



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

Período: 01/04/2024 a 20/06/2024

	01-abr	02-abr	03-abr	04-abr	05-abr	06-abr	07-abr	08-abr	09-abr	10-abr	11-abr	12-abr	13-abr	14-abr	15-abr	16-abr	17-abr	18-abr	19-abr	20-abr	21-abr	22-abr	23-abr	24-abr	25-abr	26-abr	27-abr	28-abr	29-abr	30-abr	No período			
Tradicional - BAI 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%	100%	100%	
Informação de Conta	00:00:00.254	00:00:00.26	00:00:00.53	00:00:00.605	00:00:00.542	00:00:00.486	00:00:00.482	00:00:00.494	00:00:00.555	00:00:00.542	00:00:00.511	00:00:00.504	00:00:00.486	00:00:00.536	00:00:00.699	00:00:00.545	00:00:00.519	00:00:00.568	00:00:00.614	00:00:00.523	00:00:00.554	00:00:00.577	00:00:00.588	00:00:00.585	00:00:00.535	00:00:00.663	00:00:00.69	00:00:00.618	00:00:00.669	00:00:00.555	00:00:00.296			
Transferências	00:00:02.714	00:00:02.858	00:00:03.208	00:00:02.35	00:00:02.732	00:00:02.589	00:00:02.7	00:00:02.419	00:00:01.371	00:00:01.943	00:00:01.406	00:00:01.961	00:00:02.135	00:00:02.171	00:00:02.572	00:00:02.307	00:00:02.7	00:00:02.407	00:00:02.205	00:00:01.471	#VALUE!	00:00:02.403	00:00:02.857	00:00:01.284	00:00:00.56	00:00:02.122	00:00:00.584	00:00:02.103	00:00:02.62	00:00:03.288	00:00.681			
Logins	00:00:00.587	00:00:00.492	00:00:00.602	00:00:00.606	00:00:00.53	00:00:00.473	00:00:00.573	00:00:00.585	00:00:00.559	00:00:00.546	00:00:00.576	00:00:00.497	00:00:00.454	00:00:00.506	00:00:00.613	00:00:00.533	00:00:00.538	00:00:00.543	00:00:00.488	00:00:00.457	00:00:00.537	00:00:00.56	00:00:00.53	00:00:00.672	00:00:00.582	00:00:00.579	00:00:00.58	00:00:00.55	00:00:00.526	00:00:00.558	00:00.573			
Disponibilização de Fundos (1)																																		
Tradicional - BAI Mobile 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	00:00:00.468	00:00:00.608	00:00:00.526	00:00:00.52	00:00:00.543	00:00:00.523	00:00:00.462	00:00:00.424	00:00:00.555	00:00:00.444	00:00:00.506	00:00:00.463	00:00:00.545	00:00:00.566	00:00:00.528	00:00:00.49	00:00:00.464	00:00:00.533	00:00:00.544	00:00:00.608	00:00:00.585	00:00:00.687	00:00:00.552	00:00:00.608	00:00:00.608	00:00:00.558	00:00:00.673	00:00:00.545	00:01.066	00:01.141	00:01.482	00:01.025		
Transferências				00:01.221					00:00.215		00:02.629	00:01.791		00:00.205	00:00.240		00:01.333	00:01.453	00:00.2		00:00.291					00:00.212						00:01.612		
Logins	00:00:01.937	00:00:01.134	00:00:01.972	00:00:00.681	00:00:00.512	00:00:01.87	00:00:00.831	00:00:00.664	00:00:01.581	00:00:00.912	00:00:00.703	00:00:00.721	00:00:00.525	00:00:01.395	00:00:00.656	00:00:00.874	00:00:00.727	00:00:00.936	00:00:01.499	00:00:01.892	00:00:04.104	00:00:03.17	00:00:01.342	00:00:00.549	00:00:01.17	00:00:01.41			00:00.406		00:00.407			
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%	100%	100%	100%	100%	100%	
Informação de Conta																																		
Transferências																																		
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%	0%	

	01-mai	02-mai	03-mai	04-mai	05-mai	06-mai	07-mai	08-mai	09-mai	10-mai	11-mai	12-mai	13-mai	14-mai	15-mai	16-mai	17-mai	18-mai	19-mai	20-mai	21-mai	22-mai	23-mai	24-mai	25-mai	26-mai	27-mai	28-mai	29-mai	30-mai	31-mai	No período		
Tradicional - BAI 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%	100%	100%	
Informação de Conta	00:00:00.598	00:00:00.573	00:00:00.593	00:00:00.64	00:00:00.736	00:00:00.533	00:00:00.604	00:00:00.618	00:00:00.851	00:00:00.568	00:00:00.846	00:00:00.795	00:00:01.55	00:00:00.805	00:00:00.832	00:00:00.872	00:00:00.596	00:00:00.672	00:00:00.627	00:00:00.671	00:00:00.617	00:00:00.727	00:00:00.668	00:00:00.712	00:00:00.753	00:00:00.707	00:00:00.64	00:00:00.694	00:00:00.723	00:00:00.569	00:00:00.717	00:00:00.697		
Transferências	00:00:02.167	00:00:02.186	00:00:01.863	00:00:02.396	00:00:02.366	00:00:02.218	00:00:02.72	00:00:02.52	00:00:01.544	00:00:00.922	00:00:01.236	00:00:01.5	00:00:00.779	00:00:00.928	00:00:01.599	00:00:01.988	00:00:02.48	00:00:01.576	00:00:02.352	00:00:01.94	00:00:02.93	00:00:02.595	00:00:02.598	00:00:01.864	00:00:01.864	00:00:02.31	00:00:02.367	00:00:02.465	00:00:02.15	00:00:01.548	00:00:02.292	00:00:01.795		
Logins	00:00:00.557	00:00:00.546	00:00:00.553	00:00:00.521	00:00:00.592	00:00:00.561	00:00:00.592	00:00:00.507	00:00:00.507	00:00:00.508	00:00:00.526	00:00:00.555	00:00:00.553	00:00:00.556	00:00:00.583	00:00:00.541	00:00:00.559	00:00:00.521	00:00:00.459	00:00:00.523	00:00:00.522	00:00:00.557	00:00:00.569	00:00:00.516	00:00:00.497	00:00:00.54	00:00:00.575	00:00:00.57	00:00:00.581	00:00:00.536	00:00:00.544			
Disponibilização de Fundos (1)																																		
Tradicional - BAI Mobile 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%	100%	100%	
Informação de Conta	00:00:00.434	00:00:00.452	00:00:00.445	00:00:00.625	00:00:00.394	00:00:00.512	00:00:00.53	00:00:00.462	00:00:01.234	00:00:01.62	00:00:01.83	00:00:01.302	00:00:01.85	00:00:01.116	00:00:01.44	00:00:00.888	00:00:00.547	00:00:00.446	00:00:00.459	00:00:00.47	00:00:00.499	00:00:00.494	00:00:00.587	00:00:00.42	00:00:00.439	00:00:00.475	00:00:00.562	00:00:00.55	00:00:00.507	00:00:00.516	00:00:00.456	00:00:00.735		
Transferências	00:00:02.293	00:00:00.273	00:00:02.769	00:00:02.84	00:00:02.292	00:00:02.124	00:00:01.683	00:00:01.93	00:00:01.263	00:00:01.24	00:00:02.467	00:00:02.468	00:00:02.5	00:00:02.536	00:00:03.269	00:00:02.497	00:00:02.537	00:00:02.436	00:00:02.329	00:00:02.617	00:00:02.701	00:00:01.961	00:00:02.393	00:00:02.343	00:00:02.168	00:00:02.39	00:00:02.358	00:00:02.85	00:00:02.599	00:00:02.623	00:00:01.25	00:01.612		
Logins	00:00:00.869	00:00:00.776	00:00:00.532	00:00:00.609	00:00:05.167	00:00:01.17	00:00:00.581	00:00:00.589	00:00:00.526	00:00:00.51	00:00:00.487	00:00:00.651	00:00:00.521	00:00:00.536	00:00:00.499	00:00:00.676	00:00:00.173	00:00:00.976	00:00:01.329	00:00:00.983	00:00:00.836	00:00:01.38	00:00:02.148	00:00:00.553	00:00:00.594	00:00:00.508	00:00:00.719	00:00:01.284	00:00:00.618	00:00:01.59	00:00:03.31	00:00:00.915		
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%	100%	100%	100%	100%	100%	
Informação de Conta																																		
Transferências																																		
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%	0%	

	01-jun	02-jun	03-jun	04-jun	05-jun	06-jun	07-jun	08-jun	09-jun	10-jun	11-jun	12-jun	13-jun	14-jun	15-jun	16-jun	17-jun	18-jun	19-jun	20-jun	21-jun	22-jun	23-jun	24-jun	25-jun	26-jun	27-jun	28-jun	29-jun	30-jun	No período		
Tradicional - BAI 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%	100%	100%
Informação de Conta	00:00:00.68	00:00:00.74	00:00:00.721	00:00:00.739	00:00:00.821	00:00:00.788	00:00:00.886	00:00:00.907	00:00:00.945	00:00:00.759	00:00:00.945	00:00:01.262	00:00:01.282	00:00:01.286	00:00:01.299	00:00:01.234	00:00:01.254	00:00:01.314	00:00:01.315	00:00:01.276	00:00:01.173	00:00:01.32	00:00:01.128	00:00:01.174	00:00:01.142	00:00:01.193	00:00:01.159	00:00:01.172	00:00:01.323	00:00:01.2	00:00:01		