

## Statistics on the availability and performance of the dedicated and ASPSP interface

Guidelines on the conditions to benefit from an exemption from the contingency mechanism under Article 33(6) of Regulation (EU) 2018/389

Period **April 2022 – June 2022**

### Dedicated Interface CBI Globe



<b>AVAILABILITY</b>	<b>Uptime</b> <i>Daily percentage</i>	<b>99,92%</b>
	<b>Downtime</b> <i>Daily percentage</i>	<b>0,08%</b>
<b>PERFORMANCE</b>	<b>PISP</b> <i>Daily average time per request</i>	<b>489</b> ms
	<b>AISP</b> <i>Daily average time per request</i>	<b>521</b> ms
	<b>CISP</b> <i>Daily average time per request</i>	<b>0</b> ms
	<b>Error Rate</b> <i>Daily error response rate</i>	<b>0,02%</b>

### PSU Interface WEB RelaxBanking



<b>AVAILABILITY</b>	<b>Uptime</b> <i>Daily percentage</i>	<b>99,96%</b>
	<b>Downtime</b> <i>Daily percentage</i>	<b>0,04%</b>
<b>PERFORMANCE</b>	<b>Payment</b> <i>Daily average time per request</i>	<b>8099</b> ms
	<b>Account Information</b> <i>Daily average time per request</i>	<b>7790</b> ms
	<b>Fund Checking</b> <i>Daily average time per request</i>	<b>7262</b> ms

### PSU Interface APP RelaxBanking



<b>AVAILABILITY</b>	<b>Uptime</b> <i>Daily percentage</i>	<b>96,94%</b>
	<b>Downtime</b> <i>Daily percentage</i>	<b>3,06%</b>
<b>PERFORMANCE</b>	<b>Payment</b> <i>Daily average time per request</i>	<b>9917</b> ms
	<b>Account Information</b> <i>Daily average time per request</i>	<b>5310</b> ms
	<b>Fund Checking</b> <i>Daily average time per request</i>	<b>3851</b> ms

### Period April 2022

April 2022	Dedicate Interface - CBI Globe					
	Availability Indicator		Performance Indicator			
	Uptime	Downtime	PISP	AISP	CISP	Error Rate
%	%	Average call response times (ms)	Average call response times (ms)	Average call response times (ms)	%	
01/04/2022	100,00%	0,00%	562,32	940,16	---	0,00%
02/04/2022	100,00%	0,00%	605,82	654,18	---	0,00%
03/04/2022	100,00%	0,00%	521,94	683,02	---	0,00%
04/04/2022	100,00%	0,00%	641,49	762,80	---	0,00%
05/04/2022	100,00%	0,00%	530,11	685,72	---	0,00%
06/04/2022	100,00%	0,00%	414,49	747,03	---	0,00%
07/04/2022	100,00%	0,00%	490,01	713,85	---	0,00%
08/04/2022	100,00%	0,00%	458,74	450,71	---	0,00%
09/04/2022	100,00%	0,00%	492,60	465,02	---	0,00%
10/04/2022	100,00%	0,00%	495,77	448,69	---	0,00%
11/04/2022	100,00%	0,00%	530,33	561,50	---	0,00%
12/04/2022	100,00%	0,00%	502,44	505,89	---	0,00%
13/04/2022	100,00%	0,00%	568,36	584,26	---	0,00%
14/04/2022	100,00%	0,00%	488,32	536,69	---	0,02%
15/04/2022	100,00%	0,00%	435,69	757,22	---	0,04%
16/04/2022	100,00%	0,00%	523,24	427,84	---	0,00%
17/04/2022	100,00%	0,00%	729,69	434,99	---	0,00%
18/04/2022	100,00%	0,00%	430,71	402,02	---	0,00%
19/04/2022	100,00%	0,00%	460,74	437,13	---	0,00%
20/04/2022	100,00%	0,00%	435,14	413,89	---	0,00%
21/04/2022	100,00%	0,00%	466,50	412,62	---	0,00%
22/04/2022	100,00%	0,00%	452,40	412,54	---	0,00%
23/04/2022	100,00%	0,00%	519,24	423,12	---	0,00%
24/04/2022	100,00%	0,00%	577,18	414,96	---	0,00%
25/04/2022	100,00%	0,00%	481,21	416,50	---	0,00%
26/04/2022	100,00%	0,00%	435,95	400,67	---	0,00%
27/04/2022	100,00%	0,00%	446,22	405,22	---	0,00%
28/04/2022	100,00%	0,00%	659,66	689,96	---	0,03%
29/04/2022	97,62%	2,38%	380,61	412,51	---	0,20%
30/04/2022	99,40%	0,60%	586,91	431,26	---	0,15%

PSU Interface - Web RelaxBanking					
Availability Indicator		Performance Indicator			
Uptime	Downtime	Payment	Account Information	Fund Checking	
%	%	Average call response times (ms)	Average call response times (ms)	Average call response times (ms)	
100,00%	0,00%	5985,39	7781,25	7319,44	
100,00%	0,00%	5938,28	7486,67	7002,67	
100,00%	0,00%	7023,16	8209,88	7285,24	
100,00%	0,00%	6255,44	7859,98	7365,26	
100,00%	0,00%	6168,12	7614,52	7150,19	
100,00%	0,00%	5896,29	7246,45	6801,73	
100,00%	0,00%	6724,37	7928,72	7191,42	
100,00%	0,00%	7297,16	8408,54	7426,27	
99,58%	0,42%	7703,03	9816,75	8942,98	
99,03%	0,97%	7827,57	9157,33	7999,70	
100,00%	0,00%	6575,60	7802,14	7315,01	
100,00%	0,00%	6666,65	7784,29	7297,20	
100,00%	0,00%	6550,59	7465,15	6972,26	
99,86%	0,14%	7062,92	8150,26	7580,27	
100,00%	0,00%	6460,04	6963,06	6429,44	
100,00%	0,00%	6127,26	6345,13	5841,11	
100,00%	0,00%	6505,84	6857,00	6357,71	
100,00%	0,00%	6293,03	6482,15	5989,82	
100,00%	0,00%	6249,82	6316,49	5820,77	
100,00%	0,00%	6532,65	6734,36	6227,16	
100,00%	0,00%	7578,92	8056,70	7399,71	
100,00%	0,00%	8810,83	9725,78	8970,86	
100,00%	0,00%	8874,78	9804,24	9035,94	
100,00%	0,00%	8934,09	9601,15	8817,67	
100,00%	0,00%	9477,90	10280,93	9434,66	
100,00%	0,00%	9757,99	10629,11	9778,34	
100,00%	0,00%	11250,82	13070,34	12132,32	
100,00%	0,00%	10240,92	12303,43	11413,73	
100,00%	0,00%	7951,95	8199,99	7580,76	
100,00%	0,00%	7426,98	7582,52	7085,95	

PSU Interface - APP RelaxBanking					
Availability Indicator		Performance Indicator			
Uptime	Downtime	Payment	Account Information	Fund Checking	
%	%	Average call response times (ms)	Average call response times (ms)	Average call response times (ms)	
99,30%	0,70%	10313,86	5427,76	3952,10	
96,53%	3,47%	9972,52	5234,50	3767,67	
98,61%	1,39%	10183,64	5351,24	3839,68	
92,36%	7,64%	9600,05	5022,46	3633,09	
98,61%	1,39%	10152,10	5329,71	3841,40	
95,14%	4,86%	9896,69	5157,20	3717,02	
94,44%	5,56%	10138,10	5253,64	3796,18	
93,75%	6,25%	9873,42	5227,22	3748,78	
94,44%	5,56%	10062,43	5657,72	3939,15	
95,14%	4,86%	9946,26	5313,48	3769,94	
95,14%	4,86%	9871,12	5168,91	3735,46	
95,83%	4,17%	9942,29	5236,25	3786,28	
95,04%	4,96%	9871,60	5186,06	3741,23	
96,48%	3,52%	8571,62	4672,49	3389,70	
97,22%	2,78%	10260,95	5340,36	3838,41	
100,00%	0,00%	10270,93	5377,17	3870,38	
96,53%	3,47%	10200,61	5308,75	3826,23	
97,22%	2,78%	10082,38	5283,93	3805,38	
97,22%	2,78%	10164,62	5322,46	3829,55	
97,22%	2,78%	10205,91	5337,95	3842,41	
97,22%	2,78%	10241,59	5343,60	3841,48	
97,92%	2,08%	10309,67	5373,51	3864,33	
93,06%	6,94%	9761,01	5170,42	3740,14	
97,92%	2,08%	10424,40	5459,05	3942,84	
97,22%	2,78%	10217,81	5375,00	3879,99	
97,92%	2,08%	10310,07	5427,14	3909,02	
96,53%	3,47%	10125,59	5314,89	3820,85	
97,92%	2,08%	10269,93	5463,27	3947,43	
99,15%	0,85%	10361,80	5515,09	4039,94	
98,53%	1,47%	10372,55	5579,99	4138,79	

### Period May 2022

May 2022	Dedicate Interface - CBI Globe					
	Availability Indicator		Performance Indicator			
	Uptime	Downtime	PISP	AISP	CISP	Error Rate
%	%	Average call response times (ms)	Average call response times (ms)	Average call response times (ms)	%	
01/05/2022	100,00%	0,00%	484,33	483,89	---	0,02%
02/05/2022	100,00%	0,00%	344,70	443,50	---	0,00%
03/05/2022	100,00%	0,00%	480,88	423,00	---	0,00%
04/05/2022	100,00%	0,00%	436,05	425,57	---	0,00%
05/05/2022	100,00%	0,00%	450,19	400,53	---	0,00%
06/05/2022	100,00%	0,00%	468,94	437,35	---	0,00%
07/05/2022	100,00%	0,00%	457,84	394,49	---	0,00%
08/05/2022	100,00%	0,00%	966,93	4206,18	---	0,00%
09/05/2022	100,00%	0,00%	468,15	584,09	---	0,02%
10/05/2022	100,00%	0,00%	470,05	436,33	---	0,00%
11/05/2022	100,00%	0,00%	517,00	420,50	---	0,00%
12/05/2022	100,00%	0,00%	524,87	531,17	---	0,01%
13/05/2022	100,00%	0,00%	557,26	397,98	---	0,00%
14/05/2022	100,00%	0,00%	495,87	391,11	---	0,00%
15/05/2022	100,00%	0,00%	548,07	1815,02	---	0,01%
16/05/2022	100,00%	0,00%	444,29	559,94	---	0,03%
17/05/2022	100,00%	0,00%	512,26	403,84	---	0,00%
18/05/2022	100,00%	0,00%	486,47	405,84	---	0,00%
19/05/2022	100,00%	0,00%	460,89	378,17	---	0,00%
20/05/2022	100,00%	0,00%	492,84	391,35	---	0,00%
21/05/2022	100,00%	0,00%	506,77	384,29	---	0,00%
22/05/2022	100,00%	0,00%	594,96	387,59	---	0,00%
23/05/2022	100,00%	0,00%	449,86	593,75	---	0,00%
24/05/2022	100,00%	0,00%	445,23	414,51	---	0,00%
25/05/2022	100,00%	0,00%	533,05	387,36	---	0,01%
26/05/2022	100,00%	0,00%	397,97	379,06	---	0,00%
27/05/2022	100,00%	0,00%	383,07	378,21	---	0,01%
28/05/2022	100,00%	0,00%	481,90	392,73	---	0,00%
29/05/2022	100,00%	0,00%	738,85	651,07	---	0,00%
30/05/2022	100,00%	0,00%	525,77	851,16	---	0,19%
31/05/2022	100,00%	0,00%	431,91	410,67	---	0,00%

PSU Interface - Web RelaxBanking					
Availability Indicator		Performance Indicator			
Uptime	Downtime	Payment	Account Information	Fund Checking	
%	%	Average call response times (ms)	Average call response times (ms)	Average call response times (ms)	
100,00%	0,00%	5533,61	5717,79	5324,29	
100,00%	0,00%	6665,14	6605,05	6199,76	
100,00%	0,00%	6961,94	6798,92	6378,59	
100,00%	0,00%	6935,80	6697,15	6279,69	
100,00%	0,00%	7061,32	6814,69	6398,50	
100,00%	0,00%	6597,45	6476,09	6106,64	
100,00%	0,00%	6452,43	6405,54	6077,24	
100,00%	0,00%	6926,60	6883,47	6546,82	
100,00%	0,00%	6712,72	6162,85	5763,03	
100,00%	0,00%	6976,34	6388,99	5911,70	
100,00%	0,00%	8920,06	9122,34	8564,28	
100,00%	0,00%	9535,01	9638,98	9041,84	
100,00%	0,00%	12296,55	13656,65	12749,18	
100,00%	0,00%	12482,29	14484,89	13668,23	
99,85%	0,15%	5996,52	7113,59	6619,04	
100,00%	0,00%	9181,50	7486,00	7050,00	
100,00%	0,00%	5067,00	7224,40	6778,00	
100,00%	0,00%	8072,00	7673,00	7254,00	
100,00%	0,00%	7977,70	7459,65	7025,81	
100,00%	0,00%	7487,10	6985,91	6551,05	
100,00%	0,00%	8078,30	7506,03	7018,04	
100,00%	0,00%	8089,99	7411,37	6938,34	
100,00%	0,00%	8005,26	7317,72	6870,81	
100,00%	0,00%	7989,07	7165,23	6712,73	
100,00%	0,00%	7947,24	7241,48	6732,45	
100,00%	0,00%	8246,37	7488,22	6963,95	
99,86%	0,14%	8399,27	7267,09	6804,84	
100,00%	0,00%	8908,57	7722,78	7222,51	
100,00%	0,00%	8813,32	7611,45	7162,15	
99,86%	0,14%	8560,84	7340,85	6886,88	
100,00%	0,00%	8611,44	7177,13	6744,88	

PSU Interface - APP RelaxBanking					
Availability Indicator		Performance Indicator			
Uptime	Downtime	Payment	Account Information	Fund Checking	
%	%	Average call response times (ms)	Average call response times (ms)	Average call response times (ms)	
98,61%	1,39%	10367,57	5576,41	4137,33	
99,24%	0,76%	10315,06	5550,08	4097,39	
97,22%	2,78%	10337,16	5546,17	4128,49	
98,61%	1,39%	10302,45	5555,17	4156,10	
96,53%	3,47%	10301,53	5560,55	4161,66	
98,60%	1,40%	10399,69	5499,40	4065,58	
99,31%	0,69%	10296,77	5558,21	4159,16	
98,61%	1,39%	10297,33	5548,32	4147,93	
97,87%	2,13%	10116,30	5459,82	4045,43	
98,61%	1,39%	10297,17	5479,47	3947,68	
97,22%	2,78%	10242,61	5467,66	3954,99	
96,53%	3,47%	10120,48	5473,23	3978,15	
97,92%	2,08%	10243,34	5491,20	3966,18	
98,61%	1,39%	10317,92	5540,92	3999,96	
87,50%	12,50%	9125,77	4951,21	3595,79	
96,53%	3,47%	10106,55	5396,16	3893,64	
93,06%	6,94%	9764,53	5233,82	3781,53	
95,83%	4,17%	10021,39	5351,59	3856,35	
95,56%	4,44%	10268,51	5451,87	3952,20	
97,20%	2,80%	10226,47	5435,10	3928,35	
97,92%	2,08%	10466,04	5531,89	4007,85	
97,22%	2,78%	10204,67	5483,02	3967,67	
97,92%	2,08%	10281,71	5467,33	3935,30	
95,14%	4,86%	9967,04	5327,48	3842,03	
94,51%	5,49%	8737,24	4973,06	3678,87	
94,44%	5,56%	7724,04	4293,05	3132,16	
96,32%	3,68%	8278,82	4573,94	3326,88	
97,92%	2,08%	3531,57	2630,63	2025,49	
97,22%	2,78%	3449,51	2564,77	1973,31	
96,21%	3,79%	7956,59	4451,85	3240,30	
95,10%	4,90%	9956,85	5271,41	3797,64	

### Period June 2022

June 2022	Dedicate Interface - CBI Globe					
	Availability Indicator		Performance Indicator			
	Uptime	Downtime	PISP	AISP	CISP	Error Rate
%	%	Average call response times (ms)	Average call response times (ms)	Average call response times (ms)	%	
01/06/2022	100,00%	0,00%	366,40	389,92	---	0,00%
02/06/2022	100,00%	0,00%	497,80	407,59	---	0,00%
03/06/2022	100,00%	0,00%	455,65	389,69	---	0,00%
04/06/2022	100,00%	0,00%	1777,97	653,54	---	0,00%
05/06/2022	100,00%	0,00%	1024,13	868,98	---	0,05%
06/06/2022	95,47%	4,53%	440,20	523,09	---	0,74%
07/06/2022	100,00%	0,00%	588,97	455,91	---	0,00%
08/06/2022	100,00%	0,00%	474,46	406,39	---	0,00%
09/06/2022	100,00%	0,00%	673,83	676,86	---	0,00%
10/06/2022	100,00%	0,00%	431,13	404,24	---	0,00%
11/06/2022	100,00%	0,00%	498,22	388,70	---	0,00%
12/06/2022	100,00%	0,00%	481,49	414,86	---	0,00%
13/06/2022	100,00%	0,00%	439,14	422,22	---	0,01%
14/06/2022	100,00%	0,00%	581,61	425,62	---	0,00%
15/06/2022	100,00%	0,00%	452,65	390,43	---	0,01%
16/06/2022	100,00%	0,00%	438,48	359,08	---	0,00%
17/06/2022	100,00%	0,00%	440,62	378,17	---	0,00%
18/06/2022	100,00%	0,00%	470,14	381,20	---	0,00%
19/06/2022	100,00%	0,00%	675,78	388,32	---	0,00%
20/06/2022	100,00%	0,00%	495,44	411,55	---	0,01%
21/06/2022	100,00%	0,00%	458,00	392,95	---	0,00%
22/06/2022	100,00%	0,00%	561,45	591,37	---	0,01%
23/06/2022	100,00%	0,00%	577,05	371,11	---	0,00%
24/06/2022	100,00%	0,00%	446,56	375,24	---	0,00%
25/06/2022	100,00%	0,00%	577,14	373,75	---	0,00%
26/06/2022	100,00%	0,00%	728,17	384,83	---	0,00%
27/06/2022	100,00%	0,00%	508,74	377,16	---	0,00%
28/06/2022	100,00%	0,00%	494,73	384,38	---	0,00%
29/06/2022	100,00%	0,00%	440,43	376,34	---	0,00%
30/06/2022	100,00%	0,00%	382,67	397,00	---	0,01%

PSU Interface - Web RelaxBanking					
Availability Indicator		Performance Indicator			
Uptime	Downtime	Payment	Account Information	Fund Checking	
%	%	Average call response times (ms)	Average call response times (ms)	Average call response times (ms)	
100,00%	0,00%	8816,51	7346,27	6887,85	
100,00%	0,00%	8888,57	7332,58	6895,48	
100,00%	0,00%	9002,24	7356,65	6893,91	
100,00%	0,00%	9157,28	7357,68	6861,51	
100,00%	0,00%	9116,34	7202,32	6728,27	
100,00%	0,00%	9060,93	7400,00	6962,62	
99,72%	0,28%	8942,90	7597,61	7163,28	
100,00%	0,00%	9141,27	7375,33	6928,17	
100,00%	0,00%	9029,15	7086,92	6644,80	
99,17%	0,83%	8838,39	7009,27	6574,82	
100,00%	0,00%	9519,26	7520,64	7031,42	
100,00%	0,00%	9363,68	7209,79	6749,05	
100,00%	0,00%	9309,00	7130,19	6692,63	
99,86%	0,14%	9547,96	7529,54	7105,47	
100,00%	0,00%	9544,00	7172,37	6734,61	
100,00%	0,00%	9015,41	7297,45	6847,95	
100,00%	0,00%	8813,71	7403,68	6948,24	
100,00%	0,00%	8681,00	7282,60	6850,00	
100,00%	0,00%	8817,00	7479,20	7032,00	
100,00%	0,00%	8826,00	7462,00	7012,00	
100,00%	0,00%	8792,50	7435,00	6978,00	
100,00%	0,00%	8784,00	7348,80	6885,00	
100,00%	0,00%	8879,50	7395,60	6919,00	
100,00%	0,00%	8790,00	7276,40	6812,00	
100,00%	0,00%	8786,00	7383,20	6914,00	
100,00%	0,00%	8782,00	7270,00	6807,00	
100,00%	0,00%	8754,00	7249,00	6802,00	
100,00%	0,00%	8825,50	7492,80	7038,00	
100,00%	0,00%	8804,30	7394,76	6943,82	
100,00%	0,00%	8741,22	7346,30	6894,42	

PSU Interface - APP RelaxBanking					
Availability Indicator		Performance Indicator			
Uptime	Downtime	Payment	Account Information	Fund Checking	
%	%	Average call response times (ms)	Average call response times (ms)	Average call response times (ms)	
97,92%	2,08%	10224,19	5444,49	3920,20	
95,83%	4,17%	10046,52	5331,03	3836,90	
92,36%	7,64%	9667,10	5130,53	3688,85	
94,44%	5,56%	9913,08	5275,02	3795,83	
97,92%	2,08%	10302,59	5475,36	3943,78	
95,14%	4,86%	10229,65	5632,59	4147,39	
93,06%	6,94%	9787,42	5266,13	3812,20	
92,36%	7,64%	9688,34	5167,25	3718,45	
97,92%	2,08%	10268,17	5487,39	3950,67	
94,44%	5,56%	9923,68	5314,76	3832,65	
94,44%	5,56%	9974,18	5401,30	3919,33	
95,62%	4,38%	10093,36	5618,81	4155,30	
95,77%	4,23%	10065,68	5340,55	3873,18	
93,06%	6,94%	9816,18	5153,61	3693,89	
95,83%	4,17%	10195,47	5509,74	4014,62	
98,61%	1,39%	10133,02	5404,47	3933,17	
100,00%	0,00%	10101,17	5453,25	4002,33	
100,00%	0,00%	10551,00	5649,60	4065,00	
100,00%	0,00%	10551,00	5649,60	4065,00	
100,00%	0,00%	10558,00	5584,20	4006,00	
100,00%	0,00%	10517,50	5589,80	4014,00	
100,00%	0,00%	10539,50	5657,20	4078,00	
100,00%	0,00%	10606,00	5978,40	4387,00	
100,00%	0,00%	10555,50	5639,00	4033,00	
100,00%	0,00%	10522,00	5581,40	4009,00	
100,00%	0,00%	10494,50	5602,00	4032,00	
100,00%	0,00%	10541,50	5645,40	4054,00	
100,00%	0,00%	10697,00	5627,00	4059,00	
100,00%	0,00%	10620,09	5620,35	4035,79	
97,98%	2,02%	9290,05	5083,63	3718,47	