

PTSB

PSD2 Availability and Performance Report

1st July 2023 – 30th September 2023

20th October 2023

ptsb

Introduction

We are pleased to present our latest quarterly PSD2 Availability and Performance report covering the period from 1st July 2023 – 30th September 2023. 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: the Error Rate percentage for PSD2 relates to failed PSD2 transactions over a 24 hour period.


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


July 2023

July 2023	TPP APIs V3.1				
					
	Availability Indicator		Performance Indicator		
	Uptime (%)	Downtime (%)	Average transaction response		Error Rate
PISP response (ms)			AISP response (ms)	%	
01/07/2023	97.08	2.92	1,474	2,660	0.04%
02/07/2023	100.00	0.00	1,494	1,778	0.03%
03/07/2023	100.00	0.00	1,487	1,742	0.05%
04/07/2023	95.28	4.72	1,464	1,845	0.06%
05/07/2023	100.00	0.00	1,479	1,812	0.04%
06/07/2023	100.00	0.00	1,491	2,101	0.04%
07/07/2023	100.00	0.00	1,487	2,285	0.00%
08/07/2023	100.00	0.00	1,508	2,140	0.00%
09/07/2023	100.00	0.00	1,507	2,062	0.00%
10/07/2023	100.00	0.00	1,510	1,942	0.00%
11/07/2023	100.00	0.00	1,529	2,140	0.00%
12/07/2023	100.00	0.00	1,507	2,233	0.00%
13/07/2023	100.00	0.00	1,507	1,888	0.00%
14/07/2023	91.81	8.19	1,514	2,134	0.00%
15/07/2023	81.46	18.54	1,177	2,108	0.00%
16/07/2023	100.00	0.00	1,451	1,467	0.03%
17/07/2023	100.00	0.00	1,459	1,472	0.08%
18/07/2023	100.00	0.00	1,460	1,560	0.40%
19/07/2023	91.67	8.33	1,482	1,484	0.05%
20/07/2023	92.36	7.64	1,460	1,710	0.06%
21/07/2023	100.00	0.00	1,468	1,597	0.04%
22/07/2023	100.00	0.00	1,504	1,526	0.03%
23/07/2023	100.00	0.00	1,506	1,503	0.02%
24/07/2023	100.00	0.00	1,490	1,558	0.05%
25/07/2023	94.38	5.62	1,497	1,576	0.32%
26/07/2023	100.00	0.00	1,446	1,527	0.05%
27/07/2023	100.00	0.00	1,436	1,507	0.05%
28/07/2023	100.00	0.00	1,449	1,556	0.06%
29/07/2023	100.00	0.00	1,502	1,551	0.04%
30/07/2023	100.00	0.00	1,451	1,480	0.03%
31/07/2023	100.00	0.00	1,471	1,628	0.06%


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)
97.08	2.92	497	432	446	438	263	265
100.00	0.00	483	435	469	437	254	258
100.00	0.00	451	462	464	473	307	304
95.28	4.72	394	455	367	459	295	305
100.00	0.00	434	454	526	463	289	294
100.00	0.00	441	461	434	466	301	302
100.00	0.00	448	455	430	467	296	288
100.00	0.00	531	432	518	435	264	263
100.00	0.00	526	431	482	433	267	259
100.00	0.00	472	455	448	464	292	291
100.00	0.00	475	461	460	463	288	288
100.00	0.00	471	458	461	463	291	309
100.00	0.00	448	448	447	457	305	307
91.81	8.19	450	421	441	440	301	320
81.46	18.54	476	343	457	352	258	255
100.00	0.00	496	332	472	333	262	258
100.00	0.00	428	351	425	369	267	272
100.00	0.00	421	346	441	363	255	274
91.67	8.33	442	330	438	345	275	261
92.36	7.64	395	302	391	315	263	297
100.00	0.00	376	274	375	289	277	280
100.00	0.00	397	251	388	256	251	262
100.00	0.00	402	251	420	251	248	262
100.00	0.00	397	273	394	286	263	264
94.38	5.62	366	275	378	290	279	264
100.00	0.00	362	265	367	279	259	254
100.00	0.00	356	264	364	277	255	268
100.00	0.00	364	262	381	277	252	278
100.00	0.00	369	241	369	246	253	249
100.00	0.00	370	245	367	248	253	254
100.00	0.00	379	271	385	282	263	269


August 2023

August 2023	TPP APIs V3.1				
					
	Availability Indicator		Performance Indicator		
	Uptime (%)	Downtime (%)	Average transaction response		Error Rate
PISP response (ms)			AISP response (ms)	%	
01/08/2023	100.00	0.00	1,433	1,614	0.08%
02/08/2023	100.00	0.00	1,469	1,542	0.06%
03/08/2023	98.33	1.67	1,495	1,644	0.09%
04/08/2023	100.00	0.00	1,461	1,568	0.08%
05/08/2023	100.00	0.00	1,471	1,518	0.05%
06/08/2023	100.00	0.00	1,463	1,484	0.04%
07/08/2023	100.00	0.00	1,461	1,418	0.09%
08/08/2023	100.00	0.00	1,456	1,495	0.12%
09/08/2023	100.00	0.00	1,495	1,561	0.09%
10/08/2023	91.67	8.33	1,457	1,598	0.08%
11/08/2023	89.93	10.07	1,477	1,514	0.10%
12/08/2023	100.00	0.00	1,196	1,323	0.05%
13/08/2023	100.00	0.00	1,200	1,300	0.05%
14/08/2023	100.00	0.00	1,205	1,364	0.07%
15/08/2023	100.00	0.00	1,204	1,386	0.06%
16/08/2023	100.00	0.00	1,245	1,384	0.08%
17/08/2023	100.00	0.00	1,435	1,675	0.09%
18/08/2023	100.00	0.00	1,480	1,609	0.05%
19/08/2023	100.00	0.00	1,378	1,518	7.41%
20/08/2023	84.72	15.28	1,937	3,389	3.13%
21/08/2023	100.00	0.00	1,156	1,352	0.04%
22/08/2023	94.86	5.14	1,194	1,349	0.05%
23/08/2023	91.67	8.33	1,228	1,348	0.11%
24/08/2023	95.07	4.93	1,163	1,456	0.09%
25/08/2023	100.00	0.00	1,191	1,473	0.11%
26/08/2023	100.00	0.00	1,207	1,433	0.15%
27/08/2023	100.00	0.00	1,214	1,395	0.15%
28/08/2023	100.00	0.00	1,229	1,422	0.17%
29/08/2023	100.00	0.00	1,251	1,395	0.18%
30/08/2023	100.00	0.00	1,234	1,497	0.17%
31/08/2023	100.00	0.00	1,229	1,497	0.18%


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	370	263	375	271	267	256
100.00	0.00	376	258	390	270	246	251
98.33	1.67	373	264	403	291	611	1291
100.00	0.00	371	257	391	271	246	244
100.00	0.00	366	234	354	236	252	240
100.00	0.00	386	230	400	233	253	245
100.00	0.00	375	239	371	241	249	241
100.00	0.00	390	259	390	269	249	246
100.00	0.00	373	256	391	268	242	246
91.67	8.33	366	258	378	269	248	247
89.93	10.07	369	255	375	259	249	246
100.00	0.00	362	234	356	233	248	272
100.00	0.00	366	234	371	234	252	248
100.00	0.00	367	255	373	264	242	259
100.00	0.00	356	254	371	263	256	269
100.00	0.00	360	252	368	263	246	264
100.00	0.00	353	254	376	266	255	268
100.00	0.00	364	262	380	279	255	279
100.00	0.00	370	242	363	241	253	278
84.72	15.28	537	528	535	911	318	371
100.00	0.00	376	266	380	282	244	252
94.86	5.14	358	251	361	261	249	248
91.67	8.33	369	253	359	261	253	254
95.07	4.93	383	291	392	303	348	362
100.00	0.00	403	300	408	311	355	352
100.00	0.00	355	256	365	257	335	340
100.00	0.00	374	258	376	262	339	339
100.00	0.00	403	298	409	313	346	342
100.00	0.00	412	301	412	311	348	347
100.00	0.00	392	291	398	405	332	349
100.00	0.00	407	306	456	347	341	346

September 2023

September 2023	TPP APIs V3.1				
					
	Availability Indicator		Performance Indicator		
	Uptime (%)	Downtime (%)	Average transaction response		Error Rate
PISP response (ms)			AISP response (ms)	%	
01/09/2023	92.36	7.64	1,239	1,425	0.20%
02/09/2023	98.61	1.39	1,275	1,280	0.12%
03/09/2023	100.00	0.00	1,280	1,295	0.13%
04/09/2023	98.89	1.11	1,295	1,319	0.13%
05/09/2023	100.00	0.00	1,275	1,367	0.15%
06/09/2023	100.00	0.00	1,315	1,397	0.15%
07/09/2023	100.00	0.00	1,303	1,366	0.15%
08/09/2023	100.00	0.00	1,327	1,435	0.17%
09/09/2023	100.00	0.00	1,335	1,496	0.17%
10/09/2023	100.00	0.00	1,346	1,447	0.17%
11/09/2023	100.00	0.00	1,350	1,533	0.19%
12/09/2023	100.00	0.00	1,326	1,526	0.20%
13/09/2023	100.00	0.00	1,354	1,524	0.23%
14/09/2023	95.42	4.58	1,309	1,595	0.19%
15/09/2023	100.00	0.00	1,285	1,514	0.19%
16/09/2023	100.00	0.00	1,268	1,541	0.22%
17/09/2023	100.00	0.00	1,311	1,514	0.20%
18/09/2023	100.00	0.00	1,299	1,676	0.25%
19/09/2023	100.00	0.00	1,301	1,419	0.19%
20/09/2023	100.00	0.00	1,305	1,499	0.21%
21/09/2023	100.00	0.00	1,311	1,459	0.17%
22/09/2023	93.61	6.39	1,302	1,798	4.13%
23/09/2023	100.00	0.00	1,236	1,703	0.23%
24/09/2023	100.00	0.00	1,273	1,617	0.21%
25/09/2023	100.00	0.00	1,644	1,251	0.20%
26/09/2023	100.00	0.00	1,261	1,624	0.21%
27/09/2023	100.00	0.00	1,250	1,502	0.19%
28/09/2023	100.00	0.00	1,234	1,627	0.19%
29/09/2023	100.00	0.00	1,234	1,608	0.20%
30/09/2023	100.00	0.00	1,241	1,620	0.22%

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)
92.36	7.64	415	309	433	315	349	364
98.61	1.39	401	264	411	270	257	256
100.00	0.00	414	273	412	262	272	261
98.89	1.11	451	314	460	322	265	267
100.00	0.00	458	313	462	328	259	262
100.00	0.00	454	309	446	321	267	258
100.00	0.00	446	305	448	308	268	261
100.00	0.00	447	313	449	317	261	259
100.00	0.00	457	294	460	298	266	274
100.00	0.00	522	321	463	311	272	263
100.00	0.00	511	361	512	366	258	264
100.00	0.00	508	351	549	352	258	267
100.00	0.00	482	342	500	346	274	268
95.42	4.58	461	339	453	371	266	281
100.00	0.00	415	292	413	295	268	281
100.00	0.00	395	261	406	268	256	261
100.00	0.00	409	262	419	265	273	263
100.00	0.00	420	297	428	298	267	271
100.00	0.00	408	296	415	298	269	279
100.00	0.00	411	293	420	296	265	265
100.00	0.00	425	298	430	304	276	263
93.61	6.39	425	305	442	312	271	269
100.00	0.00	333	240	331	240	251	242
100.00	0.00	333	242	337	246	244	239
100.00	0.00	354	268	363	279	244	243
100.00	0.00	344	256	350	273	261	248
100.00	0.00	345	264	352	275	256	246
100.00	0.00	380	288	359	279	254	258
100.00	0.00	353	267	350	276	246	245
100.00	0.00	335	246	338	253	243	239

Appendix

			
ASPSP Downtime Details			
Date	Start Time	End Time	Duration (min)
1 st July 2023	22:07	22:49	42
4 th July 2023	22:02	23:10	68
14 th July 2023	22:02	00:00	118
15 th July 2023	00:00	04:27	267
19 th July 2023	22:02	00:00	120
20 th July 2023	00:00	01:55	110
25 th July 2023	22:00	23:21	81
10 th August 2023	22:00	00:00	120
11 th August 2023	00:00	02:25	145
22 nd August 2023	22:02	23:16	74
23 rd August 2023	22:00	00:00	120
24 th August 2023	00:00	01:11	71
01 st September 2023	22:00	23:50	110
02 nd September 2023	02:05	22:25	20
22 nd September 2023	22:00	23:32	92