



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

Período: 01/07/2024 a 20/09/2024

	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	No período		
<b>Tradicional - BAI Internet Banking</b>																																		
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%	100%	
Informação de Conta	00:01.438	00:01.434	00:01.411	00:01.658	00:01.427	00:01.416	00:01.567	00:01.418	00:01.398	00:01.649	00:01.462	00:01.439	00:01.545	00:01.504	00:01.419	00:01.414	00:01.489	00:01.446	00:01.423	00:01.537	00:01.488	00:01.497	00:01.438	00:01.438	00:01.449	00:01.698	00:01.550	00:01.562	00:01.457	00:01.454	00:01.457	00:01.466		
Logins	00:00.467	00:00.372	00:00.808	00:00.401	00:00.406	00:00.449	00:00.523	00:00.430	00:00.768	00:00.822	00:00.373	00:00.472	00:00.471	00:00.617	00:00.377	00:00.421	00:00.472	00:00.492	00:00.492	00:00.600	00:00.600	00:00.755	00:00.849	00:00.404	00:00.415	00:00.398	00:00.459	00:00.420	00:00.427	00:00.367	00:00.475	00:00.506		
Transferências	00:02.372	00:02.302	00:02.313	00:02.888	00:01.850	00:01.822	00:01.005	00:02.389	00:02.033	00:02.524	00:02.083	00:02.042	00:01.491	00:02.587	00:02.179	00:02.461	00:02.484	00:02.377	00:01.838	00:02.288	00:02.284	00:02.245	00:02.303	00:02.104	00:02.001	00:02.629	00:01.991	00:01.390	00:02.389	00:02.839	00:02.234	00:02.308		
Disponibilização de Fundos (1)																																		
<b>Tradicional - BAI Mobile Banking</b>																																		
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	00:01.503	00:01.528	00:01.475	00:01.792	00:01.529	00:01.577	00:01.557	00:01.519	00:01.491	00:01.702	00:01.657	00:01.545	00:01.635	00:01.679	00:01.517	00:01.501	00:01.564	00:01.560	00:01.492	00:01.610	00:01.671	00:01.526	00:01.528	00:01.539	00:01.556	00:01.833	00:01.697	00:01.642	00:01.542	00:01.557	00:01.507	00:01.568		
Logins	00:01.484	00:01.104	00:01.069	00:01.054	00:00.888	00:04.666	00:00.541	00:01.187	00:00.704	00:01.250	00:00.850	00:03.346	00:00.793	00:00.651	00:02.081	00:01.360	00:00.502	00:01.046	00:00.040	00:00.571	00:00.639	00:00.473	00:00.548	00:00.726	00:01.304	00:00.608	00:01.130	00:00.515	00:01.741	00:00.423	00:00.655	00:01.151		
Transferências	00:02.313	00:02.100	00:01.998	00:02.822	00:02.440	00:03.155	00:01.402	00:02.314	00:02.424	00:02.546	00:02.395	00:02.311	00:02.721	00:02.544	00:02.290	00:02.389	00:02.423	00:02.614	00:02.393	00:03.596	00:03.100	00:02.535	00:02.311	00:02.256	00:02.693	00:02.501	00:02.391	00:03.148	00:02.410	00:02.417	00:02.482	00:02.472		
Disponibilização de Fundos (1)																																		
<b>API - PSD2 (2)</b>																																		
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																																		
Logins																																		
Transferências																																		
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-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	No período		
<b>Tradicional - BAI Internet Banking</b>																																		
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%	100%	
Informação de Conta	00:01.484	00:01.479	00:01.501	00:01.512	00:01.494	00:02.470	00:01.478	00:01.507	00:01.472	00:01.562	00:01.531	00:01.813	00:01.546	00:01.518	00:01.590	00:01.539	00:01.531	00:01.627	00:01.504	00:01.477	00:01.511	00:01.469	00:01.474	00:01.557	00:01.523	00:01.488	00:01.543	00:01.522	00:01.508	00:01.569	00:01.584	00:01.519		
Logins	00:00.434	00:00.764	00:00.461	00:01.421	00:00.505	00:00.475	00:00.438	00:00.616	00:00.405	00:00.572	00:00.468	00:00.686	00:00.408	00:00.442	00:00.391	00:01.299	00:00.509	00:00.847	00:00.490	00:00.441	00:00.383	00:00.522	00:00.550	00:00.787	00:00.482	00:00.466	00:00.344	00:00.736	00:00.369	00:00.471	00:00.410			
Transferências	00:02.271	00:02.414	00:01.765	00:02.009	00:02.320	00:02.250	00:02.392	00:02.353	00:02.179	00:02.021	00:01.416	00:02.666	00:02.092	00:02.103	00:00.824	00:02.289	00:02.243	00:03.075	00:02.384	00:02.317	00:02.389	00:02.160	00:02.125	00:02.666	00:03.245	00:02.325	00:02.369	00:02.113	00:02.438	00:02.138	00:02.090	00:02.299		
Disponibilização de Fundos (1)																																		
<b>Tradicional - BAI Mobile Banking</b>																																		
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	00:01.544	00:01.576	00:01.622	00:01.647	00:01.568	00:01.564	00:01.589	00:01.597	00:01.568	00:01.632	00:01.639	00:01.808	00:01.535	00:01.530	00:01.637	00:01.566	00:01.683	00:01.651	00:01.556	00:01.543	00:01.542	00:01.502	00:01.564	00:01.639	00:01.622	00:01.513	00:01.620	00:01.522	00:01.559	00:01.628	00:01.675	00:01.585		
Logins	00:00.489	00:00.509	00:00.814	00:01.532	00:00.722	00:00.759	00:00.488	00:00.538	00:00.673	00:01.250	00:00.529	00:00.563	00:00.576	00:00.626	00:00.852	00:01.033	00:00.561	00:00.719	00:00.746	00:00.559	00:00.762	00:00.510	00:00.531	00:00.581	00:01.255	00:00.732	00:00.651	00:00.626	00:00.624	00:00.687	00:00.677	00:00.688		
Transferências	00:02.655	00:02.701	00:02.448	00:02.418	00:02.134	00:02.397	00:01.601	00:02.408	00:02.483	00:02.607	00:02.348	00:02.574	00:02.414	00:02.174	00:01.615	00:02.609	00:02.447	00:02.442	00:02.456	00:02.412	00:02.524	00:02.283	00:02.366	00:02.651	00:02.847	00:02.316	00:02.520	00:02.272	00:02.256	00:02.484	00:02.413			
Disponibilização de Fundos (1)																																		
<b>API - PSD2 (2)</b>																																		
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																																		
Logins																																		
Transferências																																		
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-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	No período	
<b>Tradicional - BAI Internet Banking</b>																																
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	00:01.600	00:01.833	00:01.824	00:01.708	00:01.620	00:01.595	00:01.645	00:01.692	00:01.636	00:01.617	00:01.666	00:01.628	00:01.676	00:01.686	00:01.770	00:01.729	00:01.694	00:01.851	00:01.756	00:01.735	00:01.624	00:01.600	00:01.573	00:01.570	00:01.582	00:01.555	00:01.589	00:01.638	00:01.558	00:01.828	00:01.679	
Logins	00:00.755	00:00.419	00:00.432	00:00.825	00:00.397	00:00.405	00:00.623	00:00.474	00:00.362	00:00.398	00:00.559	00:00.368	00:00.360	00:00.430	00:00.443	00:00.383	00:00.360	00:00.362	00:00.375	00:00.372	00:00.495	00:00.448	00:00.376	00:00.388	00:00.384	00:00.369	00:00.352	00:00.511	00:00.500	00:00.344	00:00.413	
Transferências	00:01.495	00:02.295	00:02.211	00:01.187	00:02.398	00:02.080	00:02.606	00:03.062	00:02.276	00:02.437	00:02.439	00:02.093	00:02.195	00:02.768	00:02.442	00:02.385	00:02.037	00:03.025	00:02.316	00:03.348	00:02.391	00:01.563	00:01.922	00:02.054								