.00	0.00%	2,679	3,202	0.00%
05/08/2021	100.00	0.00%	4,128	1,440	0.00%
06/08/2021	100.00	0.00%	2,105	1,556	0.00%
07/08/2021	100.00	0.00%	5,312	1,636	0.00%
08/08/2021	100.00	0.00%	2,886	1,650	0.00%
09/08/2021	100.00	0.00%	2,299	1,675	0.00%
10/08/2021	100.00	0.00%	4,120	1,769	0.00%
11/08/2021	100.00	0.00%	3,820	1,687	0.00%
12/08/2021	100.00	0.00%	1,858	1,578	0.00%
13/08/2021	100.00	0.00%	1,972	1,586	0.00%
14/08/2021	100.00	0.00%	2,909	1,680	0.00%
15/08/2021	82.85	17.15%	4,406	1,820	17.15%
16/08/2021	100.00	0.00%	2,985	1,917	0.00%
17/08/2021	100.00	0.00%	2,020	1,881	0.00%
18/08/2021	100.00	0.00%	3,029	1,900	0.00%
19/08/2021	100.00	0.00%	2,072	4,885	0.00%
20/08/2021	100.00	0.00%	2,607	898	0.00%
21/08/2021	96.94	3.06%	3,313	887	3.06%
22/08/2021	89.79	10.21%	11,742	766	10.21%
23/08/2021	100.00	0.00%	1,638	676	0.00%
24/08/2021	97.92	2.08%	1,169	661	2.08%
25/08/2021	100.00	0.00%	1,421	694	0.00%
26/08/2021	100.00	0.00%	1,172	789	0.00%
27/08/2021	100.00	0.00%	1,130	741	0.00%
28/08/2021	100.00	0.00%	1,802	713	0.00%
29/08/2021	100.00	0.00%	2,274	2,629	0.00%
30/08/2021	100.00	0.00%	1,304	2,144	0.00%
31/08/2021	100.00	0.00%	1,368	1,506	0.00%


Open24.ie							
							
Availability Indicator		Performance Indicator					
Uptime (%)	Downtime (%)	Average transaction response					
		Open24 PISP response (ms)	Open24 AISP response (ms)	Business24 PISP response (ms)	Business24 AISP response (ms)	Online24 PISP response (ms)	Online24 AISP response (ms)
100.00	0.00%	591	571	606	586	267	258
100.00	0.00%	718	564	747	587	317	249
100.00	0.00%	593	605	622	634	251	256
100.00	0.00%	761	609	787	630	331	265
100.00	0.00%	639	622	655	638	270	263
100.00	0.00%	672	607	723	653	320	289
99.54	0.46%	624	576	643	594	315	291
100.00	0.00%	606	585	608	586	226	218
100.00	0.00%	682	604	722	640	255	226
100.00	0.00%	573	602	602	633	237	249
100.00	0.00%	576	605	598	628	236	248
100.00	0.00%	623	618	632	627	231	229
100.00	0.00%	693	614	719	637	262	232
100.00	0.00%	727	591	732	595	273	222
82.85	17.15%	695	577	708	588	259	215
100.00	0.00%	602	606	610	615	270	272
100.00	0.00%	638	621	663	646	267	260
100.00	0.00%	626	603	652	628	300	289
100.00	0.00%	614	611	628	625	240	239
100.00	0.00%	591	604	606	619	234	239
96.94	3.06%	618	599	622	603	229	222
89.79	10.21%	546	553	419	425	219	222
100.00	0.00%	414	431	403	420	261	272
97.92	2.08%	438	410	432	405	270	253
100.00	0.00%	394	426	368	398	260	281
100.00	0.00%	440	425	453	438	242	234
100.00	0.00%	413	416	402	405	244	246
100.00	0.00%	427	400	413	387	255	239
100.00	0.00%	439	417	409	389	261	248
100.00	0.00%	405	412	410	417	246	250
100.00	0.00%	417	402	397	383	252	243

September 2021

September 2021	TPP APIs V3.1				
					
	Availability Indicator		Performance Indicator		
	Uptime (%)	Downtime (%)	Average transaction response		Error Rate
PISP response (ms)			AISP response (ms)	%	
01/09/2021	100.00	0.00%	1,207	730	0.00%
02/09/2021	100.00	0.00%	2,581	4,088	0.00%
03/09/2021	100.00	0.00%	1,117	748	0.00%
04/09/2021	100.00	0.00%	1,388	746	0.00%
05/09/2021	100.00	0.00%	2,054	744	0.00%
06/09/2021	100.00	0.00%	1,752	1,036	0.00%
07/09/2021	100.00	0.00%	1,299	1,262	0.00%
08/09/2021	98.06	1.94%	1,628	1,256	1.94%
09/09/2021	100.00	0.00%	2,412	4,238	0.00%
10/09/2021	100.00	0.00%	8,237	25,878	0.00%
11/09/2021	100.00	0.00%	1,647	1,247	0.00%
12/09/2021	100.00	0.00%	1,790	1,229	0.00%
13/09/2021	100.00	0.00%	944	1,244	0.00%
14/09/2021	100.00	0.00%	1,292	1,245	0.00%
15/09/2021	100.00	0.00%	1,248	1,286	0.00%
16/09/2021	100.00	0.00%	1,504	2,220	0.00%
17/09/2021	91.67	8.33%	1,992	1,976	8.33%
18/09/2021	98.06	1.94%	1,933	2,017	1.94%
19/09/2021	100.00	0.00%	3,792	1,990	0.00%
20/09/2021	100.00	0.00%	2,035	2,041	0.00%
21/09/2021	100.00	0.00%	1,989	2,096	0.00%
22/09/2021	100.00	0.00%	1,399	2,072	0.00%
23/09/2021	100.00	0.00%	1,695	2,185	0.00%
24/09/2021	100.00	0.00%	1,667	2,101	0.00%
25/09/2021	100.00	0.00%	2,373	1,947	0.00%
26/09/2021	100.00	0.00%	2,421	1,904	0.00%
27/09/2021	100.00	0.00%	2,049	2,158	0.00%
28/09/2021	100.00	0.00%	1,112	3,354	0.00%
29/09/2021	100.00	0.00%	1,348	2,097	0.00%
30/09/2021	100.00	0.00%	1,743	2,177	0.00%

Open24.ie							
							
Availability Indicator		Performance Indicator					
Uptime (%)	Downtime (%)	Average transaction response					
		Open24 PISP response (ms)	Open24 AISP response (ms)	Business24 PISP response (ms)	Business24 AISP response (ms)	Online24 PISP response (ms)	Online24 AISP response (ms)
100.00	0.00%	397	412	390	404	244	253
99.81	0.19%	389	442	412	468	255	290
100.00	0.00%	420	430	411	421	253	259
100.00	0.00%	403	418	385	399	244	253
100.00	0.00%	441	428	424	411	263	255
100.00	0.00%	460	432	466	437	261	245
100.00	0.00%	456	445	444	434	258	252
98.06	1.94%	455	439	470	454	260	251
100.00	0.00%	437	453	466	483	271	281
99.97	0.03%	450	434	426	411	256	247
100.00	0.00%	445	436	437	428	253	248
100.00	0.00%	406	425	404	423	261	273
100.00	0.00%	502	432	506	436	295	254
100.00	0.00%	490	444	488	442	288	261
100.00	0.00%	449	437	450	438	265	258
100.00	0.00%	483	434	468	421	296	266
91.67	8.33%	466	455	455	444	256	250
98.06	1.94%	468	434	469	435	265	246
100.00	0.00%	428	431	422	425	253	255
100.00	0.00%	436	460	412	435	267	282
99.99	0.01%	381	437	380	435	261	299
100.00	0.00%	416	424	397	404	275	280
100.00	0.00%	401	429	402	430	257	275
99.94	0.06%	517	506	556	545	294	288
100.00	0.00%	496	458	467	432	290	268
100.00	0.00%	460	435	463	438	275	260
100.00	0.00%	444	458	496	511	289	298
100.00	0.00%	428	430	418	420	274	275
100.00	0.00%	452	433	432	414	266	255
100.00	0.00%	503	460	522	477	304	278

Appendix

			
ASPSP Downtime Details			
Date	Start Time	End Time	Duration (min)
07 th July 2021	01:00	01:24	24
15 th August 2021	06:30	10:37	247
21 st August 2021	22:12	22:56	44
22 nd August 2021	06:00	12:00	147
24 th August 2021	22:30	23:00	30
8 th September 2021	10:10	10:38	28
17 th September 2021	22:00	00:00	120
18 th September 2021	00:00	00:28	28