

Permanent TSB Group

PSD2 Availability and Performance Report

1st January 2022 – 31st March 2022

20th April 2022



Introduction


We are pleased to present our latest quarterly PSD2 Availability and Performance report covering the period from 1st January 2022 – 31st March 2022. This provides operational statistics for our Third Party Provider (TPP) dedicated channel and our Open24 online channel.

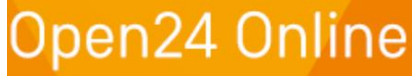
During this period the bank has provided service to a number of authorised TPPs who have registered application(s) on the bank's TPP dedicated channel. We continue to monitor service levels to compare TPP service with our existing channels and are committed to providing high quality service across all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


January 2022

January 2022	TPP APIs V3.1				
					
	Availability Indicator		Performance Indicator		
	Uptime (%)	Downtime (%)	Average transaction response		Error Rate
PISP response (ms)			AISP response (ms)	%	
01/01/2022	100.00	0.00%	1,839	1,237	0.00%
02/01/2022	100.00	0.00%	1,790	1,194	0.00%
03/01/2022	100.00	0.00%	1,910	1,192	0.00%
04/01/2022	100.00	0.00%	1,475	1,209	0.00%
05/01/2022	100.00	0.00%	1,778	1,193	0.00%
06/01/2022	100.00	0.00%	1,194	1,199	0.00%
07/01/2022	100.00	0.00%	1,196	1,215	0.00%
08/01/2022	100.00	0.00%	1,811	1,243	0.00%
09/01/2022	100.00	0.00%	1,905	1,212	0.00%
10/01/2022	100.00	0.00%	1,535	1,203	0.00%
11/01/2022	100.00	0.00%	1,811	1,200	0.00%
12/01/2022	100.00	0.00%	1,574	1,308	0.00%
13/01/2022	100.00	0.00%	1,337	1,304	0.00%
14/01/2022	100.00	0.00%	1,285	1,639	0.00%
15/01/2022	100.00	0.00%	1,993	1,473	0.00%
16/01/2022	100.00	0.00%	1,805	2,223	0.00%
17/01/2022	100.00	0.00%	1,298	1,219	0.00%
18/01/2022	100.00	0.00%	1,511	1,218	0.00%
19/01/2022	100.00	0.00%	1,438	1,196	0.00%
20/01/2022	100.00	0.00%	1,254	1,206	0.00%
21/01/2022	93.33	6.67%	1,545	1,762	6.67%
22/01/2022	100.00	0.00%	1,331	1,186	0.00%
23/01/2022	100.00	0.00%	2,119	1,217	0.00%
24/01/2022	100.00	0.00%	1,615	1,218	0.00%
25/01/2022	100.00	0.00%	1,434	1,199	0.00%
26/01/2022	100.00	0.00%	1,118	1,175	0.00%
27/01/2022	100.00	0.00%	1,078	1,185	0.00%
28/01/2022	72.92	27.08%	1,674	792	27.08%
29/01/2022	73.27	26.73%	1,246	689	26.73%
30/01/2022	100.00	0.00%	1,373	1,194	0.00%
31/01/2022	100.00	0.00%	1,553	1,184	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%	393	388	381	376	230	227
100.00	0.00%	392	380	385	373	220	213
100.00	0.00%	401	387	382	368	226	218
100.00	0.00%	347	376	350	379	226	245
100.00	0.00%	412	396	409	393	232	223
100.00	0.00%	404	397	410	403	241	237
100.00	0.00%	251	389	258	400	240	372
100.00	0.00%	381	389	370	378	234	239
100.00	0.00%	399	384	386	371	234	225
100.00	0.00%	437	390	447	399	250	223
100.00	0.00%	360	389	357	385	238	257
100.00	0.00%	377	382	389	394	223	226
100.00	0.00%	380	400	380	400	234	246
100.00	0.00%	361	412	355	406	281	321
100.00	0.00%	386	389	363	366	225	227
99.96	0.04%	429	380	425	376	236	209
100.00	0.00%	382	387	369	374	218	221
100.00	0.00%	413	400	403	391	259	251
100.00	0.00%	386	395	391	400	225	230
100.00	0.00%	418	405	439	426	231	224
93.33	6.67%	398	380	403	385	241	230
100.00	0.00%	354	388	344	377	222	243
100.00	0.00%	386	388	380	382	220	221
100.00	0.00%	384	382	381	379	243	242
100.00	0.00%	428	406	448	425	272	258
100.00	0.00%	386	383	395	392	246	244
100.00	0.00%	406	408	451	453	241	242
72.92	27.08%	312	433	318	441	445	617
73.27	26.73%	413	394	422	403	264	252
100.00	0.00%	411	385	396	371	239	224
100.00	0.00%	393	413	382	402	232	244


February 2022

February 2022	TPP APIs V3.1				
					
	Availability Indicator		Performance Indicator		
	Uptime (%)	Downtime (%)	Average transaction response		Error Rate
PISP response (ms)			AISP response (ms)	%	
01/02/2022	100.00	0.00%	1,253	1,179	0.00%
02/02/2022	100.00	0.00%	1,413	1,040	0.00%
03/02/2022	100.00	0.00%	1,076	1,052	0.00%
04/02/2022	100.00	0.00%	1,206	1,018	0.00%
05/02/2022	100.00	0.00%	1,518	996	0.00%
06/02/2022	100.00	0.00%	1,826	986	0.00%
07/02/2022	100.00	0.00%	1,351	983	0.00%
08/02/2022	100.00	0.00%	1,512	954	0.00%
09/02/2022	100.00	0.00%	1,499	962	0.00%
10/02/2022	100.00	0.00%	1,355	993	0.00%
11/02/2022	100.00	0.00%	1,153	1,006	0.00%
12/02/2022	100.00	0.00%	1,785	1,008	0.00%
13/02/2022	100.00	0.00%	2,193	1,008	0.00%
14/02/2022	100.00	0.00%	1,539	992	0.00%
15/02/2022	100.00	0.00%	1,350	980	0.00%
16/02/2022	100.00	0.00%	1,554	990	0.00%
17/02/2022	100.00	0.00%	1,229	994	0.00%
18/02/2022	100.00	0.00%	1,222	1,010	0.00%
19/02/2022	93.33	6.67%	2,541	1,308	6.67%
20/02/2022	100.00	0.00%	1,621	971	0.00%
21/02/2022	100.00	0.00%	1,447	1,014	0.00%
22/02/2022	100.00	0.00%	1,502	1,061	0.00%
23/02/2022	100.00	0.00%	1,810	1,303	0.00%
24/02/2022	100.00	0.00%	2,017	1,514	0.00%
25/02/2022	100.00	0.00%	1,788	1,497	0.00%
26/02/2022	100.00	0.00%	2,356	1,517	0.00%
27/02/2022	100.00	0.00%	2,278	1,455	0.00%
28/02/2022	100.00	0.00%	2,049	1,566	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%	405	402	391	388	241	239
100.00	0.00%	408	396	409	397	245	238
100.00	0.00%	397	405	384	392	234	239
100.00	0.00%	399	399	396	396	234	234
100.00	0.00%	423	399	399	376	246	232
100.00	0.00%	384	372	365	354	230	223
100.00	0.00%	390	377	381	368	235	227
100.00	0.00%	394	406	389	401	235	242
100.00	0.00%	374	379	372	377	237	240
100.00	0.00%	389	387	399	397	234	233
100.00	0.00%	403	385	391	374	230	220
100.00	0.00%	429	401	401	375	243	227
100.00	0.00%	442	390	412	364	248	219
100.00	0.00%	396	378	384	367	224	214
100.00	0.00%	438	399	462	421	246	224
100.00	0.00%	399	387	399	387	235	228
100.00	0.00%	386	392	401	408	244	248
100.00	0.00%	365	393	355	383	269	290
93.33	6.67%	385	392	360	367	261	266
100.00	0.00%	478	457	452	432	231	221
100.00	0.00%	452	460	440	447	238	242
100.00	0.00%	457	426	432	403	250	233
100.00	0.00%	458	466	424	431	236	240
100.00	0.00%	479	440	471	433	260	239
100.00	0.00%	442	457	457	473	228	236
100.00	0.00%	502	456	492	447	251	228
100.00	0.00%	418	453	411	446	224	243
100.00	0.00%	439	465	412	437	267	283

March 2022

March 2022	TPP APIs V3.1				
					
	Availability Indicator		Performance Indicator		
	Uptime (%)	Downtime (%)	Average transaction response		Error Rate
PISP response (ms)			AISP response (ms)	%	
01/03/2022	100.00	0.00%	1,816	1,526	0.00%
02/03/2022	100.00	0.00%	1,869	1,520	0.00%
03/03/2022	100.00	0.00%	1,568	1,524	0.00%
04/03/2022	100.00	0.00%	1,717	1,476	0.00%
05/03/2022	100.00	0.00%	2,132	1,419	0.00%
06/03/2022	100.00	0.00%	1,793	1,424	0.00%
07/03/2022	100.00	0.00%	2,558	1,427	0.00%
08/03/2022	100.00	0.00%	1,949	1,408	0.00%
09/03/2022	100.00	0.00%	2,072	1,376	0.00%
10/03/2022	100.00	0.00%	1,666	1,443	0.00%
11/03/2022	100.00	0.00%	1,787	1,441	0.00%
12/03/2022	100.00	0.00%	1,731	1,407	0.00%
13/03/2022	100.00	0.00%	2,251	1,469	0.00%
14/03/2022	100.00	0.00%	1,779	1,459	0.00%
15/03/2022	100.00	0.00%	1,742	1,540	0.00%
16/03/2022	100.00	0.00%	1,765	1,618	0.00%
17/03/2022	100.00	0.00%	1,974	1,363	0.00%
18/03/2022	100.00	0.00%	2,378	1,413	0.00%
19/03/2022	100.00	0.00%	2,979	1,359	0.00%
20/03/2022	100.00	0.00%	2,569	1,368	0.00%
21/03/2022	100.00	0.00%	1,921	1,368	0.00%
22/03/2022	100.00	0.00%	2,066	1,366	0.00%
23/03/2022	100.00	0.00%	1,957	1,310	0.00%
24/03/2022	100.00	0.00%	1,640	1,398	0.00%
25/03/2022	100.00	0.00%	1,622	1,440	0.00%
26/03/2022	100.00	0.00%	1,857	1,419	0.00%
27/03/2022	100.00	0.00%	1,944	1,301	0.00%
28/03/2022	100.00	0.00%	2,087	1,373	0.00%
29/03/2022	100.00	0.00%	1,776	1,373	0.00%
30/03/2022	100.00	0.00%	1,980	1,396	0.00%
31/03/2022	100.00	0.00%	1,502	1,434	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%	449	486	460	498	314	340
100.00	0.00%	470	452	449	431	280	269
100.00	0.00%	440	442	428	430	249	250
100.00	0.00%	418	452	406	439	257	278
100.00	0.00%	455	440	427	413	299	289
100.00	0.00%	436	434	419	418	289	288
100.00	0.00%	443	450	435	442	300	305
100.00	0.00%	528	484	493	452	276	253
100.00	0.00%	490	464	454	430	245	232
100.00	0.00%	445	452	429	436	246	250
100.00	0.00%	453	445	454	446	235	231
100.00	0.00%	503	454	494	446	255	230
100.00	0.00%	406	432	399	424	237	252
100.00	0.00%	439	446	423	430	258	262
100.00	0.00%	453	450	433	430	309	307
100.00	0.00%	464	479	447	462	306	316
100.00	0.00%	465	450	431	417	285	276
100.00	0.00%	519	447	491	423	325	280
100.00	0.00%	454	445	428	419	296	290
100.00	0.00%	455	434	438	418	288	275
100.00	0.00%	446	458	440	451	309	317
100.00	0.00%	462	452	477	467	329	322
100.00	0.00%	407	382	402	377	261	245
100.00	0.00%	468	438	454	425	282	264
100.00	0.00%	458	556	616	748	337	409
100.00	0.00%	434	425	407	398	285	279
100.00	0.00%	418	412	427	420	259	255
100.00	0.00%	388	397	395	404	254	260
100.00	0.00%	422	415	445	437	285	280
100.00	0.00%	393	398	397	402	230	233
100.00	0.00%	406	388	410	392	250	239

Appendix

			
ASPSP Downtime Details			
Date	Start Time	End Time	Duration (min)
21 st January 2022	22:00	23:36	96
19 th February 2022	22:03	23:36	93