

## 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 January 2024 – March 2024

### Dedicated Interface CBI Globe



AVAILABILITY	<b>Uptime</b> <i>Daily percentage</i>	100,00%
	<b>Downtime</b> <i>Daily percentage</i>	0,00%
PERFORMANCE	<b>PISP</b> <i>Daily average time per request</i>	299 ms
	<b>AISP</b> <i>Daily average time per request</i>	499 ms
	<b>CISP</b> <i>Daily average time per request</i>	0 ms
	<b>Error Rate</b> <i>Daily error response rate</i>	0,00%

### PSU Interface WEB RelaxBanking



AVAILABILITY	<b>Uptime</b> <i>Daily percentage</i>	99,65%
	<b>Downtime</b> <i>Daily percentage</i>	0,35%
PERFORMANCE	<b>Payment</b> <i>Daily average time per request</i>	4585 ms
	<b>Account Information</b> <i>Daily average time per request</i>	5342 ms
	<b>Fund Checking</b> <i>Daily average time per request</i>	4921 ms

### PSU Interface APP RelaxBanking



AVAILABILITY	<b>Uptime</b> <i>Daily percentage</i>	99,86%
	<b>Downtime</b> <i>Daily percentage</i>	0,14%
PERFORMANCE	<b>Payment</b> <i>Daily average time per request</i>	7409 ms
	<b>Account Information</b> <i>Daily average time per request</i>	4288 ms
	<b>Fund Checking</b> <i>Daily average time per request</i>	3513 ms

### Period January 2024

January 2024	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)	%	
01/01/2024	100,00%	0,00%	436,48	448,07	---	0,00%
02/01/2024	100,00%	0,00%	345,79	458,24	---	0,00%
03/01/2024	100,00%	0,00%	357,33	437,29	---	0,00%
04/01/2024	100,00%	0,00%	357,90	427,33	---	0,00%
05/01/2024	100,00%	0,00%	331,50	410,43	---	0,00%
06/01/2024	100,00%	0,00%	382,05	434,54	---	0,00%
07/01/2024	100,00%	0,00%	419,49	417,56	---	0,00%
08/01/2024	100,00%	0,00%	340,67	443,63	---	0,00%
09/01/2024	100,00%	0,00%	384,05	599,49	---	0,01%
10/01/2024	100,00%	0,00%	364,81	465,32	---	0,00%
11/01/2024	100,00%	0,00%	371,83	442,14	---	0,00%
12/01/2024	100,00%	0,00%	349,81	414,87	---	0,00%
13/01/2024	100,00%	0,00%	386,05	388,52	---	0,00%
14/01/2024	100,00%	0,00%	353,03	420,81	---	0,00%
15/01/2024	100,00%	0,00%	355,55	469,61	---	0,00%
16/01/2024	100,00%	0,00%	368,49	428,70	---	0,00%
17/01/2024	100,00%	0,00%	351,56	470,28	---	0,00%
18/01/2024	100,00%	0,00%	351,64	439,22	---	0,00%
19/01/2024	100,00%	0,00%	353,93	447,84	---	0,00%
20/01/2024	100,00%	0,00%	387,07	416,28	---	0,00%
21/01/2024	100,00%	0,00%	434,85	438,44	---	0,00%
22/01/2024	100,00%	0,00%	345,76	576,09	---	0,00%
23/01/2024	100,00%	0,00%	351,33	455,24	---	0,00%
24/01/2024	100,00%	0,00%	346,80	440,90	---	0,00%
25/01/2024	100,00%	0,00%	334,70	484,09	---	0,00%
26/01/2024	100,00%	0,00%	348,36	452,12	---	0,00%
27/01/2024	100,00%	0,00%	384,55	447,31	---	0,00%
28/01/2024	100,00%	0,00%	804,40	1041,16	---	0,05%
29/01/2024	100,00%	0,00%	791,81	624,25	---	0,01%
30/01/2024	100,00%	0,00%	909,30	1497,38	---	0,02%
31/01/2024	100,00%	0,00%	339,39	448,61	---	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%	5122,62	6481,65	6042,12	
100,00%	0,00%	5694,86	7380,52	6912,05	
100,00%	0,00%	5662,07	7349,49	6871,86	
100,00%	0,00%	5819,26	7166,47	6698,97	
100,00%	0,00%	5813,94	7701,53	7200,30	
100,00%	0,00%	6557,24	8653,15	8036,91	
100,00%	0,00%	8557,77	10108,87	8701,92	
100,00%	0,00%	8964,40	12348,40	11428,60	
99,72%	0,28%	5560,77	7135,87	6717,32	
100,00%	0,00%	5598,30	7667,76	7233,15	
100,00%	0,00%	5220,07	7045,92	6625,77	
100,00%	0,00%	5117,55	6908,12	6500,11	
100,00%	0,00%	5114,34	6917,46	6500,02	
100,00%	0,00%	5338,80	7319,68	6899,03	
100,00%	0,00%	5389,61	7305,36	6878,81	
100,00%	0,00%	5280,76	7179,85	6749,14	
100,00%	0,00%	5280,29	7003,69	6570,24	
100,00%	0,00%	5258,30	7042,09	6605,70	
100,00%	0,00%	5282,06	7054,00	6618,20	
100,00%	0,00%	5269,59	7088,74	6648,17	
100,00%	0,00%	5242,58	7053,49	6605,43	
97,36%	2,64%	5136,59	6887,39	6464,92	
100,00%	0,00%	5110,84	6760,23	6330,73	
100,00%	0,00%	3363,72	3496,11	3124,86	
100,00%	0,00%	3312,49	3361,95	2995,08	
100,00%	0,00%	3392,95	3481,75	3086,09	
96,11%	3,89%	3345,68	3221,98	2862,23	
94,27%	5,73%	3237,39	3224,12	2850,07	
100,00%	0,00%	3449,03	3573,40	3197,83	
100,00%	0,00%	3297,52	3325,71	2954,96	
100,00%	0,00%	3483,08	3433,36	3068,34	

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)	
100,00%	0,00%	7483,00	3960,60	3185,00	
100,00%	0,00%	7381,86	4172,83	3393,60	
100,00%	0,00%	7334,50	4177,60	3430,00	
100,00%	0,00%	7413,53	4371,75	3612,05	
100,00%	0,00%	6834,50	3949,80	3134,00	
100,00%	0,00%	7346,32	4324,84	3556,67	
100,00%	0,00%	7343,93	4128,03	3370,28	
100,00%	0,00%	7723,00	4311,80	3553,00	
99,31%	0,69%	7606,00	4680,20	3906,00	
100,00%	0,00%	7512,50	4614,60	3793,00	
100,00%	0,00%	7398,09	4613,04	3819,23	
100,00%	0,00%	7944,00	4778,20	3951,00	
100,00%	0,00%	7557,00	4515,40	3704,00	
100,00%	0,00%	7693,50	4723,80	3955,00	
100,00%	0,00%	7150,00	4325,60	3569,00	
100,00%	0,00%	7660,00	4421,00	3678,00	
100,00%	0,00%	7641,00	4186,60	3385,00	
100,00%	0,00%	7108,65	4054,97	3293,73	
100,00%	0,00%	7426,50	3823,00	3038,00	
100,00%	0,00%	7393,33	4498,15	3712,63	
100,00%	0,00%	7876,00	4485,80	3685,00	
99,31%	0,69%	7297,11	4207,25	3491,94	
100,00%	0,00%	7059,50	4035,40	3318,00	
99,31%	0,69%	7249,76	3865,58	3036,01	
100,00%	0,00%	7502,00	4233,80	3450,00	
100,00%	0,00%	7348,00	4554,80	3797,00	
100,00%	0,00%	7275,47	4416,95	3658,40	
98,61%	1,39%	7472,09	4290,62	3512,24	
100,00%	0,00%	7022,04	3989,27	3207,36	
100,00%	0,00%	6935,00	3943,60	3150,00	
100,00%	0,00%	7539,33	4543,90	3826,83	

### Period February 2024

February 2024	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)	%	
01/02/2024	100,00%	0,00%	466,99	453,90	---	0,00%
02/02/2024	100,00%	0,00%	531,07	464,51	---	0,00%
03/02/2024	100,00%	0,00%	413,53	483,74	---	0,00%
04/02/2024	100,00%	0,00%	576,06	438,11	---	0,00%
05/02/2024	100,00%	0,00%	342,72	447,00	---	0,00%
06/02/2024	100,00%	0,00%	366,66	428,58	---	0,00%
07/02/2024	100,00%	0,00%	334,93	434,68	---	0,01%
08/02/2024	100,00%	0,00%	567,47	599,67	---	0,01%
09/02/2024	100,00%	0,00%	339,65	431,77	---	0,00%
10/02/2024	100,00%	0,00%	340,57	408,52	---	0,00%
11/02/2024	100,00%	0,00%	387,40	457,40	---	0,00%
12/02/2024	100,00%	0,00%	338,73	451,41	---	0,00%
13/02/2024	100,00%	0,00%	346,39	412,85	---	0,00%
14/02/2024	100,00%	0,00%	360,17	451,19	---	0,00%
15/02/2024	100,00%	0,00%	358,26	465,80	---	0,00%
16/02/2024	100,00%	0,00%	387,34	434,21	---	0,00%
17/02/2024	100,00%	0,00%	461,85	430,64	---	0,00%
18/02/2024	100,00%	0,00%	407,79	425,35	---	0,00%
19/02/2024	100,00%	0,00%	406,24	464,99	---	0,00%
20/02/2024	100,00%	0,00%	370,50	478,66	---	0,00%
21/02/2024	100,00%	0,00%	396,78	475,89	---	0,00%
22/02/2024	100,00%	0,00%	386,23	451,67	---	0,00%
23/02/2024	100,00%	0,00%	332,28	465,50	---	0,00%
24/02/2024	100,00%	0,00%	342,01	419,11	---	0,00%
25/02/2024	100,00%	0,00%	383,37	441,53	---	0,00%
26/02/2024	100,00%	0,00%	308,94	446,79	---	0,00%
27/02/2024	100,00%	0,00%	370,37	491,62	---	0,00%
28/02/2024	100,00%	0,00%	349,14	482,85	---	0,00%
29/02/2024	100,00%	0,00%	350,84	442,00	---	0,00%
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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%	3402,10	3310,28	2927,38
100,00%	0,00%	3709,86	3857,66	3463,24
87,05%	12,95%	2957,17	2940,51	2577,85
100,00%	0,00%	3349,93	3388,40	2988,94
100,00%	0,00%	3458,29	3386,07	2988,87
100,00%	0,00%	3582,91	3720,00	3331,77
100,00%	0,00%	3210,05	3178,71	2810,24
100,00%	0,00%	3372,81	3300,71	2922,25
99,86%	0,14%	3299,15	3235,00	2855,68
100,00%	0,00%	3353,36	3411,19	3024,56
100,00%	0,00%	3332,05	3319,02	2910,40
100,00%	0,00%	3425,34	3396,95	2998,48
100,00%	0,00%	3394,40	3376,22	2964,24
100,00%	0,00%	3291,20	3215,09	2849,62
100,00%	0,00%	3238,58	3150,06	2768,43
100,00%	0,00%	3515,17	3528,39	3146,05
100,00%	0,00%	3293,34	3221,97	2856,26
99,86%	0,14%	3312,43	3252,50	2877,00
100,00%	0,00%	3553,87	3619,77	3230,57
99,72%	0,28%	3418,82	3425,53	3027,80
100,00%	0,00%	3412,80	3402,85	3011,28
100,00%	0,00%	3413,86	3425,41	3037,39
100,00%	0,00%	3682,78	3851,54	3432,06
100,00%	0,00%	3347,78	3317,26	2913,54
100,00%	0,00%	3434,13	3481,38	3088,09
100,00%	0,00%	3542,19	3630,18	3246,10
100,00%	0,00%	3893,70	4287,90	3880,54
100,00%	0,00%	3578,90	3581,34	3166,62
100,00%	0,00%	3500,17	3446,63	3043,07
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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)
100,00%	0,00%	7672,00	4115,60	3327,00
100,00%	0,00%	7460,70	4606,15	3801,28
100,00%	0,00%	6901,00	3948,00	3180,00
100,00%	0,00%	7104,87	4011,45	3265,19
100,00%	0,00%	7281,50	4390,80	3625,00
100,00%	0,00%	7631,67	4547,56	3738,83
100,00%	0,00%	7200,50	3994,80	3176,00
100,00%	0,00%	7701,00	3957,80	3173,00
100,00%	0,00%	7411,35	4728,39	3943,63
100,00%	0,00%	7631,35	4492,41	3735,22
100,00%	0,00%	7357,00	4526,20	3744,00
100,00%	0,00%	7595,78	4413,63	3636,44
100,00%	0,00%	7662,50	4027,00	3298,00
100,00%	0,00%	7392,44	4261,01	3467,13
100,00%	0,00%	7351,99	4733,74	3971,17
100,00%	0,00%	7298,00	4109,00	3281,00
100,00%	0,00%	7159,00	4223,60	3481,00
100,00%	0,00%	7632,64	4623,23	3875,33
97,22%	2,78%	7126,00	3813,60	3026,00
97,22%	2,78%	7349,00	4184,40	3392,00
100,00%	0,00%	7312,00	3960,60	3217,00
100,00%	0,00%	7432,00	4254,10	3460,00
100,00%	0,00%	7149,18	3751,15	3029,35
100,00%	0,00%	7211,68	4319,21	3605,75
100,00%	0,00%	7390,46	3978,13	3238,08
100,00%	0,00%	7344,50	4538,40	3781,00
100,00%	0,00%	7711,00	4554,80	3769,00
100,00%	0,00%	7389,00	4374,60	3597,00
100,00%	0,00%	7759,51	4407,70	3616,72
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### Period March 2024

March 2024	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)	%	
01/03/2024	100,00%	0,00%	402,12	480,61	---	0,00%
02/03/2024	100,00%	0,00%	1432,19	1329,12	---	0,06%
03/03/2024	100,00%	0,00%	555,74	422,94	---	0,00%
04/03/2024	100,00%	0,00%	576,41	478,10	---	0,01%
05/03/2024	100,00%	0,00%	324,89	479,50	---	0,00%
06/03/2024	100,00%	0,00%	305,87	474,45	---	0,00%
07/03/2024	100,00%	0,00%	798,75	1349,91	---	0,06%
08/03/2024	100,00%	0,00%	352,71	443,15	---	0,00%
09/03/2024	100,00%	0,00%	558,98	458,60	---	0,00%
10/03/2024	100,00%	0,00%	372,09	458,08	---	0,00%
11/03/2024	100,00%	0,00%	362,14	458,18	---	0,00%
12/03/2024	100,00%	0,00%	325,64	455,10	---	0,00%
13/03/2024	100,00%	0,00%	318,61	461,46	---	0,00%
14/03/2024	100,00%	0,00%	326,82	482,60	---	0,00%
15/03/2024	100,00%	0,00%	362,71	479,38	---	0,00%
16/03/2024	100,00%	0,00%	475,31	511,88	---	0,00%
17/03/2024	100,00%	0,00%	446,28	448,15	---	0,00%
18/03/2024	100,00%	0,00%	343,39	485,72	---	0,00%
19/03/2024	100,00%	0,00%	346,29	436,89	---	0,00%
20/03/2024	100,00%	0,00%	383,13	489,22	---	0,00%
21/03/2024	100,00%	0,00%	375,26	468,42	---	0,00%
22/03/2024	100,00%	0,00%	358,79	437,05	---	0,00%
23/03/2024	100,00%	0,00%	381,34	428,78	---	0,00%
24/03/2024	100,00%	0,00%	390,40	452,02	---	0,00%
25/03/2024	100,00%	0,00%	353,16	438,57	---	0,00%
26/03/2024	100,00%	0,00%	420,65	427,64	---	0,00%
27/03/2024	100,00%	0,00%	338,05	422,08	---	0,00%
28/03/2024	100,00%	0,00%	338,91	407,81	---	0,00%
29/03/2024	100,00%	0,00%	143,18	413,30	---	0,00%
30/03/2024	100,00%	0,00%	93,24	397,16	---	0,00%
31/03/2024	100,00%	0,00%	92,60	900,84	---	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%	3582,53	3739,06	3325,75	
99,86%	0,14%	3648,27	3899,24	3451,75	
100,00%	0,00%	3694,38	4032,85	3592,54	
100,00%	0,00%	3779,41	4078,50	3643,96	
99,86%	0,14%	3483,02	3576,61	3169,19	
100,00%	0,00%	3241,40	3286,24	2906,28	
100,00%	0,00%	3392,39	3418,01	3045,72	
100,00%	0,00%	3277,73	3275,08	2899,50	
100,00%	0,00%	3217,16	3188,34	2804,89	
100,00%	0,00%	3302,10	3341,94	2957,54	
100,00%	0,00%	3531,94	3609,45	3211,06	
100,00%	0,00%	3280,09	3329,06	2942,45	
100,00%	0,00%	3201,81	3157,48	2771,47	
99,86%	0,14%	3273,54	3200,87	2815,92	
100,00%	0,00%	3291,79	3312,77	2912,97	
99,86%	0,14%	3735,21	4424,35	4067,99	
100,00%	0,00%	6291,83	3594,24	3207,58	
100,00%	0,00%	6161,99	3357,85	2973,97	
100,00%	0,00%	5284,89	3543,98	3162,78	
100,00%	0,00%	7881,29	3408,43	3031,44	
100,00%	0,00%	5587,07	4268,99	3886,29	
100,00%	0,00%	6713,70	10240,56	9857,45	
100,00%	0,00%	6961,52	10671,37	10276,03	
99,86%	0,14%	7181,81	11082,37	10685,26	
100,00%	0,00%	6658,11	9954,27	9552,92	
100,00%	0,00%	6651,88	10057,77	9654,97	
100,00%	0,00%	6800,16	9971,36	9551,53	
100,00%	0,00%	6161,39	9180,12	8795,19	
100,00%	0,00%	8717,41	10796,76	10388,43	
99,72%	0,28%	8872,35	14432,89	14023,82	
94,89%	5,11%	8794,14	14337,70	13948,57	

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)	
100,00%	0,00%	7292,50	4184,20	3471,00	
100,00%	0,00%	7659,38	4276,92	3530,44	
100,00%	0,00%	7519,71	4630,09	3833,17	
100,00%	0,00%	7508,39	4460,19	3613,36	
100,00%	0,00%	7486,00	3833,60	3099,00	
100,00%	0,00%	7170,31	3922,29	3216,81	
100,00%	0,00%	7371,33	4278,47	3507,90	
100,00%	0,00%	7337,09	4622,32	3875,51	
100,00%	0,00%	7111,16	4266,68	3544,41	
100,00%	0,00%	7445,88	3881,55	3147,13	
100,00%	0,00%	7287,00	3846,00	3132,00	
100,00%	0,00%	7119,37	4166,59	3311,13	
100,00%	0,00%	7705,20	4418,70	3648,47	
100,00%	0,00%	7055,97	4130,25	3357,81	
100,00%	0,00%	7745,52	4580,61	3749,78	
100,00%	0,00%	7191,00	3932,40	3112,00	
100,00%	0,00%	7674,50	4664,00	3892,00	
100,00%	0,00%	7029,18	4079,72	3292,59	
100,00%	0,00%	7724,03	4684,36	3905,09	
100,00%	0,00%	7754,50	4281,23	3452,83	
100,00%	0,00%	7968,24	4678,06	3845,67	
100,00%	0,00%	7329,95	4331,13	3521,52	
100,00%	0,00%	7522,76	4320,07	3561,29	
100,00%	0,00%	7243,79	4654,50	3907,81	
100,00%	0,00%	7452,28	4263,71	3436,21	
100,00%	0,00%	7310,61	4332,03	3530,39	
100,00%	0,00%	7437,33	4649,93	3842,50	
100,00%	0,00%	7440,38	3869,24	3092,54	
100,00%	0,00%	7462,34	4647,13	3921,11	
100,00%	0,00%	7443,81	4071,18	3353,59	
95,83%	4,17%	7275,07	4161,84	3386,63	