

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

01/10/2024 a 31/12/2024

	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	00:01,359	00:01,321	00:01,273	00:01,311	00:01,286	00:01,326	00:01,377	00:01,406	00:01,357	00:01,442	00:02,095	00:01,404	00:01,407	00:01,374	00:01,349	00:02,265	00:01,489	00:01,467	00:01,401	00:01,290	00:01,585	00:01,450	00:01,277	00:01,461	00:01,402	00:01,342	00:01,397	00:01,448	00:01,473	00:01,485	00:01,470	00:01,473
Logins	00:00,362	00:00,504	00:00,397	00:00,362	00:00,435	00:00,422	00:00,381	00:00,440	00:00,650	00:00,378	00:00,370	00:00,378	00:00,462	00:00,679	00:00,566	00:00,431	00:00,446	00:00,409	00:00,403	00:00,482	00:00,374	00:00,492	00:00,407	00:00,384	00:00,366	00:00,399	00:00,470	00:00,412	00:00,402	00:00,406	00:00,525	00:00,440
Transferências	00:02,166	00:01,950	00:02,049	00:02,208	00:02,005	00:02,510	00:02,296	00:02,225	00:01,947	00:01,928	00:02,419	00:01,867	00:02,332	00:01,932	00:02,035	00:02,203	00:02,429	00:01,924	00:01,726	00:01,715	00:02,230	00:02,279	00:02,040	00:02,233	00:02,682	00:02,056	00:02,001	00:02,069	00:02,209	00:02,479	00:02,099	00:02,162
Disponibilização de Fundos (1)																																
Tradicional - BAIE 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%	99%	100%	100%	100%	100%	100%	100%
Informação de Conta	00:01,353	00:01,393	00:01,344	00:01,440	00:01,450	00:01,504	00:01,439	00:01,466	00:01,437	00:01,531	00:01,892	00:01,562	00:01,499	00:01,493	00:01,457	00:02,006	00:01,550	00:01,448	00:01,555	00:01,511	00:01,628	00:01,464	00:01,376	00:01,536	00:01,515	00:01,452	00:01,542	00:01,509	00:01,619	00:01,583	00:01,515	00:01,519
Logins	00:00,561	00:00,743	00:00,983	00:00,739	00:00,573	00:00,577	00:00,929	00:00,759	00:00,628	00:00,929	00:00,769	00:00,617	00:00,444	00:00,677	00:00,612	00:00,645	00:00,501	00:00,635	00:00,511	00:01,165	00:00,574	00:00,590	00:00,505	00:00,693	00:00,484	00:00,440	00:01,753	00:00,697	00:00,527	00:00,624	00:00,616	00:00,684
Transferências	00:02,336	00:02,202	00:01,968	00:02,645	00:02,486	00:02,627	00:02,427	00:02,734	00:02,278	00:02,431	00:02,294	00:02,060	00:02,975	00:02,088	00:02,351	00:02,281	00:02,371	00:02,349	00:02,088	00:02,279	00:02,310	00:02,407	00:02,322	00:02,139	00:02,489	00:02,794	00:02,617	00:02,418	00:02,635	00:02,244	00:02,246	00:02,352
Disponibilização de Fundos (1)					1	1								1													1	1			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	1													1																		
Logins																																
Transferências					1	1								1			l			l				l			1	1				
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 period
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%
Informação de Conta	00:02,115	00:01,477	00:01,507	00:01,500	00:01,387	00:01,408	00:01,404	00:01,415	00:01,533	00:01,357	00:01,447	00:01,394	00:01,458	00:01,450	00:01,447	00:01,456	00:01,380	00:01,455	00:01,432	00:01,474	00:02,091	00:01,468	00:01,472	00:01,454	00:01,448	00:01,465	00:01,474	00:02,201	00:01,485	00:01,410	00:01,52
Logins	00:00,643	00:00,534	00:00,876	00:00,410	00:00,417	00:00,446	00:00,438	00:00,399	00:00,442	00:01,748	00:00,438	00:00,456	00:00,483	00:00,407	00:00,444	00:00,660	00:00,547	00:00,497	00:00,435	00:00,809	00:00,838	00:00,443	00:00,429	00:00,533	00:00,444	00:00,441	00:00,431	00:00,792	00:00,432	00:00,452	00:00,50
Transferências	00:02,825	00:02,639	00:02,586	00:02,261	00:02,503	00:02,201	00:02,190	00:02,385	00:02,459	00:02,031	00:02,527	00:02,290	00:02,576	00:02,520	00:02,591	00:02,861	00:02,774	00:02,255	00:02,360	00:02,098	00:02,273	00:02,624	00:02,730	00:01,977	00:02,414	00:02,698	00:02,755	00:02,547	00:02,515	00:02,671	00:02,43
Disponibilização de Fundos (1)																															
Tradicional - BAIE Mobile Banking																															
Disponibilidade	100%	1001/	1000	1000	100%	1001/	1000	1000	100%	1001/	1000	1000	1000	1001/	1000	1000	100%	100%	1000	1000	100%	1001/	1000	1000	100%	001/	1000	1000	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	00:02,039	00:01,634	00:01,652	00:01,523	00:01,527	00:01,446	00:01,529	00:01,587	00:01,576	00:01,565	00:01,447	00:01,477	00:01,441	00:01,512	00:01,495	00:01,602	00:01,688	00:01,532	00:01,509	00:01,507	00:01,868	00:01,500	00:01,500	00:01,595	00:01,426	00:01,491	00:01,508	00:01,870	00:01,496	00:01,575	00:01,56
Logins	00:00,669	00:00,554	00:00,546	00:00,602	00:00,878	00:00,496	00:00,529	00:00,582	00:01,382	00:00,559	00:00,703	00:01,185	00:00,545	00:00,489	00:01,380	00:01,479	00:01,596	00:00,924	00:02,062	00:00,656	00:00,792	00:00,489	00:00,734	00:05,312	00:00,597	00:01,336	00:01,468	00:00,590	00:00,852	00:00,772	00:00,93
Transferências	00:02,854	00:02,528	00:02,666	00:02,440	00:02,591	00:02,476	00:02,763	00:02,718	00:02,641	00:02,311	00:02,546	00:02,474	00:02,441	00:02,723	00:02,350	00:02,708	00:02,473	00:02,400	00:02,726	00:02,564	00:02,501	00:02,693	00:03,132	00:02,749	00:02,223	00:02,456	00:02,388	00:02,512	00:02,429	00:02,713	00:02,53
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%
Informação de Conta																															
Logins	1					1																									1
Transferências																															
Disponibilização de Fundos																															1
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%	99%	100%	100%	100%	100%	·	100%
Informação de Conta	00:01,389	00:01,498	00:01,416	00:01,442	00:01,460	00:01,420	00:01,418	00:01,520	00:01,476	00:01,502	00:01,507	00:01,471	00:01,499	00:01,516	00:01,622	00:01,510	00:01,560	00:01,489	00:01,470	00:01,488	00:01,511	00:01,997	00:01,508	00:01,446	00:01,464	00:01,463	00:01,530	00:01,464	00:01,438	00:01,509	00:01,526	00:01,489
Logins	00:00,499	00:00,396	00:00,463	00:00,465	00:00,452	00:00,820	00:00,541	00:00,409	00:00,433	00:00,396	00:00,599	00:00,397	00:00,392	00:00,782	00:00,616	00:00,457	00:00,743	00:00,533	00:00,402	00:00,444	00:00,418	00:00,402	00:00,398	00:00,555	00:00,495	00:00,490	00:00,391	00:00,420	00:00,650	00:00,401	00:00,383	00:00,479
Transferências	00:03,570	00:02,413	00:02,064	00:02,953	00:02,247	00:02,213	00:02,109	00:03,215	00:02,233	00:02,642	00:02,656	00:02,283	00:02,345	00:02,602	00:02,533	00:02,301	00:02,442	00:02,121	00:02,188	00:02,305	00:02,390	00:01,783	00:02,570	00:02,733	00:03,206	00:02,450	00:02,222	00:02,199	00:02,568	00:02,549	00:02,574	00:02,386
Disponibilização de Fundos (1)																																
Tradicional - BAIE 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%	99%	100%	100%	100%	100%	100%	100%
Informação de Conta	00:01,573	00:01,459	00:01,529	00:01,510	00:01,494	00:01,483	00:01,605	00:01,573	00:01,499	00:01,506	00:01,501	00:01,543	00:01,589	00:01,624	00:01,590	00:01,592	00:01,560	00:01,433	00:01,462	00:01,515	00:01,716	00:02,123	00:01,588	00:01,551	00:01,669	00:01,495	00:01,592	00:01,591	00:01,667	00:01,561	00:01,521	00:01,547
Logins	00:00,762	00:01,331	00:00,737	00:01,060	00:00,994	00:00,495	00:00,520	00:00,473	00:00,717	00:01,752	00:00,717	00:00,498	00:00,558	00:00,530	00:01,408	00:01,991	00:01,294	00:00,831	00:00,556	00:01,150	00:00,983	00:00,672	00:00,994	00:00,685	00:00,822	00:01,173	00:00,526	00:00,902	00:00,703	00:01,243	00:00,838	00:00,944
Transferências	00:02,636	00:02,419	00:02,442	00:02,498	00:02,337	00:02,028	00:02,747	00:01,799	00:02,504	00:02,688	00:02,290	00:02,701	00:02,609	00:02,922	00:02,964	00:02,536	00:02,368	00:02,090	00:02,378	00:02,491	00:02,710	00:02,292	00:02,484	00:02,823	00:02,416	00:02,459	00:02,700	00:02,402	00:02,610	00:02,765	00:02,758	00:02,492
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																																
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%