Chapter 16

Reporting requirements

Notes on completing REP020 Statistics on the availability and performance of a dedicated interface

These notes contain guidance for quarterly reporting by Account Servicing Payment Service Providers (ASPSPs) with payment accounts accessible online that are required to publish on their website quarterly statistics on the availability and performance of the dedicated interface and of the interface used by its payment service users under article 32(4) *SCA RTS*.

The following completion notes should be read in conjunction with *EBA* Guidelines on the conditions to benefit from an exemption from the contingency mechanism under article 33(6) of Regulation (EU) 2018/389 (RTS on SCA & CSC) ("the EBA Guidelines").

The form provides the means for ASPSPs to provide the *FCA* with quarterly statistics on the availability and performance of the dedicated interface and of the interface used by its *payment service users*.

'Account Servicing Payment Services Providers' has the same definition as at Regulation 2(1) Payment Services Regulations 2017.

All ASPSPs with payment accounts accessible online and providing access to account information service providers (AISPs), payment initiation service providers (PISPs), or card based payment instrument issuers (CBPIIs), via a 'dedicated interface' are required to provide data.

ASPSPs with payment accounts accessible online and providing access to AISPs, PISPs, or CBPIIs via means other than the dedicated interface are not required to report daily statistics on the availability and performance of such interfaces, and should submit a 'nil return'.

Structure of the return

REP020 requires the ASPSP to report daily statistics on the availability and performance for each of its payment service user interfaces and dedicated interfaces for the previous quarter, for the daily statistics published on the ASPSPs website in accordance with article 32(4) of the *SCA-RTS*.

For each dedicated interface, the ASPSP should indicate by selecting 'yes' or 'no' if the dedicated interface benefits from an exemption under article 33(6) of the *SCA-RTS*. This will be 'no' for any payment service user interface.

Availability

Availability of each dedicated interface and payment service user interface should be reported as a percentage of uptime (Column D) and downtime (Column E).

To calculate the availability of each interface, the ASPSP should:

- calculate the percentage uptime as 100% minus the percentage downtime;

- calculate the percentage downtime using the total number of seconds the dedicated interface was down in a 24-hour period starting and ending at midnight;

- count the interface as 'down' when five consecutive requests for access to information for the provision of payment initiation services, account information services or confirmation of availability of funds are not replied to within a total timeframe of 30 seconds, irrespective of whether these requests originate from one or multiple PISPs, AISPs or CBPIIs. In such case, the ASPSP should calculate downtime from the moment it has received the first request in the series of five consecutive requests that were not replied to within 30 seconds, provided that

there is no successful request in between those five requests to which a reply has been provided.

Performance

Performance should be reported for each interface based on the daily average time in milliseconds.

At column F, ASPSPs should report daily statistics for each payment service user interface on the daily average time (in milliseconds) taken, per request, for the ASPSP to respond to payment service user requests in that interface.

At column G, ASPSPs should report daily statistics for each dedicated interface on the daily average time (in milliseconds) taken, per request, for the ASPSP to provide to the account information service provider (AISP) all the information requested in accordance with regulation 69(2)(b) of the *Payment Services Regulations* and article 36(1)(b) of the *SCA RTS*.

At column H, ASPSPs should report daily statistics for each dedicated interface on the daily average time (in milliseconds) taken, per request, for the ASPSP to provide to the payment initiation service provider (PISP) all the information requested in accordance with article 36(1)(a) of the *SCA RTS*.

At column I, ASPSPs should report daily statistics for each dedicated interface on the daily average time (in milliseconds) taken, per request, for the ASPSP to provide to the card based payment instrument issuer (CBPII) or to the PISP a 'yes/no' confirmation in accordance with regulation 68(4), (7) and (8) of the *Payment Services Regulations* and article 36(1)(c) of the *SCA RTS*.

At column J, ASPSPs should report daily statistics for each dedicated interface on the daily error response rate as a percentage – calculated as the number of error messages concerning errors attributable to the ASPSP sent by the ASPSP to the PISPs, AISPs and CBPIIs in accordance with article 36(2) of the *SCA RTS* per day, divided by the number of requests received by the ASPSP from AISPs, PISPs and CBPIIs in the same day and multiplied by 100.

Data elements

Quarterly statistics on availability and performance of dedicated interfaces	
1A – Do you wish to make a nil return?	ASPSPs providing payment accounts accessible online and facilitating access to AISPs, PISPs or CBPIIs via a dedicated interface must submit a return each quarter and should select 'no'.
	ASPSPs providing access via other means other than a dedicated interface are not required to submit a return and should select 'yes'.
2A – Interface Name/Id	ASPSPs submitting a return should provide the name or ID used within the PSP to identify the interface being reported on. This should indicate whether the interface is a dedicated interface or a payment service user interface. Where relevant, it should be the same ID used when the ASPSP submitted a request for exemption from the contingency mechanism (max 100 characters).

Availability statistics

2B – Interface type	Select what type of interface the statistics are being provided for: •PSU interface •Dedicated interface
2C – Has exemption been granted for dedicated interface?	Select 'yes' or 'no' indicating if the interface has been exempted under article 33(6) of the *SCA RTS*.
2D – Uptime (%)	ASPSPs should report the uptime of the interface as a percentage in accordance with the calculation method at GL 2.4(a) *EBA* Guidelines for each day in the reporting period (up to 92 days where applicable). Percentage figure should be provided to two decimal places.

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2E – Downtime (%)	ASPSPs should report the downtime of the interface as a percentage in accordance with the calculation method at GL 2.4(b) *EBA* Guidelines for each day in the reporting period (up to 92 days where applicable). Percentage figure should be provided to two decimal places.

Performance statistics

Payment Services User (PSU) interface

2F – response (millisecs)	Only to be completed if "PSU interface" has been selected at 2B.
	ASPSPs should provide the daily average response time, (in milliseconds expressed as a whole number, e.g. 1.5 seconds is represented as 1500 milliseconds) taken per request, for the ASPSP to respond to requests from payment service user via the payment service user interface.

Dedicated interface

2G – AISP response (millisecs)	Only to be completed if "Dedicated interface" has been selected at 2B.
	ASPSPs should provide the daily average time (in milliseconds expressed as a whole number, e.g. 1.5 seconds is represented as 1500 milliseconds) taken, per request, for the ASPSP to provide to the account information service provider (AISP) all the information requested in accordance with Regulation 69(2)(b) of the *Payment Services Regulations* and article 36(1)(b) of the *SCA RTS*.
2H – PISP response (millisecs)	Only to be completed if "Dedicated interface" has been selected at 2B.
	ASPSPs should provide the daily average time (in milliseconds expressed as a whole number, e.g. 1.5 seconds is represented as 1500 milliseconds) taken, per request, for the ASPSP to provide to the payment initiation service provider (PISP) all the information requested in accordance with article 36(1)(a) of the *SCA RTS*.
2I – CBPII/PISP yes/no response (millisecs)	Only to be completed if "Dedicated interface" has been selected at 2B.
	ASPSPs should provide the daily average time (in milliseconds expressed as a whole number, e.g. 1.5 seconds is represented as 1500 milliseconds) taken, per request, for the ASPSP to provide to the card based payment instrument issuer (CBPII) or to the PISP a 'yes/no' confirmation in accordance with regulation 68(4), (7) and (8) of the *Payment Services Regulations* and article 36(1)(c) of the *SCA RTS*.
2J – Error response rate	Only to be completed if "Dedicated interface" has been selected at 2B.
	ASPSPs should provide the daily error response rate – calculated as the number of error messages concerning errors attributable to the ASPSP sent by the ASPSP to the PISPs, AISPs and CBPIIs in accordance with article 36(2) of the *SCA RTS* per day, divided by the number of requests received by the ASPSP from AISPs, PISPs and CBPIIs in the same day. Percentage figure should be provided to two decimal places.

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