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

Período: 01/10/2023 a 31/12/2023

	01-out	02-out	03-out	04-out	05-out	06-out	07-out	08-out	09-out	10-out	11-out	12-out	13-out	14-out	15-out	16-out	17-out	18-out	19-out	20-out	21-out	22-out	23-out	24-out	25-out	26-out	27-out	28-out	29-out	30-out	31-out	No periodo
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%	99%	100%	100%	100%	100%	100%	100%
Informação de Conta	00:01,000	01:11,000	01:51,000	00:43,000	00:05,000	00:53,000	00:01,000	00:03,000	00:23,000	00:30,000	00:24,000	00:25,000	00:34,000	00:04,000	00:00,000	00:39,000	00:53,000	00:34,000	00:20,000	00:01,000	00:03,000	00:02,000	00:32,000	00:51,000	00:18,000	00:35,000	00:31,000	00:06,000	00:04,000	00:46,000	00:30,000	13:53,000
Pagamentos																																
Transferências Sepas	00:15,000	01:51,000	00:37,000	01:33,000	00:31,000	00:58,000	00:16,000	00:07,000	01:19,000	01:17,000	01:12,000	01:29,000	01:15,000	00:07,000	00:05,000	00:58,000	01:15,000	00:54,000	00:50,000	00:04,000	00:03,000	00:02,000	01:05,000	01:39,000	01:09,000	01:34,000	01:26,000	00:11,000	00:08,000	03:01,000	01:37,000	28:48,000
Transferências internas	00:04,000	00:03,000	00:01,000	00:03,000				00:00,000	00:04,000	00:04,000	00:04,000	00:07,000	00:07,000		00:00,000	00:02,000	00:01,000						00:00,000	00:01,000	00:01,000	00:04,000	00:04,000			00:27,000	00:01,000	01:18,000
Logins	01:24,000	09:43,000	08:12,000	09:09,000	04:01,000	07:05,000	01:26,000	01:07,000	08:41,000	07:45,000	07:49,000	07:53,000	07:39,000	01:14,000	00:50,000	09:14,000	08:30,000	06:57,000	08:16,000	00:34,000	01:47,000	00:51,000	09:21,000	10:36,000	09:24,000	09:50,000	08:11,000	01:46,000	01:11,000	09:54,000	08:57,000	09:17,000
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%	99%	100%	100%	100%	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%	0%

	01-nov	02-nov	03-nov	04-nov	05-nov	06-nov	07-nov	08-nov	09-nov	10-nov	11-nov	12-nov	13-nov	14-nov	15-nov	16-nov	17-nov	18-nov	19-nov	20-nov	21-nov	22-nov	23-nov	24-nov	25-nov	26-nov	27-nov	28-nov	29-nov	30-nov	No periodo
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%	99%	100%	100%	100%
Informação de Conta	00:13,000	00:46,000	00:50,000	00:06,000	00:02,000	01:08,000	01:17,000	00:28,000	00:16,000	01:04,000	00:01,000	00:02,000	02:05,000	00:24,000	00:45,000	00:40,000	00:23,000	00:03,000	00:02,000	00:54,000	01:11,000	00:25,000	00:16,000	00:17,000	00:01,000	00:06,000	00:58,000	01:38,000	00:26,000	00:36,000	17:23,000
Pagamentos																															
Transferências Sepas	00:18,000	01:02,000	00:39,000	00:12,000	00:04,000	00:56,000	00:34,000	00:44,000	00:58,000	00:40,000	00:19,000	00:03,000	00:35,000	00:37,000	00:57,000	01:21,000	00:42,000	00:11,000	00:12,000	00:40,000	00:49,000	00:37,000	00:42,000	00:32,000	00:07,000	00:06,000	01:06,000	00:57,000	01:01,000	00:48,000	18:29,000
Transferências internas	00:01,000	00:01,000	00:02,000			00:01,000	00:00,000	00:00,000								00:02,000	00:02,000			00:03,000	00:02,000	00:01,000	00:02,000				00:01,000	00:04,000	00:02,000	00:03,000	00:27,000
Logins	02:09,000	05:52,000	06:30,000	00:33,000	00:16,000	06:14,000	06:23,000	05:21,000	05:08,000	05:23,000	00:25,000	00:16,000	06:02,000	05:51,000	05:07,000	06:27,000	05:55,000	00:35,000	00:21,000	06:41,000	06:22,000	05:42,000	04:53,000	05:11,000	00:39,000	00:30,000	06:01,000	06:39,000	06:39,000	07:23,000	11:28,000
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%	99%	100%	100%	100%
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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-dez	02-dez	03-dez	04-dez	05-dez	06-dez	07-dez	08-dez	09-dez	10-dez	11-dez	12-dez	13-dez	14-dez	15-dez	16-dez	17-dez	18-dez	19-dez	20-dez	21-dez	22-dez	23-dez	24-dez	25-dez	26-dez	27-dez	28-dez	29-dez	30-dez	31-dez	No periodo
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%	99%	100%	100%	100%	100%	100%
Informação de Conta	00:36,000	00:03,000	00:02,000	04:04,000	00:30,000	01:29,000	00:23,000	00:21,000	00:02,000	00:02,000	00:25,000	01:33,000	00:33,000	01:02,000	00:51,000	00:02,000	00:01,000	00:53,000	00:25,000	00:42,000	00:38,000	00:31,000	00:01,000	00:02,000	00:02,000	00:16,000	00:59,000	00:31,000	00:34,000	00:01,000	00:02,000	00:34,065
Pagamentos																																
Transferências Sepas	00:27,000	00:11,000	00:16,000	00:41,000	00:28,000	00:56,000	00:30,000	00:19,000	00:08,000	00:02,000	00:45,000	00:31,000	00:45,000	00:31,000	00:11,000	00:09,000	00:03,000	00:32,000	00:41,000	00:42,000	00:32,000	00:33,000	00:07,000	00:07,000	00:10,000	00:22,000	00:32,000	00:20,000	00:23,000	00:09,000	00:05,000	00:23,484
Transferências internas	00:01,000	00:03,000	00:00,000	00:01,000	00:01,000	00:02,000	00:05,000				00:04,000	00:48,000	00:04,000	00:00,000	00:00,000			00:02,000	00:00,000	00:00,000	00:03,000	00:01,000			00:01,000	00:00,000		00:01,000	00:00,000	00:01,000		00:03,545
Logins	04:03,000	00:52,000	00:27,000	08:09,000	06:43,000	06:42,000	06:35,000	03:17,000	00:38,000	00:30,000	08:50,000	08:07,000	07:13,000	06:40,000	05:25,000	00:15,000	00:29,000	06:49,000	06:51,000	07:55,000	06:52,000	05:56,000	00:35,000	00:13,000	00:41,000	03:45,000	06:50,000	06:10,000	06:52,000	00:32,000	00:11,000	04:21,516
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%	99%	100%	100%	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%	0%

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