



RELATÓRIO DE NÍVEL DE DISPONIBILIDADE E DESEMPENHO - INTERNET BANKING E API - PSD2

Período: 01/07/2022 a 30/09/2022

	01-jul	02-jul	03-jul	04-jul	05-jul	06-jul	07-jul	08-jul	09-jul	10-jul	11-jul	12-jul	13-jul	14-jul	15-jul	16-jul	17-jul	18-jul	19-jul	20-jul	21-jul	22-jul	23-jul	24-jul	25-jul	26-jul	27-jul	28-jul	29-jul	30-jul	31-jul
Tradicional - BAIE Internet Banking																															
Disponibilidade	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Informação de Conta	00:26,000	00:01,000	00:01,000	00:27,000	00:07,000	00:12,000	00:06,000	00:12,000	00:01,000	00:01,000	00:10,000	00:15,000	00:40,000	00:14,000	00:16,000	00:00,000	00:00,000	00:47,000	00:15,000	00:14,000	00:19,000	00:21,000	00:01,000	00:03,000	00:15,000	00:14,000	00:20,000	00:19,000	00:29,000	00:00,000	00:02,000
Pagamentos																															
Transferências Sepas	00:02,000	00:01,000	00:00,000	00:00,000	00:16,000	00:04,000	00:01,000	00:05,000		00:01,000	00:03,000	00:01,000	00:04,000	00:06,000	00:03,000	00:02,000	00:00,000	00:05,000	00:01,000	01:21,000	00:04,000	00:05,000	00:01,000	00:00,000	00:05,000	00:03,000	01:30,000	00:04,000	00:01,000	00:01,000	
Transferências Internas	00:00,000				00:02,000	00:01,000	00:07,000	00:01,000		00:00,000	00:00,000		00:02,000							00:01,000	00:01,000	00:01,000				00:01,000	00:01,000	00:00,000			
Logins	05:31,000	00:15,000	00:11,000	05:10,000	04:06,000	04:00,000	03:47,000	04:25,000	00:12,000	00:12,000	04:14,000	03:47,000	04:15,000	05:06,000	05:56,000	00:06,000	00:14,000	04:49,000	04:35,000	04:58,000	04:02,000	04:58,000	00:07,000	00:14,000	05:45,000	04:21,000	05:10,000	04:42,000	04:51,000	00:17,000	00:14,000
Disponibilização de Fundos (1)																															
API - PSD2 (2)																															
Disponibilidade	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	85%	100%	100%	100%
Informação de Conta																															
Pagamentos																															
Transferências Sepas																															
Transferências Internas																															
Logins																															
Disponibilização de Fundos																															
Taxa de Erros nas respostas aos TPP	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

	01-ago	02-ago	03-ago	04-ago	05-ago	06-ago	07-ago	08-ago	09-ago	10-ago	11-ago	12-ago	13-ago	14-ago	15-ago	16-ago	17-ago	18-ago	19-ago	20-ago	21-ago	22-ago	23-ago	24-ago	25-ago	26-ago	27-ago	28-ago	29-ago	30-ago	31-ago
Tradicional - BAIE Internet Banking																															
Disponibilidade	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	85%	100%	100%
Informação de Conta	00:32,000	00:32,000	01:02,000	00:25,000	00:25,000	01:16,000	01:57,000	07:26,000	04:12,000	09:00,000	18:24,000	28:43,000	34:50,000	00:38,000	05:22,000	15:45,000	05:31,000	21:06,000	24:59,000	01:26,000	01:23,000	20:05,000	11:20,000	15:39,000	00:27,000	00:32,000	00:00,000	00:01,000	00:09,000	00:16,000	00:22,000
Pagamentos																															
Transferências Sepas	00:03,000	00:54,000	00:09,000	00:02,000	00:06,000	00:00,000	00:01,000	00:05,000	00:20,000	00:02,000	00:16,000	00:14,000	00:39,000	00:09,000	01:23,000	01:00,000	00:31,000	06:45,000	04:43,000	00:03,000	00:18,000	03:39,000	02:10,000	02:33,000	00:09,000	00:01,000	00:00,000	00:00,000	00:05,000	00:07,000	00:01,000
Transferências Internas	00:00,000		00:00,000	00:00,000	00:00,000	00:01,000	00:01,000	00:00,000	00:02,000	00:09,000	00:01,000	00:01,000			00:06,000	00:01,000	00:00,000				00:11,000	00:16,000	00:25,000	00:01,000			00:01,000	00:01,000	00:01,000		
Logins	00:03,000	00:54,000	00:09,000	00:02,000	00:06,000	00:00,000	00:01,000	00:05,000	00:20,000	00:02,000	00:16,000	00:14,000	00:39,000	00:09,000	01:23,000	01:00,000	00:31,000	06:45,000	04:43,000	00:03,000	00:18,000	03:39,000	02:10,000	02:33,000	00:09,000	00:01,000	00:00,000	00:00,000	00:05,000	00:07,000	00:01,000
Disponibilização de Fundos (1)																															
API - PSD2 (2)																															
Disponibilidade	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	85%	100%	100%
Informação de Conta																															
Pagamentos																															
Transferências Sepas																															
Transferências Internas																															
Logins																															
Disponibilização de Fundos																															
Taxa de Erros nas respostas aos TPP	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

	01-set	02-set	03-set	04-set	05-set	06-set	07-set	08-set	09-set	10-set	11-set	12-set	13-set	14-set	15-set	16-set	17-set	18-set	19-set	20-set	21-set	22-set	23-set	24-set	25-set	26-set	27-set	28-set	29-set	30-set	
Tradicional - BAIE Internet Banking																															
Disponibilidade	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	83%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	83%	100%	100%	100%	85%	100%
Informação de Conta	00:13,000	00:13,000	00:01,000	00:00,000	00:27,000	00:12,000	00:24,000	00:13,000	00:17,000	00:01,000	00:01,000	00:14,000	00:17,000	05:19,000	00:06,000	00:10,000	03:26,000	00:00,000	02:00,000	00:15,000	00:11,000	00:12,000	01:10,000	00:19,000	00:07,000	03:03,000	00:59,000	00:17,000	00:06,000	00:30,000	
Pagamentos																															
Transferências Sepas	00:03,000	00:02,000	00:01,000	00:00,000	00:02,000	00:01,000	00:02,000	00:01,000	00:01,000	00:00,000	00:03,000	00:00,000	00:01,000	00:01,000	00:02,000	00:35,000	00:02,000	00:01,000	00:07,000	00:02,000	00:02,000	00:03,000	00:00,000	00:02,000	00:02,000	00:03,000	00:01,000	00:04,000	00:04,000	00:03,000	
Transferências Internas	00:00,000				00:00,000	00:00,000	00:01,000	00:00,000	00:00,000		00:00,000	00:02,000	00:00,000		00:01,000					00:00,000	00:00,000	00:00,000	00:01,000	00:01,000		00:00,000	00:00,000	00:01,000	00:01,000	00:01,000	
Logins	04:14,000	03:47,000	00:10,000	00:16,000	05:41,000	04:48,000	04:50,000	04:51,000	04:47,000	00:18,000	00:03,000	04:32,000	03:51,000	05:25,000	03:42,000	04:50,000	00:20,000	00:11,000	05:07,000	04:20,000	04:08,000	04:39,000	04:12,000	00:16,000	00:10,000	05:52,000	04:38,000	04:28,000	04:09,000	05:07,000	
Disponibilização de Fundos (1)																															
API - PSD2 (2)																															
Disponibilidade	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	83%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	83%	100%	100%	100%	85%	100%
Informação de Conta																															
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Transferências Sepas																															
Transferências Internas																															
Logins																															
Disponibilização de Fundos																															
Taxa de Erros nas respostas aos TPP	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

(1) Serviço não aplicável
 (2) Não tivemos comunicações por parte de Entidades Terceiras