Belfius performance & availability report for the fourth 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
October 2020	99,81%	99,74%	99,17%	97,19%	99,57%	96,75%
November 2020	98,92%	98,96%	98,54%	74%*	98,56%	85%*
December 2020	99,40%	99,46%	99,60%	74%*	99,71%	85%*

* monitoring on these functionalities failed due to change in during the release

Availability

Belfius planned downtime:

- Switching to Winter time Sunday 25th October from 0 am to 4 am.
- release weekend from Saturday 21th November 11.30 pm to Sunday 22th November 1pm.

Belfius unplanned downtimes:

- 28/10/2020: Belfius digital channel (including redirection flow) were interrupted from 5pm to 5:30pm. Note that Belfius PSD2 API were available and working.
- 30/10/2020 : all Belfius digital channels (including APIs) were interrupted (from 8:45 am to 8:52 am)
- 23/11/2020 : general instabilities on all Belfius digital channels (including APIs) (from 10 am to 4pm)
- 27/11/2020 : general instabilities on all Belfius digital channels (including APIs) (from 10 am to 4pm)
- 20/12/2020 : general instabilities on all Belfius digital channels (including APIs) (from 11:55 am to 1:40pm)