

Dedicated interface			PSU interface					
PSD2 API			Electronic Bank		Business Electronic Bank		Mobile Bank	
Date	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)
<b>Average</b>	<b>99,62%</b>	<b>0,38%</b>	<b>99,49%</b>	<b>0,51%</b>	<b>99,49%</b>	<b>0,51%</b>	<b>99,49%</b>	<b>0,51%</b>
1.10.2023	100,00%		100,00%		100,00%		100,00%	
2.10.2023	100,00%		100,00%		100,00%		100,00%	
3.10.2023	100,00%		100,00%		100,00%		100,00%	
4.10.2023	100,00%		100,00%		100,00%		100,00%	
5.10.2023	100,00%		100,00%		100,00%		100,00%	
6.10.2023	98,33%	1,67%	96,67%	3,33%	96,67%	3,33%	96,67%	3,33%
7.10.2023	100,00%		100,00%		100,00%		100,00%	
8.10.2023	100,00%		100,00%		100,00%		100,00%	
9.10.2023	100,00%		100,00%		100,00%		100,00%	
10.10.2023	100,00%		100,00%		100,00%		100,00%	
11.10.2023	100,00%		100,00%		100,00%		100,00%	
12.10.2023	100,00%		100,00%		100,00%		100,00%	
13.10.2023	100,00%		100,00%		100,00%		100,00%	
14.10.2023	100,00%		100,00%		100,00%		100,00%	
15.10.2023	100,00%		100,00%		100,00%		100,00%	
16.10.2023	100,00%		100,00%		100,00%		100,00%	
17.10.2023	100,00%		100,00%		100,00%		100,00%	
18.10.2023	100,00%		100,00%		100,00%		100,00%	
19.10.2023	100,00%		100,00%		100,00%		100,00%	
20.10.2023	100,00%		100,00%		100,00%		100,00%	
21.10.2023	100,00%		100,00%		100,00%		100,00%	
22.10.2023	100,00%		100,00%		100,00%		100,00%	
23.10.2023	91,67%	8,33%	90,42%	9,58%	90,42%	9,58%	90,42%	9,58%
24.10.2023	100,00%		100,00%		100,00%		100,00%	
25.10.2023	100,00%		100,00%		100,00%		100,00%	
26.10.2023	100,00%		100,00%		100,00%		100,00%	
27.10.2023	99,99%	0,01%	100,00%		100,00%		100,00%	
28.10.2023	100,00%		100,00%		100,00%		100,00%	
29.10.2023	100,00%		100,00%		100,00%		100,00%	
30.10.2023	100,00%		100,00%		100,00%		100,00%	
31.10.2023	99,99%	0,01%	100,00%		100,00%		100,00%	
1.11.2023	100,00%		100,00%		100,00%		100,00%	
2.11.2023	100,00%		100,00%		100,00%		100,00%	
3.11.2023	100,00%		100,00%		100,00%		100,00%	
4.11.2023	100,00%		100,00%		100,00%		100,00%	
5.11.2023	100,00%		100,00%		100,00%		100,00%	
6.11.2023	95,83%	4,17%	94,17%	5,83%	94,17%	5,83%	94,17%	5,83%
7.11.2023	100,00%		100,00%		100,00%		100,00%	
8.11.2023	100,00%		100,00%		100,00%		100,00%	
9.11.2023	100,00%		100,00%		100,00%		100,00%	
10.11.2023	100,00%		100,00%		100,00%		100,00%	
11.11.2023	100,00%		100,00%		100,00%		100,00%	
12.11.2023	100,00%		100,00%		100,00%		100,00%	
13.11.2023	100,00%		100,00%		100,00%		100,00%	

Dedicated interface			PSU interface					
PSD2 API			Electronic Bank		Business Electronic Bank		Mobile Bank	
Date	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)	Uptime (%)	Downtime (%)
14.11.2023	100,00%		100,00%		100,00%		100,00%	
15.11.2023	100,00%		100,00%		100,00%		100,00%	
16.11.2023	100,00%		100,00%		100,00%		100,00%	
17.11.2023	100,00%		100,00%		100,00%		100,00%	
18.11.2023	100,00%		100,00%		100,00%		100,00%	
19.11.2023	100,00%		100,00%		100,00%		100,00%	
20.11.2023	100,00%		100,00%		100,00%		100,00%	
21.11.2023	100,00%		100,00%		100,00%		100,00%	
22.11.2023	100,00%		100,00%		100,00%		100,00%	
23.11.2023	100,00%		100,00%		100,00%		100,00%	
24.11.2023	100,00%		100,00%		100,00%		100,00%	
25.11.2023	100,00%		100,00%		100,00%		100,00%	
26.11.2023	100,00%		100,00%		100,00%		100,00%	
27.11.2023	100,00%		100,00%		100,00%		100,00%	
28.11.2023	100,00%		100,00%		100,00%		100,00%	
29.11.2023	100,00%		100,00%		100,00%		100,00%	
30.11.2023	100,00%		100,00%		100,00%		100,00%	
1.12.2023	100,00%		100,00%		100,00%		100,00%	
2.12.2023	100,00%		100,00%		100,00%		100,00%	
3.12.2023	100,00%		100,00%		100,00%		100,00%	
4.12.2023	100,00%		100,00%		100,00%		100,00%	
5.12.2023	100,00%		100,00%		100,00%		100,00%	
6.12.2023	100,00%		100,00%		100,00%		100,00%	
7.12.2023	100,00%		100,00%		100,00%		100,00%	
8.12.2023	85,42%	14,58%	81,25%	18,75%	81,25%	18,75%	81,25%	18,75%
9.12.2023	100,00%		100,00%		100,00%		100,00%	
10.12.2023	100,00%		100,00%		100,00%		100,00%	
11.12.2023	100,00%		100,00%		100,00%		100,00%	
12.12.2023	100,00%		100,00%		100,00%		100,00%	
13.12.2023	100,00%		100,00%		100,00%		100,00%	
14.12.2023	100,00%		100,00%		100,00%		100,00%	
15.12.2023	100,00%		100,00%		100,00%		100,00%	
16.12.2023	100,00%		100,00%		100,00%		100,00%	
17.12.2023	100,00%		100,00%		100,00%		100,00%	
18.12.2023	95,83%	4,17%	94,17%	5,83%	94,17%	5,83%	94,17%	5,83%
19.12.2023	100,00%		100,00%		100,00%		100,00%	
20.12.2023	98,33%	1,67%	96,67%	3,33%	96,67%	3,33%	96,67%	3,33%
21.12.2023	100,00%		100,00%		100,00%		100,00%	
22.12.2023	100,00%		100,00%		100,00%		100,00%	
23.12.2023	100,00%		100,00%		100,00%		100,00%	
24.12.2023	100,00%		100,00%		100,00%		100,00%	
25.12.2023	100,00%		100,00%		100,00%		100,00%	
26.12.2023	100,00%		100,00%		100,00%		100,00%	
27.12.2023	100,00%		100,00%		100,00%		100,00%	
28.12.2023	100,00%		100,00%		100,00%		100,00%	
29.12.2023	100,00%		100,00%		100,00%		100,00%	
30.12.2023	100,00%		100,00%		100,00%		100,00%	
31.12.2023	100,00%		100,00%		100,00%		100,00%	

## Performance statistics (daily average)

Q4 2023

Dedicated interface						PSU interface								
Date	PSD2 API					Electronic Bank			Business Electronic Bank			Mobile Bank		
	AISP time by Calls (ms)	PISP time by Calls (ms)		PIISP time by Calls (ms)	Daily error resp. Rate (%)	AISP time by Calls (ms)	PISP time by Calls (ms)		AISP time by Calls (ms)	PISP time by Calls (ms)		AISP time by Calls (ms)	PISP time by Calls (ms)	
		SCT Inst	SEPA CT				SCT Inst	SEPA CT		SCT Inst	SEPA CT		SCT Inst	SEPA CT
<b>Average:</b>	<b>73</b>	<b>778</b>	<b>652</b>	<b>/</b>	<b>0,13%</b>	<b>295</b>	<b>2.021</b>	<b>719</b>	<b>296</b>	<b>/</b>	<b>691</b>	<b>182</b>	<b>2.047</b>	<b>769</b>
1.10.2023	96	5.931	0	0	0,21%	265	3.307	666	262	0	619	185	3.438	696
2.10.2023	97	95	0	0	0,07%	255	2.214	625	253	0	604	176	2.290	650
3.10.2023	110	107	0	0	0,10%	246	2.246	700	252	0	638	184	2.250	708
4.10.2023	75	6.400	0	0	0,09%	254	2.494	655	255	0	617	189	2.493	674
5.10.2023	69	0	0	0	0,09%	258	2.496	623	256	0	611	189	2.523	667
6.10.2023	56	77	0	0	0,32%	262	2.494	716	257	0	660	177	2.529	807
7.10.2023	70	583	0	0	0,26%	271	2.309	4.320	260	0	4.270	171	2.384	4.584
8.10.2023	74	81	0	0	0,06%	245	2.459	679	237	0	626	178	2.437	694
9.10.2023	76	1.461	0	0	0,15%	260	2.566	629	261	0	618	175	2.509	662
10.10.2023	73	77	0	0	0,05%	256	2.164	616	255	0	617	158	2.150	654
11.10.2023	56	91	0	0	0,09%	251	2.203	621	247	0	612	175	2.183	654
12.10.2023	92	0	0	0	0,05%	252	2.467	970	245	0	913	175	2.472	1.107
13.10.2023	129	153	0	0	0,05%	260	2.143	681	265	0	659	192	2.178	727
14.10.2023	76	115	0	0	0,18%	267	2.162	634	265	0	630	191	2.182	673
15.10.2023	75	0	0	0	0,00%	228	2.190	633	222	0	631	194	2.263	679
16.10.2023	85	1.919	0	0	0,05%	258	1.970	632	262	0	631	172	1.955	667
17.10.2023	67	116	0	0	0,00%	255	2.039	623	260	0	617	176	2.068	667
18.10.2023	58	129	0	0	0,00%	258	2.135	628	257	0	632	158	2.151	661
19.10.2023	66	152	0	0	0,00%	248	2.143	620	250	0	610	177	2.151	654
20.10.2023	58	0	0	0	0,16%	256	2.248	670	263	0	636	205	2.272	723
21.10.2023	88	667	0	0	0,00%	254	2.695	679	269	0	652	174	2.700	709
22.10.2023	76	0	0	0	0,00%	252	2.310	641	268	0	616	183	2.369	685
23.10.2023	88	4.743	0	0	0,00%	275	2.268	685	265	0	678	186	2.335	711
24.10.2023	126	0	0	0	0,00%	264	2.532	657	254	0	627	166	2.548	672
25.10.2023	57	149	0	0	0,00%	272	2.409	645	265	0	624	172	2.461	669
26.10.2023	67	115	0	0	0,05%	261	2.262	638	269	0	619	182	2.244	669
27.10.2023	56	3.046	880	0	0,11%	268	2.349	635	267	0	628	211	2.371	671
28.10.2023	75	0	0	0	0,00%	270	2.362	695	268	0	675	175	2.426	707
29.10.2023	73	0	0	0	0,00%	363	3.060	804	330	0	780	217	3.423	1.876
30.10.2023	74	0	0	0	0,00%	259	2.176	624	257	0	613	155	2.178	671
31.10.2023	59	2.976	0	0	0,05%	268	2.218	647	262	0	599	151	2.124	688
1.11.2023	58	0	0	0	0,00%	274	1.953	633	296	0	600	162	2.004	670
2.11.2023	56	68	0	0	0,00%	255	2.395	662	263	0	632	175	2.379	677
3.11.2023	103	1.384	0	0	0,10%	268	2.500	797	281	0	724	206	2.516	854
4.11.2023	70	113	0	0	0,00%	282	2.788	700	301	0	665	179	2.797	736
5.11.2023	65	72	0	0	0,00%	264	2.839	637	251	0	627	169	2.781	695
6.11.2023	59	0	0	0	0,00%	273	2.524	682	274	0	638	168	2.428	694
7.11.2023	58	854	0	0	0,00%	262	2.419	628	258	0	624	165	2.392	668
8.11.2023	57	3.607	0	0	0,00%	262	2.432	627	263	0	608	176	2.501	665
9.11.2023	58	89	0	0	0,00%	270	2.317	616	270	0	607	172	2.310	663
10.11.2023	69	89	0	0	0,00%	281	2.613	616	280	0	605	184	2.621	643
11.11.2023	61	105	0	0	0,00%	269	2.497	690	264	0	656	173	2.569	709
12.11.2023	107	0	0	0	3,23%	285	1.893	683	281	0	654	167	1.922	702
13.11.2023	80	0	0	0	0,13%	269	2.277	649	266	0	628	169	2.274	675
14.11.2023	67	78	424	0	0,05%	267	2.145	634	267	0	641	162	2.153	668
15.11.2023	63	86	0	0	0,00%	278	1.821	652	282	0	648	165	1.815	701
16.11.2023	57	85	0	0	0,00%	265	1.838	633	269	0	630	176	1.828	679

**Dedicated interface**

**PSD2 API**

Date	AISP time by Calls (ms)	PISP time by Calls (ms)		PIISP time by Calls (ms)	Daily error resp. Rate (%)
		SCT Inst	SEPA CT		
17.11.2023	65	1.704	0	0	0,00%
18.11.2023	76	74	0	0	0,00%
19.11.2023	74	1.801	0	0	0,05%
20.11.2023	172	109	0	0	0,00%
21.11.2023	105	87	0	0	0,00%
22.11.2023	74	0	0	0	0,05%
23.11.2023	59	76	0	0	0,05%
24.11.2023	74	610	0	0	0,05%
25.11.2023	81	0	0	0	0,05%
26.11.2023	116	0	0	0	0,00%
27.11.2023	62	1.075	0	0	0,00%
28.11.2023	58	0	0	0	0,00%
29.11.2023	70	0	0	0	0,00%
30.11.2023	63	0	0	0	0,00%
1.12.2023	67	0	0	0	0,00%
2.12.2023	87	0	0	0	0,05%
3.12.2023	110	0	0	0	0,00%
4.12.2023	157	204	0	0	0,05%
5.12.2023	68	130	0	0	0,05%
6.12.2023	66	0	0	0	0,00%
7.12.2023	64	0	0	0	0,00%
8.12.2023	65	81	0	0	4,14%
9.12.2023	69	0	0	0	1,72%
10.12.2023	75	83	0	0	0,00%
11.12.2023	58	0	0	0	0,00%
12.12.2023	59	122	0	0	0,00%
13.12.2023	59	180	0	0	0,00%
14.12.2023	56	68	0	0	0,00%
15.12.2023	55	87	0	0	0,00%
16.12.2023	58	1.415	0	0	0,00%
17.12.2023	71	170	0	0	0,05%
18.12.2023	55	0	0	0	0,00%
19.12.2023	59	83	0	0	0,00%
20.12.2023	54	0	0	0	0,00%
21.12.2023	55	0	0	0	0,08%
22.12.2023	57	83	0	0	0,00%
23.12.2023	60	0	0	0	0,00%
24.12.2023	64	0	0	0	0,00%
25.12.2023	77	0	0	0	0,00%
26.12.2023	54	0	0	0	0,00%
27.12.2023	58	104	0	0	0,00%
28.12.2023	55	0	0	0	0,00%
29.12.2023	57	82	0	0	0,00%
30.12.2023	59	94	0	0	0,00%
31.12.2023	62	0	0	0	0,00%

**PSU interface**

**Electronic Bank**

**Business Electronic Bank**

**Mobile Bank**

Date	AISP time by Calls (ms)	PISP time by Calls (ms)		Daily error resp. Rate (%)	AISP time by Calls (ms)	PISP time by Calls (ms)		AISP time by Calls (ms)	PISP time by Calls (ms)		AISP time by Calls (ms)	PISP time by Calls (ms)	
		SCT Inst	SEPA CT			SCT Inst	SEPA CT		SCT Inst	SEPA CT		SCT Inst	SEPA CT
17.11.2023	271	1.879	629	0,00%	268	0	639	176	1.899	667	275	0	633
18.11.2023	260	1.741	642	0,00%	275	0	633	181	1.779	689	256	0	607
19.11.2023	254	1.795	625	0,05%	286	0	607	175	1.787	655	286	0	1.033
20.11.2023	281	2.525	1.337	0,00%	284	0	801	173	2.469	941	284	0	636
21.11.2023	263	2.472	902	0,00%	275	0	636	170	2.185	688	261	0	629
22.11.2023	275	2.205	658	0,05%	264	0	639	169	2.369	672	276	0	626
23.11.2023	264	2.273	639	0,05%	288	0	696	178	2.340	682	286	0	641
24.11.2023	276	2.394	646	0,05%	289	0	716	199	2.076	713	280	0	674
25.11.2023	288	2.047	696	0,05%	289	0	716	188	2.007	731	270	0	617
26.11.2023	289	2.010	716	0,00%	270	0	642	188	2.115	670	274	0	598
27.11.2023	270	2.063	642	0,00%	274	0	600	165	1.984	651	258	0	619
28.11.2023	274	1.931	600	0,00%	258	0	631	176	2.111	666	270	0	639
29.11.2023	258	2.061	631	0,00%	271	0	652	158	2.194	689	398	0	632
30.11.2023	271	2.081	652	0,00%	398	0	664	203	2.318	691	426	0	658
1.12.2023	398	2.351	664	0,00%	426	0	698	237	2.153	723	427	0	631
2.12.2023	426	2.063	698	0,05%	427	0	678	232	2.161	711	459	0	901
3.12.2023	427	2.087	678	0,00%	459	0	649	233	3.005	1.149	454	0	628
4.12.2023	459	2.916	1.182	0,05%	454	0	652	237	2.245	684	467	0	628
5.12.2023	454	2.201	652	0,05%	481	0	647	251	2.462	684	475	0	623
6.12.2023	481	2.392	647	0,00%	452	0	617	243	2.573	649	484	0	599
7.12.2023	452	2.517	617	0,00%	448	0	811	243	2.549	889	483	0	692
8.12.2023	448	2.474	811	4,14%	482	0	756	249	1.330	809	479	0	780
9.12.2023	482	1.288	756	1,72%	468	0	669	221	1.136	714	491	0	660
10.12.2023	468	1.113	669	0,00%	454	0	654	195	1.229	690	501	0	644
11.12.2023	454	1.214	654	0,00%	275	0	749	164	1.183	810	303	0	750
12.12.2023	275	1.190	749	0,00%	291	0	626	168	1.220	669	293	0	626
13.12.2023	291	1.200	626	0,00%	281	0	644	176	1.280	679	281	0	641
14.12.2023	281	1.249	644	0,00%	289	0	628	160	1.170	665	293	0	636
15.12.2023	289	1.153	628	0,00%	313	0	626	177	1.252	663	325	0	643
16.12.2023	313	1.219	626	0,00%	274	0	637	166	1.187	688	279	0	654
17.12.2023	274	1.162	637	0,05%	295	0	760	166	1.209	753	303	0	675
18.12.2023	295	1.181	760	0,00%	279	0	655	179	1.229	692	287	0	645
19.12.2023	279	1.201	655	0,00%	304	0	705	162	1.167	723	307	0	659
20.12.2023	304	1.147	705	0,00%	297	0	651	176	1.157	679	303	0	634
21.12.2023	297	1.121	651	0,08%	291	0	654	161	1.147	692	276	0	633
22.12.2023	291	1.123	654	0,00%	313	0	661	183	1.180	709	276	0	645
23.12.2023	313	1.155	661	0,00%	313	0	667	165	1.164	726	297	0	645
24.12.2023	313	1.114	667	0,00%	322	0	629	175	1.161	688	298	0	650
25.12.2023	322	1.138	629	0,00%	301	0	653	167	1.113	682	327	0	616
26.12.2023	301	1.098	653	0,00%	288	0	649	167	1.113	682	288	0	649
27.12.2023	294	1.217	654	0,00%	291	0	627	170	1.245	681	291	0	627
28.12.2023	287	1.182	679	0,00%	296	0	642	157	1.203	698	296	0	642
29.12.2023	295	1.173	659	0,00%	293	0	632	176	1.195	697	293	0	632
30.12.2023	290	1.268	673	0,00%	302	0	676	171	1.302	730	302	0	676
31.12.2023	337	1.203	692	0,00%	307	0	632	168	1.213	741	307	0	632

## Publication of PSD2 statistics

### Delavska hranilnica quarterly PSD2 publication of daily statistics

Presentation of daily statistics on the availability and the performance of the dedicated interface (PSD2 API) as set out in EBA Guidelines 2.2 and 2.3, and of the PSU interface made available to Delavska hranilnica d.d. clients for directly accessing their payment accounts online.

### Kvartalna objava PSD2 dnevne statistike Delavske hranilnice

Predstavitev dnevne statistike o ključnih kazalnikih razpoložljivosti in uspešnosti namenskega vmesnika (PSD2 API), kot izhaja iz EBA Smernic 2.2 in 2.3 v primerjavi z vmesnikom, ki je na razpolago uporabnikom plačilnih storitev za neposreden dostop do plačilnih računov DH prek spleta.

### Description of PSD2 abbreviations & terms

PSD2	The revised Payment Services Directive (EU) 2015/2366
AISP	Account Information Service Provider
PISP	Payment Initiation Service Provider
PIISP (CoF)	Payment Instrument Issuing Service Provider / Card Based Payment Instrument Issuer (Confirmation of Funds)
PSU	Payment service User
API	Dedicated Interface (Application Programming Interface)
KPI	Key Performance and Availability Indicators

### Opis PSD2 okrajšav in izrazov

Revidirana direktiva o plačilnih storitvah (EU) 2015/2366
Ponudnik storitev zagotavljanja informacij o računih
Ponudnik storitev odreditve plačil
Izdajatelj kartičnih plačilnih instrumentov (potrditev o razpoložljivosti sredstev)
uporabnik plačilnih storitev
namenski vmesnik
ključni kazalniki razpoložljivosti in uspešnosti namenskega vmesnika

### Key availability indicators

Uptime (%)	the uptime per day of all interfaces
Downtime (%)	the downtime per day of all interfaces

### Ključni kazalniki razpoložljivosti

čas delovanja na dan, izražen v odstotkih
čas nedelovanja na dan, izražen v odstotkih

### Key performance indicators

AISP time by Calls (ms)	the daily average time (in milliseconds) taken, per AISP request
PISP time by Calls (ms)	the daily average time (in milliseconds) taken, per PISP request
PIISP time by Calls (ms)	the daily average time (in milliseconds) taken, per PIISP / CBPII request
Daily error resp. rate (%)	the daily error response rate is calculated as the number of error messages concerning errors per day, divided by the total number of requests received by DH from AISPs, PISPs and PIISPs (CBPIIs) in the same day.

### Ključni kazalniki uspešnosti

dnevni povprečni čas (v ms) odgovora na zahtevo AISP-ja
dnevni povprečni čas (v ms) odgovora na zahtevo PISP-ja
dnevni povprečni čas (v ms) odgovora na zahtevo PIISP / CBPII-ja
dnevna stopnja odziva z napako izračunana kot št. poslanih sporočil o napaki deljeno s št. zahtevkov, ki jih DH v istem dnevu skupno prejme od AISP, PISP in PIISP-jev.