Belfius performance & availability report for the third trimester 2020

Performance

The table below contains the monthly percentage of transactions within a defined threshold

Period	PSD2 APIs			PSU interfaces - web		
	AIS details and balance	AIS - transactions	PIS	AIS - details and balance	AIS - transactions	PIS
July 2020	99,9%	99,89%	99,58%	99,05%	99.86%	99,58%
August 2020	99,21%	99,15%	98,97%	98,98%	99,57%	99,77%
September 2020	99,79%	99,66%	99,62%	97,74%	99,13%	97,81%

Availability

Belfius planned downtime:

- Update server Sunday 14th August from 0 am to 4 am.
- release weekend from Saturday 12th September 11.30 pm to Sunday 13th September 1pm.

Belfius unplanned downtimes:

- 16/07/2020: incorrect error message (500 errors) sent to TPPs even when calls were correct from 3:30 pm to 4:30 pm
- 3/08/2020: all Belfius digital channels (including APIs) were interrupted (from 4:56 pm to 5:02 pm)
- 17/08/2020: all Belfius interfaces were unreachable (from 2:am to 11:20 am) due to a certificate problem
- 31/08/2020: general instabilities on all Belfius digital channels (including APIs) (from 10 am to 4pm)
- 7/09/2020: incorrect error message (400 errors) sent to TPPs even when calls were correct (from 9:45 am to 11:30 am)

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