

PTSB

PSD2 Availability and Performance Report

1st January 2024 – 31st March 2024

19th April 2024

ptsb

Introduction

We are pleased to present our latest quarterly PSD2 Availability and Performance report covering the period from 1st January 2024 – 31st March 2024. 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.


January 2024

January 2024	TPP APIs V3.1				
					
	Availability Indicator		Performance Indicator		
	Uptime (%)	Downtime (%)	Average transaction response		Error Rate
PISP response (ms)			AISP response (ms)	%	
01/01/2024	100.00	0.00	1,250	1,949	0.09%
02/01/2024	100.00	0.00	1,311	1,982	0.10%
03/01/2024	100.00	0.00	1,279	2,001	0.10%
04/01/2024	100.00	0.00	1,296	2,001	0.10%
05/01/2024	91.67	8.33	1,271	1,961	0.12%
06/01/2024	78.54	21.46	912	1,301	0.18%
07/01/2024	100.00	0.00	913	1,371	0.13%
08/01/2024	100.00	0.00	907	1,404	0.13%
09/01/2024	100.00	0.00	919	1,371	0.14%
10/01/2024	100.00	0.00	913	1,388	0.15%
11/01/2024	100.00	0.00	924	1,411	0.14%
12/01/2024	91.67	8.33	904	1,439	0.22%
13/01/2024	89.03	10.97	872	1,363	0.15%
14/01/2024	100.00	0.00	883	1,364	0.14%
15/01/2024	100.00	0.00	908	1,363	0.15%
16/01/2024	100.00	0.00	889	1,383	0.14%
17/01/2024	95.07	4.93	914	1,406	0.14%
18/01/2024	100.00	0.00	853	1,583	0.14%
19/01/2024	100.00	0.00	840	1,551	0.16%
20/01/2024	100.00	0.00	826	1,527	0.15%
21/01/2024	100.00	0.00	829	1,508	0.14%
22/01/2024	100.00	0.00	834	1,582	0.16%
23/01/2024	100.00	0.00	864	1,527	0.17%
24/01/2024	100.00	0.00	812	1,547	0.16%
25/01/2024	100.00	0.00	844	1,579	0.15%
26/01/2024	100.00	0.00	832	1,577	0.16%
27/01/2024	100.00	0.00	807	1,599	0.15%
28/01/2024	100.00	0.00	805	1,557	0.16%
29/01/2024	100.00	0.00	836	1,585	0.15%
30/01/2024	100.00	0.00	870	1,516	0.15%
31/01/2024	100.00	0.00	860	1,545	0.15%


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	353	257	351	262	266	229
100.00	0.00	383	292	400	310	417	251
100.00	0.00	374	287	385	304	292	271
100.00	0.00	375	288	388	305	273	259
91.67	8.33	382	288	392	305	254	257
78.54	21.46	368	257	369	261	277	263
100.00	0.00	367	253	369	257	359	259
100.00	0.00	377	279	389	295	263	246
100.00	0.00	377	279	394	293	263	246
100.00	0.00	382	278	382	290	284	257
100.00	0.00	396	286	399	297	396	253
91.67	8.33	390	285	410	299	268	247
89.03	10.97	373	257	363	258	286	254
100.00	0.00	363	255	363	258	236	257
100.00	0.00	386	284	396	298	393	303
100.00	0.00	377	280	385	290	258	247
95.07	4.93	382	280	390	292	262	257
100.00	0.00	350	256	370	267	321	254
100.00	0.00	351	258	363	269	318	247
100.00	0.00	333	237	339	243	311	240
100.00	0.00	331	231	331	235	540	247
100.00	0.00	346	252	348	261	275	250
100.00	0.00	356	258	349	262	261	258
100.00	0.00	353	256	365	267	278	277
100.00	0.00	363	264	373	273	277	262
100.00	0.00	364	268	373	279	297	290
100.00	0.00	336	239	337	243	280	243
100.00	0.00	335	234	335	235	268	246
100.00	0.00	363	262	371	275	305	258
100.00	0.00	355	256	364	267	266	252
100.00	0.00	356	262	361	271	315	285


February 2024

February 2024	TPP APIs V3.1				
					
	Availability Indicator		Performance Indicator		
	Uptime (%)	Downtime (%)	Average transaction response		Error Rate
PISP response (ms)			AISP response (ms)	%	
01/02/2024	100.00	0.00	887	1,582	0.14%
02/02/2024	91.67	8.33	861	1,633	0.16%
03/02/2024	89.17	10.83	847	1,501	0.17%
04/02/2024	100.00	0.00	838	1,509	0.17%
05/02/2024	100.00	0.00	877	1,503	0.17%
06/02/2024	100.00	0.00	867	1,543	0.17%
07/02/2024	100.00	0.00	866	1,578	0.17%
08/02/2024	100.00	0.00	851	1,492	0.16%
09/02/2024	100.00	0.00	858	1,533	0.17%
10/02/2024	100.00	0.00	880	1,555	0.16%
11/02/2024	100.00	0.00	866	1,457	0.15%
12/02/2024	100.00	0.00	835	1,520	0.16%
13/02/2024	100.00	0.00	939	1,511	0.24%
14/02/2024	98.65	1.35	857	1,571	0.23%
15/02/2024	100.00	0.00	875	1,569	0.16%
16/02/2024	100.00	0.00	877	1,628	0.17%
17/02/2024	91.81	8.19	848	1,594	2.47%
18/02/2024	100.00	0.00	859	1,567	0.17%
19/02/2024	100.00	0.00	869	1,623	0.17%
20/02/2024	100.00	0.00	867	1,630	0.20%
21/02/2024	100.00	0.00	876	1,676	0.20%
22/02/2024	100.00	0.00	883	1,622	0.20%
23/02/2024	100.00	0.00	883	1,661	0.19%
24/02/2024	91.67	8.33	892	1,626	1.99%
25/02/2024	93.13	6.87	866	1,420	0.21%
26/02/2024	100.00	0.00	893	1,478	0.20%
27/02/2024	100.00	0.00	872	1,550	0.21%
28/02/2024	100.00	0.00	887	1,532	0.27%
29/02/2024	100.00	0.00	892	1,567	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	262	274	381	282	318	372
91.67	8.33	360	267	373	277	254	259
89.17	10.83	358	237	340	239	272	244
100.00	0.00	331	229	330	233	242	228
100.00	0.00	337	241	335	243	274	240
100.00	0.00	350	255	358	262	276	252
100.00	0.00	347	255	352	262	242	252
100.00	0.00	355	260	372	271	265	266
100.00	0.00	356	258	360	269	270	251
100.00	0.00	336	237	334	241	318	236
100.00	0.00	338	234	337	236	395	249
100.00	0.00	358	258	364	268	300	265
100.00	0.00	351	257	365	266	301	250
98.65	1.35	345	251	351	257	302	343
100.00	0.00	354	259	356	265	357	258
100.00	0.00	356	258	362	266	270	251
91.81	8.19	336	239	332	238	308	240
100.00	0.00	331	222	331	224	267	246
100.00	0.00	346	247	351	257	314	253
100.00	0.00	349	250	354	259	280	270
100.00	0.00	354	248	353	256	309	255
100.00	0.00	349	255	350	259	277	254
100.00	0.00	365	263	376	273	304	271
91.67	8.33	334	265	332	239	361	250
93.13	6.87	333	232	332	233	306	239
100.00	0.00	348	252	357	261	284	255
100.00	0.00	345	251	352	261	301	264
100.00	0.00	347	253	355	263	266	254
100.00	0.00	361	267	369	273	362	276

March 2024

March 2024	TPP APIs V3.1				
					
	Availability Indicator		Performance Indicator		
	Uptime (%)	Downtime (%)	Average transaction response		Error Rate
PISP response (ms)			AISP response (ms)	%	
01/03/2024	100.00	0.00	895	1,532	0.23%
02/03/2024	100.00	0.00	880	1,479	0.20%
03/03/2024	100.00	0.00	882	1,439	0.23%
04/03/2024	100.00	0.00	877	1,519	0.22%
05/03/2024	100.00	0.00	876	1,503	0.20%
06/03/2024	100.00	0.00	885	1,539	0.21%
07/03/2024	100.00	0.00	884	1,502	0.21%
08/03/2024	100.00	0.00	884	1,568	0.20%
09/03/2024	91.67	8.33	883	1,525	6.85%
10/03/2024	83.68	16.32	867	1,383	2.55%
11/03/2024	100.00	0.00	887	1,411	0.26%
12/03/2024	100.00	0.00	881	1,538	0.27%
13/03/2024	100.00	0.00	884	1,425	0.29%
14/03/2024	97.50	2.50	878	1,509	0.24%
15/03/2024	100.00	0.00	895	1,530	0.25%
16/03/2024	100.00	0.00	896	1,503	0.26%
17/03/2024	100.00	0.00	894	1,478	0.24%
18/03/2024	100.00	0.00	889	1,465	0.24%
19/03/2024	94.93	5.07	896	1,534	0.32%
20/03/2024	100.00	0.00	901	1,545	0.23%
21/03/2024	99.45	0.55	905	1,367	0.32%
22/03/2024	100.00	0.00	916	1,132	0.23%
23/03/2024	91.67	8.33	906	1,068	0.28%
24/03/2024	87.50	12.50	824	810	0.26%
25/03/2024	100.00	0.00	836	834	0.28%
26/03/2024	100.00	0.00	832	845	0.35%
27/03/2024	100.00	0.00	821	833	0.26%
28/03/2024	100.00	0.00	837	845	0.26%
29/03/2024	93.89	6.11	823	834	0.25%
30/03/2024	100.00	0.00	857	825	0.23%
31/03/2024	100.00	0.00	827	821	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	361	265	380	277	255	253
100.00	0.00	335	237	335	240	317	233
100.00	0.00	333	232	336	235	248	239
100.00	0.00	356	257	368	267	317	258
100.00	0.00	346	255	355	262	273	251
100.00	0.00	268	248	346	256	297	340
100.00	0.00	344	251	350	256	296	257
100.00	0.00	345	251	352	261	290	269
91.67	8.33	349	234	335	234	273	235
83.68	16.32	334	229	336	229	283	259
100.00	0.00	343	248	352	259	335	253
100.00	0.00	338	248	343	255	310	263
100.00	0.00	342	243	347	251	287	247
97.50	2.50	340	251	344	256	304	250
100.00	0.00	340	250	347	256	307	250
100.00	0.00	328	225	329	229	262	238
100.00	0.00	332	219	332	221	286	221
100.00	0.00	332	232	330	234	338	249
94.93	5.07	346	249	349	256	307	261
100.00	0.00	339	248	347	254	311	261
99.45	0.55	351	256	360	265	309	260
100.00	0.00	384	254	404	263	272	271
91.67	8.33	330	236	330	238	320	242
87.50	12.50	339	243	348	247	236	290
100.00	0.00	364	283	362	298	272	253
100.00	0.00	353	275	364	292	351	258
100.00	0.00	360	269	367	273	603	260
100.00	0.00	383	288	373	286	329	264
93.89	6.11	360	282	355	267	329	259
100.00	0.00	346	249	344	249	440	277
100.00	0.00	346	246	346	246	481	303

Appendix

			
ASPSP Downtime Details			
Date	Start Time	End Time	Duration (min)
05 th January 2024	22:00	00:00	120
06 th January 2024	00:00	05:06	309
12 th January 2024	22:00	00:00	120
13 th January 2024	00:00	02:38	158
17 th January 2024	22:00	23:11	71
02 nd February 2024	22:00	00:00	120
03 rd February 2024	00:00	02:36	156
17 th February 2024	22:00	23:58	118
24 th February 2024	22:00	00:00	120
25 th February 2024	00:00	01:39	99
09 th March 2024	22:00	00:00	120
10 th March 2024	00:00	03:55	235
19 th March 2024	22:00	23:13	73
23 rd March 2024	22:00	00:00	120
24 th March 2024	00:00	03:00	180