

Permanent TSB Group

PSD2 Availability and Performance Report

1st October 2021 – 31st December 2021

20th January 2022



Introduction


We are pleased to present our latest quarterly PSD2 Availability and Performance report covering the period from 1st October 2021 – 31st December 2021. This provides operational statistics for our Third Party Provider (TPP) dedicated channel and our Open24 online channel.

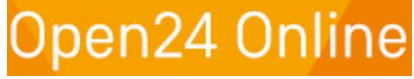
During this period the bank has provided service to a number of authorised TPPs who have registered application(s) on the bank's TPP dedicated channel. We continue to monitor service levels to compare TPP service with our existing channels and are committed to providing high quality service across all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


October 2021

October 2021	TPP APIs V3.1				
					
	Availability Indicator		Performance Indicator		
	Uptime (%)	Downtime (%)	Average transaction response		Error Rate
PISP response (ms)			AISP response (ms)	%	
01/10/2021	100.00	0.00%	1,269	2,137	0.00%
02/10/2021	100.00	0.00%	2,070	1,983	0.00%
03/10/2021	100.00	0.00%	2,699	1,935	0.00%
04/10/2021	100.00	0.00%	1,768	2,138	0.00%
05/10/2021	100.00	0.00%	1,894	2,063	0.00%
06/10/2021	100.00	0.00%	2,587	2,124	0.00%
07/10/2021	100.00	0.00%	1,430	2,154	0.00%
08/10/2021	98.06	1.94%	1,473	2,153	1.94%
09/10/2021	100.00	0.00%	23,752	10,349	0.00%
10/10/2021	96.18	3.82%	2,914	2,126	3.82%
11/10/2021	100.00	0.00%	2,172	2,145	0.00%
12/10/2021	100.00	0.00%	1,794	2,147	0.00%
13/10/2021	100.00	0.00%	2,365	2,235	0.00%
14/10/2021	100.00	0.00%	1,431	1,511	0.00%
15/10/2021	91.67	8.33%	1,933	1,497	8.33%
16/10/2021	99.86	0.14%	1,750	1,312	0.14%
17/10/2021	100.00	0.00%	1,896	1,291	0.00%
18/10/2021	100.00	0.00%	1,320	1,275	0.00%
19/10/2021	100.00	0.00%	1,243	1,311	0.00%
20/10/2021	100.00	0.00%	1,418	1,397	0.00%
21/10/2021	100.00	0.00%	1,279	1,338	0.00%
22/10/2021	100.00	0.00%	1,342	1,331	0.00%
23/10/2021	100.00	0.00%	1,864	1,326	0.00%
24/10/2021	100.00	0.00%	2,122	1,340	0.00%
25/10/2021	100.00	0.00%	1,957	1,322	0.00%
26/10/2021	100.00	0.00%	1,385	1,293	0.00%
27/10/2021	100.00	0.00%	1,422	1,315	0.00%
28/10/2021	100.00	0.00%	1,223	1,403	0.00%
29/10/2021	100.00	0.00%	1,113	1,476	0.00%
30/10/2021	100.00	0.00%	1,769	1,315	0.00%
31/10/2021	96.94	3.06%	1,534	1,731	3.06%


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)
100.00	0.00%	518	488	500	471	280	264
100.00	0.00%	431	433	424	426	255	256
100.00	0.00%	452	422	441	412	260	243
100.00	0.00%	440	443	442	445	267	269
100.00	0.00%	460	462	433	435	266	267
100.00	0.00%	457	457	453	453	259	259
99.88	0.12%	534	473	551	488	290	257
98.06	1.94%	505	460	511	465	301	274
99.98	0.02%	475	442	458	426	272	253
96.18	3.82%	456	443	456	443	216	210
99.90	0.10%	474	453	473	452	221	211
99.90	0.10%	488	477	460	450	226	221
99.90	0.10%	462	454	456	448	226	222
99.90	0.10%	502	459	509	466	247	226
91.57	8.43%	519	464	496	443	254	227
99.76	0.24%	480	455	467	443	233	221
99.90	0.10%	499	452	485	440	235	213
100.00	0.00%	439	447	451	459	223	227
100.00	0.00%	471	467	449	445	239	237
100.00	0.00%	427	455	419	447	257	274
100.00	0.00%	467	463	468	464	233	231
100.00	0.00%	473	465	461	453	237	233
100.00	0.00%	479	458	452	432	225	215
100.00	0.00%	470	468	453	451	217	216
100.00	0.00%	439	449	422	432	256	262
100.00	0.00%	471	452	460	442	327	314
100.00	0.00%	756	485	747	479	413	265
100.00	0.00%	466	472	464	470	248	251
100.00	0.00%	467	475	465	473	231	235
100.00	0.00%	452	458	422	428	219	222
96.94	3.06%	472	465	447	441	213	210


November 2021

November 2021	TPP APIs V3.1				
					
	Availability Indicator		Performance Indicator		
	Uptime (%)	Downtime (%)	Average transaction response		Error Rate
PISP response (ms)			AISP response (ms)	%	
01/11/2021	100.00	0.00%	1,377	1,282	0.00%
02/11/2021	100.00	0.00%	1,139	1,273	0.00%
03/11/2021	100.00	0.00%	1,089	1,281	0.00%
04/11/2021	100.00	0.00%	1,122	1,295	0.00%
05/11/2021	100.00	0.00%	1,694	2,015	0.00%
06/11/2021	100.00	0.00%	3,511	2,394	0.00%
07/11/2021	100.00	0.00%	2,262	2,271	0.00%
08/11/2021	100.00	0.00%	1,863	2,156	0.00%
09/11/2021	100.00	0.00%	2,022	2,105	0.00%
10/11/2021	100.00	0.00%	1,465	2,000	0.00%
11/11/2021	100.00	0.00%	2,022	2,073	0.00%
12/11/2021	100.00	0.00%	1,204	1,263	0.00%
13/11/2021	100.00	0.00%	1,313	1,277	0.00%
14/11/2021	100.00	0.00%	1,790	1,294	0.00%
15/11/2021	100.00	0.00%	1,548	1,275	0.00%
16/11/2021	100.00	0.00%	1,267	1,306	0.00%
17/11/2021	100.00	0.00%	1,407	1,430	0.00%
18/11/2021	100.00	0.00%	1,057	1,253	0.00%
19/11/2021	100.00	0.00%	1,401	1,260	0.00%
20/11/2021	92.71	7.29%	1,631	1,243	7.29%
21/11/2021	100.00	0.00%	1,554	1,255	0.00%
22/11/2021	100.00	0.00%	1,380	1,254	0.00%
23/11/2021	100.00	0.00%	1,216	1,241	0.00%
24/11/2021	100.00	0.00%	1,257	1,274	0.00%
25/11/2021	100.00	0.00%	1,150	1,645	0.00%
26/11/2021	100.00	0.00%	1,174	1,628	0.00%
27/11/2021	100.00	0.00%	1,586	1,589	0.00%
28/11/2021	100.00	0.00%	1,447	1,568	0.00%
29/11/2021	100.00	0.00%	1,212	1,555	0.00%
30/11/2021	100.00	0.00%	1,347	1,564	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%	473	460	466	453	223	217
100.00	0.00%	584	501	575	494	297	255
100.00	0.00%	505	564	580	648	298	333
100.00	0.00%	476	496	527	549	241	251
100.00	0.00%	541	508	568	533	276	259
100.00	0.00%	620	540	628	547	255	222
100.00	0.00%	518	481	466	433	239	222
100.00	0.00%	627	534	592	505	298	254
100.00	0.00%	491	478	487	474	230	224
100.00	0.00%	515	511	528	524	252	250
100.00	0.00%	568	582	604	618	251	257
100.00	0.00%	556	510	573	526	279	256
100.00	0.00%	526	505	460	441	297	285
100.00	0.00%	461	471	449	459	277	283
100.00	0.00%	502	495	518	511	296	292
100.00	0.00%	547	576	488	513	268	282
100.00	0.00%	460	474	463	477	262	270
100.00	0.00%	551	513	605	563	330	307
100.00	0.00%	658	564	786	674	288	247
92.71	7.29%	494	483	454	444	224	219
100.00	0.00%	442	395	427	382	256	229
98.68	1.32%	433	400	449	414	260	240
100.00	0.00%	440	402	459	420	257	235
100.00	0.00%	420	399	414	393	237	225
100.00	0.00%	400	402	400	402	235	236
100.00	0.00%	389	397	392	400	238	243
100.00	0.00%	433	390	429	386	241	217
100.00	0.00%	411	396	405	391	226	218
100.00	0.00%	413	393	431	410	230	219
100.00	0.00%	388	393	395	400	235	238

December 2021

December 2021	TPP APIs V3.1				
					
	Availability Indicator		Performance Indicator		
	Uptime (%)	Downtime (%)	Average transaction response		Error Rate
PISP response (ms)			AISP response (ms)	%	
01/12/2021	100.00	0.00%	1,529	1,560	0.00%
02/12/2021	100.00	0.00%	1,654	1,881	0.00%
03/12/2021	97.78	2.22%	1,440	1,727	2.22%
04/12/2021	100.00	0.00%	2,001	1,542	0.00%
05/12/2021	100.00	0.00%	1,648	1,616	0.00%
06/12/2021	100.00	0.00%	6,182	2,661	0.00%
07/12/2021	100.00	0.00%	1,324	1,265	0.00%
08/12/2021	100.00	0.00%	1,264	1,204	0.00%
09/12/2021	100.00	0.00%	1,137	1,246	0.00%
10/12/2021	100.00	0.00%	1,132	1,119	0.00%
11/12/2021	100.00	0.00%	1,541	1,057	0.00%
12/12/2021	100.00	0.00%	1,782	1,076	0.00%
13/12/2021	100.00	0.00%	1,125	1,031	0.00%
14/12/2021	100.00	0.00%	1,012	1,096	0.00%
15/12/2021	100.00	0.00%	1,255	1,052	0.00%
16/12/2021	100.00	0.00%	1,128	1,220	0.00%
17/12/2021	100.00	0.00%	1,204	1,046	0.00%
18/12/2021	100.00	0.00%	1,609	985	0.00%
19/12/2021	100.00	0.00%	1,962	974	0.00%
20/12/2021	100.00	0.00%	1,593	1,053	0.00%
21/12/2021	100.00	0.00%	1,219	1,343	0.00%
22/12/2021	100.00	0.00%	1,242	1,174	0.00%
23/12/2021	100.00	0.00%	1,265	1,180	0.00%
24/12/2021	100.00	0.00%	1,805	1,208	0.00%
25/12/2021	100.00	0.00%	5,356	1,262	0.00%
26/12/2021	100.00	0.00%	2,858	1,305	0.00%
27/12/2021	100.00	0.00%	1,938	1,154	0.00%
28/12/2021	100.00	0.00%	1,810	1,182	0.00%
29/12/2021	100.00	0.00%	1,342	1,201	0.00%
30/12/2021	100.00	0.00%	1,479	1,194	0.00%
31/12/2021	100.00	0.00%	1,435	1,224	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%	381	381	375	375	227	227
100.00	0.00%	393	385	408	399	232	227
97.78	2.22%	395	384	399	388	249	242
100.00	0.00%	364	391	356	382	244	262
100.00	0.00%	400	379	389	369	230	218
96.98	3.02%	403	396	411	404	230	226
100.00	0.00%	401	387	393	379	253	244
100.00	0.00%	404	397	402	395	242	238
100.00	0.00%	419	386	410	378	256	236
100.00	0.00%	355	391	339	373	229	252
100.00	0.00%	374	379	355	360	221	224
100.00	0.00%	396	377	385	366	225	214
100.00	0.00%	362	389	368	396	240	258
100.00	0.00%	379	389	383	393	233	239
100.00	0.00%	457	420	509	468	249	229
100.00	0.00%	400	407	415	422	233	237
100.00	0.00%	406	382	409	385	253	238
100.00	0.00%	412	402	390	380	237	231
100.00	0.00%	358	377	347	365	227	239
100.00	0.00%	419	398	444	422	257	244
100.00	0.00%	402	392	413	403	241	235
100.00	0.00%	403	403	375	375	230	230
100.00	0.00%	409	409	422	422	225	225
100.00	0.00%	403	375	388	361	231	215
100.00	0.00%	401	385	395	380	230	221
100.00	0.00%	414	378	401	366	232	212
100.00	0.00%	414	372	412	371	239	215
100.00	0.00%	385	377	373	365	234	229
100.00	0.00%	389	379	386	376	233	227
100.00	0.00%	421	383	418	380	286	260
100.00	0.00%	396	416	443	465	243	255

Appendix

			
ASPSP Downtime Details			
Date	Start Time	End Time	Duration (min)
08 th October 2021	22:10	22:38	28
10 th October 2021	06:00	06:55	55
15 th October 2021	22:00	00:00	120
16 th October 2021	00:00	00:02	2
31 st October 2021	06:00	06:44	44
20 th November 2021	22:00	23:45	105
3 rd December 2021	22:00	22:32	32