

PTSB

PSD2 Availability and Performance Report

1st October 2023 – 31st December 2023

19th January 2024

ptsb

Introduction

We are pleased to present our latest quarterly PSD2 Availability and Performance report covering the period from 1st October 2023 – 31st December 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.


October 2023

October 2023	TPP APIs V3.1				
					
	Availability Indicator		Performance Indicator		
	Uptime (%)	Downtime (%)	Average transaction response		Error Rate
PISP response (ms)			AISP response (ms)	%	
01/10/2023	100.00	0.00	1,257	1,590	0.24%
02/10/2023	100.00	0.00	1,261	1,629	0.24%
03/10/2023	97.22	2.78	1,219	1,434	0.16%
04/10/2023	100.00	0.00	1,225	1,484	0.19%
05/10/2023	100.00	0.00	1,266	1,460	0.18%
06/10/2023	100.00	0.00	1,255	1,368	0.20%
07/10/2023	90.14	9.86	1,399	1,985	0.41%
08/10/2023	100.00	0.00	1,176	1,357	0.18%
09/10/2023	100.00	0.00	1,206	1,362	0.19%
10/10/2023	100.00	0.00	1,214	1,394	0.20%
11/10/2023	100.00	0.00	1,219	1,442	0.21%
12/10/2023	100.00	0.00	1,207	1,416	0.19%
13/10/2023	100.00	0.00	1,195	1,497	0.18%
14/10/2023	94.79	5.21	1,218	1,413	0.19%
15/10/2023	100.00	0.00	1,332	1,301	0.19%
16/10/2023	100.00	0.00	1,320	1,453	0.19%
17/10/2023	100.00	0.00	1,333	1,368	0.18%
18/10/2023	100.00	0.00	1,322	1,407	0.20%
19/10/2023	100.00	0.00	1,321	1,530	0.20%
20/10/2023	91.67	8.33	1,313	1,708	0.25%
21/10/2023	98.96	1.04	1,159	1,718	0.26%
22/10/2023	100.00	0.00	1,197	1,909	0.25%
23/10/2023	100.00	0.00	1,226	1,929	0.28%
24/10/2023	100.00	0.00	1,243	1,888	0.00%
25/10/2023	100.00	0.00	1,204	1,984	0.24%
26/10/2023	100.00	0.00	1,205	1,823	0.27%
27/10/2023	100.00	0.00	1,209	1,962	0.25%
28/10/2023	100.00	0.00	1,220	1,881	0.28%
29/10/2023	100.00	0.00	1,234	1,859	0.28%
30/10/2023	100.00	0.00	1,232	1,834	0.29%
31/10/2023	100.00	0.00	1,250	1,667	0.23%


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	339	244	341	246	242	250
100.00	0.00	356	271	365	281	253	249
97.22	2.78	346	264	349	277	249	244
100.00	0.00	347	264	361	278	258	245
100.00	0.00	348	263	358	275	256	245
100.00	0.00	348	260	352	271	248	244
90.14	9.86	384	382	461	581	366	311
100.00	0.00	335	302	332	312	251	239
100.00	0.00	352	369	359	397	254	258
100.00	0.00	342	360	342	383	243	265
100.00	0.00	344	363	351	393	256	263
100.00	0.00	345	407	345	404	246	245
100.00	0.00	345	399	355	435	254	248
94.79	5.21	342	307	337	324	244	245
100.00	0.00	392	273	392	270	260	279
100.00	0.00	403	305	408	306	266	277
100.00	0.00	403	306	415	310	268	266
100.00	0.00	421	305	411	308	266	265
100.00	0.00	410	308	421	314	265	264
91.67	8.33	423	315	460	322	273	272
98.96	1.04	351	246	346	248	243	235
100.00	0.00	346	240	340	238	258	235
100.00	0.00	390	272	410	281	262	272
100.00	0.00	360	269	360	275	252	243
100.00	0.00	388	285	404	302	257	251
100.00	0.00	369	277	374	286	253	254
100.00	0.00	376	281	394	301	254	245
100.00	0.00	353	252	358	264	277	256
100.00	0.00	376	281	355	256	254	245
100.00	0.00	364	263	364	269	281	263
100.00	0.00	384	289	401	307	291	289


November 2023

November 2023	TPP APIs V3.1				
					
	Availability Indicator		Performance Indicator		
	Uptime (%)	Downtime (%)	Average transaction response		Error Rate
PISP response (ms)			AISP response (ms)	%	
01/11/2023	100.00	0.00	1,243	1,554	0.20%
02/11/2023	100.00	0.00	1,261	1,594	0.18%
03/11/2023	87.06	12.94	1,340	1,671	0.12%
04/11/2023	93.75	6.25	1,184	1,519	0.17%
05/11/2023	100.00	0.00	1,186	1,480	0.17%
06/11/2023	100.00	0.00	1,291	1,578	0.17%
07/11/2023	100.00	0.00	1,279	1,557	0.17%
08/11/2023	100.00	0.00	1,286	1,605	0.20%
09/11/2023	100.00	0.00	1,338	1,731	0.16%
10/11/2023	91.70	8.30	1,324	1,680	0.20%
11/11/2023	97.64	2.36	1,238	1,327	0.19%
12/11/2023	100.00	0.00	1,248	1,381	0.18%
13/11/2023	100.00	0.00	1,245	1,387	0.20%
14/11/2023	100.00	0.00	1,275	1,407	0.20%
15/11/2023	100.00	0.00	1,254	1,370	0.20%
16/11/2023	100.00	0.00	1,269	1,403	0.20%
17/11/2023	100.00	0.00	1,276	1,374	0.20%
18/11/2023	93.47	6.53	1,315	1,315	7.05%
19/11/2023	98.33	1.67	1,189	1,579	0.19%
20/11/2023	100.00	0.00	1,218	1,496	0.20%
21/11/2023	100.00	0.00	1,224	1,412	0.22%
22/11/2023	100.00	0.00	1,203	1,420	0.19%
23/11/2023	100.00	0.00	1,186	1,515	0.16%
24/11/2023	100.00	0.00	1,219	1,794	0.12%
25/11/2023	100.00	0.00	1,178	1,809	0.12%
26/11/2023	100.00	0.00	1,171	1,741	0.12%
27/11/2023	100.00	0.00	1,201	1,833	0.13%
28/11/2023	100.00	0.00	1,227	1,867	0.12%
29/11/2023	100.00	0.00	1,222	1,847	0.13%
30/11/2023	100.00	0.00	1,295	1,967	0.13%


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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	386	289	396	302	286	289
100.00	0.00	378	285	388	297	277	273
87.06	12.94	429	380	450	397	278	296
93.75	6.25	355	257	345	256	267	259
100.00	0.00	348	247	354	249	251	239
100.00	0.00	365	276	373	292	271	270
100.00	0.00	372	282	382	302	282	264
100.00	0.00	375	285	385	298	283	268
100.00	0.00	385	286	384	285	269	288
91.70	8.30	379	284	402	301	290	270
97.64	2.36	386	270	387	276	286	272
100.00	0.00	388	297	392	269	262	274
100.00	0.00	406	307	415	310	253	270
100.00	0.00	417	312	406	306	279	280
100.00	0.00	406	310	420	308	270	266
100.00	0.00	409	311	418	312	275	262
100.00	0.00	414	302	418	312	270	269
93.47	6.53	397	278	404	283	266	266
98.33	1.67	360	300	349	251	279	273
100.00	0.00	365	276	370	286	289	290
100.00	0.00	357	274	369	286	281	286
100.00	0.00	366	272	365	283	273	294
100.00	0.00	368	278	370	289	281	282
100.00	0.00	375	288	387	300	287	278
100.00	0.00	347	255	346	256	277	282
100.00	0.00	347	254	348	257	281	262
100.00	0.00	370	284	377	295	294	278
100.00	0.00	361	281	370	293	285	271
100.00	0.00	357	275	367	288	269	268
100.00	0.00	375	284	383	297	284	273

December 2023

December 2023	TPP APIs V3.1				
					
	Availability Indicator		Performance Indicator		
	Uptime (%)	Downtime (%)	Average transaction response		Error Rate
PISP response (ms)			AISP response (ms)	%	
01/12/2023	100.00	0.00	1,906	1,245	0.12%
02/12/2023	100.00	0.00	1,860	1,224	0.11%
03/12/2023	100.00	0.00	1,846	1,184	0.12%
04/12/2023	91.67	8.33	1,911	1,238	0.22%
05/12/2023	97.43	2.57	1,956	1,248	0.12%
06/12/2023	100.00	0.00	1,926	1,233	0.12%
07/12/2023	100.00	0.00	1,961	1,238	0.11%
08/12/2023	100.00	0.00	1,968	1,221	0.11%
09/12/2023	100.00	0.00	1,913	1,213	0.11%
10/12/2023	100.00	0.00	1,891	1,217	0.10%
11/12/2023	100.00	0.00	1,976	1,242	0.11%
12/12/2023	100.00	0.00	1,942	1,256	0.10%
13/12/2023	87.91	12.09	1,979	1,233	0.14%
14/12/2023	100.00	0.00	1,631	1,263	0.09%
15/12/2023	96.18	3.82	1,731	1,296	0.11%
16/12/2023	94.69	5.31	1,982	1,377	0.11%
17/12/2023	100.00	0.00	1,831	1,257	0.09%
18/12/2023	100.00	0.00	1,944	1,275	0.11%
19/12/2023	100.00	0.00	1,966	1,267	0.10%
20/12/2023	100.00	0.00	1,967	1,320	0.10%
21/12/2023	100.00	0.00	2,010	1,287	0.10%
22/12/2023	100.00	0.00	2,004	1,265	0.09%
23/12/2023	100.00	0.00	1,994	1,224	0.10%
24/12/2023	100.00	0.00	1,929	1,240	0.09%
25/12/2023	100.00	0.00	1,962	1,263	0.09%
26/12/2023	100.00	0.00	1,943	1,252	0.09%
27/12/2023	93.33	6.67	1,991	1,238	0.11%
28/12/2023	100.00	0.00	1,955	1,274	0.09%
29/12/2023	100.00	0.00	1,952	1,243	0.12%
30/12/2023	100.00	0.00	1,920	1,265	0.09%
31/12/2023	100.00	0.00	1,905	1,252	0.09%

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	367	270	370	281	244	244
100.00	0.00	343	244	343	244	256	236
100.00	0.00	340	244	347	246	250	250
91.67	8.33	368	271	362	280	326	247
97.43	2.57	362	272	361	279	223	252
100.00	0.00	227	267	373	278	216	356
100.00	0.00	367	277	389	296	257	228
100.00	0.00	369	275	385	287	237	227
100.00	0.00	357	246	350	250	307	216
100.00	0.00	343	243	343	246	298	217
100.00	0.00	356	267	363	276	286	241
100.00	0.00	349	264	360	278	258	237
87.91	12.09	366	280	384	296	266	254
100.00	0.00	434	328	441	337	356	338
96.18	3.82	442	335	454	351	404	361
94.69	5.31	477	387	696	586	277	214
100.00	0.00	341	243	350	245	244	208
100.00	0.00	363	270	370	280	288	231
100.00	0.00	358	269	366	280	237	222
100.00	0.00	371	283	368	288	253	233
100.00	0.00	384	289	390	302	287	251
100.00	0.00	377	283	388	294	260	250
100.00	0.00	354	258	355	260	246	235
100.00	0.00	354	247	354	251	280	221
100.00	0.00	363	239	360	240	364	220
100.00	0.00	346	245	344	249	312	224
93.33	6.67	363	264	358	267	418	232
100.00	0.00	372	271	381	285	333	267
100.00	0.00	372	276	383	288	301	247
100.00	0.00	363	258	349	262	298	233
100.00	0.00	355	251	361	258	296	226

Appendix

			
ASPSP Downtime Details			
Date	Start Time	End Time	Duration (min)
14 th October 2023	22:00	23:15	75
20 th October 2023	22:00	00:00	120
21 st October 2023	00:00	00:15	15
10 th November 2023	22:00	00:00	120
11 th November 2023	00:00	00:34	34
18 th November 2023	22:00	23:34	94
04 th December 2023	22:00	00:00	120
05 th December 2023	00:00	00:37	37
13 th December 2023	22:00	23:18	78
15 th December 2023	22:00	22:55	55