

1 Background

This document contains the quarterly statistics on the availability and performance of the dedicated interface as provided by Skandiabanken, as described in the 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 purpose of the statistics is to enable a comparison of the availability and performance of the dedicated interface with the availability and performance of our Internet Bank and Mobile App.

If you have questions regarding the statistics, please contact us at openbanking@skandia.se

2 Availability

Percentage downtime is calculated based upon the total number of seconds the interface was down in a 24-hour period, starting and ending at midnight.

Date	Availability Web		Availability Mobile App		Availability API	
	Uptime	Downtime	Uptime	Downtime	Uptime	Downtime
2022-10-01	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-10-02	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-10-03	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-10-04	100,00%	0,00%	100,00%	0,00%	99,93%	0,07%
2022-10-05	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-10-06	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-10-07	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-10-08	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-10-09	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-10-10	88,26%	11,74%	88,26%	11,74%	88,26%	11,74%
2022-10-11	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-10-12	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-10-13	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-10-14	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-10-15	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-10-16	100,00%	0,00%	100,00%	0,00%	25,00%	75,00%
2022-10-17	99,51%	0,49%	99,51%	0,49%	96,67%	3,33%
2022-10-18	87,92%	12,08%	87,92%	12,08%	87,92%	12,08%
2022-10-19	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-10-20	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-10-21	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-10-22	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-10-23	99,31%	0,69%	99,31%	0,69%	99,31%	0,69%
2022-10-24	96,46%	3,54%	96,46%	3,54%	88,96%	11,04%
2022-10-25	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-10-26	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-10-27	99,31%	0,69%	99,31%	0,69%	99,65%	0,35%
2022-10-28	93,89%	6,11%	93,89%	6,11%	66,88%	33,13%
2022-10-29	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-10-30	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-10-31	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-11-01	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-11-02	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-11-03	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-11-04	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-11-05	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-11-06	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-11-07	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-11-08	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-11-09	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-11-10	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-11-11	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-11-12	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-11-13	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-11-14	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-11-15	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-11-16	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-11-17	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-11-18	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-11-19	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-11-20	100,00%	0,00%	100,00%	0,00%	96,88%	3,13%
2022-11-21	100,00%	0,00%	100,00%	0,00%	97,36%	2,64%

3 Performance and Error Rate

Performance is calculated based on response in milliseconds (ms) for all calls in the production interfaces including Internet Bank (Web), Mobile App and dedicated API (API).

3.1 AIS

Account Information Services

Date	AIS Average Response Time (ms)			AIS Error response Rate		
	Web	Mobile App	API	Web	Mobile App	API
2022-10-01	503	704	420	0,06%	0,03%	0,11%
2022-10-02	512	730	440	0,03%	0,08%	0,12%
2022-10-03	544	843	461	0,09%	0,15%	0,13%
2022-10-04	551	909	482	0,09%	0,66%	0,25%
2022-10-05	520	746	425	0,01%	0,48%	0,10%
2022-10-06	521	709	445	0,01%	0,49%	0,11%
2022-10-07	521	686	433	0,00%	0,85%	0,10%
2022-10-08	526	705	440	0,05%	1,32%	0,11%
2022-10-09	530	831	460	0,14%	0,96%	0,38%
2022-10-10	477	688	459	4,25%	7,11%	1,68%
2022-10-11	527	736	429	0,80%	0,06%	0,06%
2022-10-12	517	939	446	0,01%	0,21%	0,04%
2022-10-13	519	772	467	0,00%	0,32%	0,12%
2022-10-14	517	688	443	0,01%	0,63%	0,06%
2022-10-15	506	639	428	0,01%	0,89%	0,04%
2022-10-16	509	753	380	0,01%	0,90%	6,55%
2022-10-17	641	759	464	0,57%	0,88%	0,13%
2022-10-18	532	646	521	0,18%	16,49%	0,16%
2022-10-19	478	686	444	0,03%	0,21%	0,33%
2022-10-20	493	687	425	0,01%	0,07%	0,11%
2022-10-21	503	680	447	0,01%	0,10%	0,16%
2022-10-22	480	659	399	0,00%	0,03%	0,04%
2022-10-23	469	638	400	0,63%	0,91%	0,19%
2022-10-24	590	859	566	0,53%	5,54%	1,17%
2022-10-25	484	753	388	0,01%	0,20%	0,21%
2022-10-26	476	740	399	0,00%	0,08%	0,11%
2022-10-27	476	690	409	0,08%	0,99%	0,08%
2022-10-28	475	637	396	0,00%	8,31%	0,06%
2022-10-29	466	654	387	0,01%	0,50%	0,04%
2022-10-30	542	1 489	658	0,31%	3,44%	1,40%
2022-10-31	494	655	272	0,00%	0,12%	0,00%
2022-11-01	494	782	433	0,02%	0,14%	0,06%
2022-11-02	479	708	424	0,00%	0,40%	0,04%
2022-11-03	487	683	415	0,03%	0,64%	0,13%
2022-11-04	487	670	411	0,00%	0,36%	0,05%
2022-11-05	478	638	385	0,00%	0,57%	0,03%
2022-11-06	497	916	431	0,10%	1,13%	0,25%
2022-11-07	486	800	421	0,00%	0,78%	0,06%

2022-11-08	509	857	410	0,07%	0,25%	0,10%
2022-11-09	490	712	421	0,01%	0,07%	0,04%
2022-11-10	486	760	445	0,01%	0,20%	0,07%
2022-11-11	492	675	446	0,01%	0,71%	0,03%
2022-11-12	495	809	411	0,06%	0,84%	0,04%
2022-11-13	475	643	390	0,00%	0,07%	0,02%
2022-11-14	486	765	421	0,01%	0,15%	0,07%
2022-11-15	486	761	440	0,00%	0,09%	0,35%
2022-11-16	489	793	847	0,01%	0,08%	6,48%
2022-11-17	484	721	422	0,01%	0,10%	0,09%
2022-11-18	499	745	421	0,02%	0,10%	0,08%
2022-11-19	482	690	404	0,01%	0,05%	0,07%
2022-11-20	488	697	418	0,00%	0,10%	0,34%
2022-11-21	472	743	422	0,01%	0,14%	0,40%
2022-11-22	478	768	418	0,02%	0,13%	0,07%
2022-11-23	471	670	415	0,01%	0,07%	0,07%
2022-11-24	474	686	411	0,01%	0,09%	0,04%
2022-11-25	482	775	406	0,04%	0,15%	0,30%
2022-11-26	472	729	388	0,01%	0,08%	0,04%
2022-11-27	457	686	384	0,01%	0,09%	0,04%
2022-11-28	479	789	402	0,01%	0,14%	0,05%
2022-11-29	469	788	402	0,01%	0,09%	0,10%
2022-11-30	479	750	448	0,01%	0,08%	0,35%
2022-12-01	515	721	421	0,02%	0,07%	0,07%
2022-12-02	480	716	504	0,08%	0,06%	0,16%
2022-12-03	479	674	333	0,01%	0,04%	0,11%
2022-12-04	474	683	379	0,00%	0,05%	0,08%
2022-12-05	522	827	403	0,04%	0,34%	0,07%
2022-12-06	473	758	394	0,04%	0,56%	0,05%
2022-12-07	452	716	398	0,01%	1,04%	0,10%
2022-12-08	438	716	397	0,01%	0,47%	0,08%
2022-12-09	452	728	400	0,00%	0,38%	0,07%
2022-12-10	454	765	379	0,00%	0,61%	0,06%
2022-12-11	454	728	390	0,01%	0,33%	0,10%
2022-12-12	468	808	408	0,01%	0,77%	0,10%
2022-12-13	452	808	401	0,06%	0,80%	0,11%
2022-12-14	464	725	408	0,01%	0,33%	0,06%
2022-12-15	471	727	399	0,00%	0,32%	0,07%
2022-12-16	467	733	410	0,00%	0,26%	0,07%
2022-12-17	470	726	393	0,00%	0,30%	0,07%
2022-12-18	467	716	403	0,00%	0,69%	0,06%
2022-12-19	468	788	411	0,02%	0,67%	0,10%
2022-12-20	473	768	366	0,00%	0,70%	0,01%
2022-12-21	474	746	357	0,00%	0,73%	0,01%
2022-12-22	464	724	359	0,00%	0,71%	0,01%
2022-12-23	467	744	358	0,03%	0,44%	0,02%
2022-12-24	441	684	342	0,00%	0,30%	0,01%
2022-12-25	451	697	369	0,00%	0,40%	0,00%

2022-12-26	445	755	383	0,00%	0,69%	0,00%
2022-12-27	469	769	361	0,01%	0,61%	0,01%
2022-12-28	470	740	371	0,01%	0,42%	0,01%
2022-12-29	472	739	434	0,01%	0,45%	0,06%
2022-12-30	480	738	437	0,00%	0,41%	0,04%
2022-12-31	485	717	453	0,00%	0,47%	0,06%

Notes

We recommend TPP:s not to make thousands of calls per minute if you want a good experience. Current recommendation is 1 000-1 500 calls per minute and not in many threads (parallel, asynchronous calls). Please reach out to us at openbanking@skandia.se if you as a TPP have questions regarding this.

3.2 PIS

Payment Initiation Services

Date	PIS Average Response time (ms)				PIS Error Response Rate		
	Web	Mobile App	API		Web	Mobile App	API
2022-10-01	712	822	2 146		0,33%	3,68%	0,00%
2022-10-02	721	802	2 104		0,29%	4,75%	0,00%
2022-10-03	890	1 038	2 235		0,26%	3,90%	0,09%
2022-10-04	904	934	2 234		0,45%	4,93%	0,31%
2022-10-05	888	937	2 306		0,13%	3,47%	0,30%
2022-10-06	886	956	2 183		0,21%	3,38%	0,00%
2022-10-07	921	975	2 058		0,26%	3,13%	6,01%
2022-10-08	778	951	2 252		0,30%	2,28%	0,38%
2022-10-09	729	865	2 455		0,20%	3,15%	1,00%
2022-10-10	865	956	2 266		0,74%	2,41%	0,00%
2022-10-11	937	994	2 100		0,29%	2,66%	0,24%
2022-10-12	930	988	2 087		0,26%	3,00%	0,00%
2022-10-13	899	951	2 123		0,23%	2,56%	0,48%
2022-10-14	890	945	2 117		0,29%	3,66%	0,11%
2022-10-15	795	894	2 022		0,19%	2,08%	0,00%
2022-10-16	736	895	2 064		0,20%	2,10%	0,28%
2022-10-17	885	931	2 136		0,35%	2,96%	0,25%
2022-10-18	876	947	2 158		0,52%	3,01%	0,44%
2022-10-19	815	859	1 865		0,45%	2,63%	0,00%
2022-10-20	816	835	1 809		0,27%	3,11%	0,39%
2022-10-21	844	884	1 850		0,33%	2,47%	0,00%
2022-10-22	727	785	1 786		0,29%	3,95%	0,00%
2022-10-23	681	777	1 848		0,40%	2,45%	0,00%
2022-10-24	967	1 062	1 792		0,62%	3,30%	0,51%
2022-10-25	859	823	1 733		0,27%	1,91%	0,64%
2022-10-26	805	805	1 829		0,43%	1,86%	0,13%
2022-10-27	824	829	1 943		0,40%	2,16%	0,39%
2022-10-28	783	806	1 828		0,28%	2,63%	0,28%
2022-10-29	682	743	1 759		0,55%	2,53%	0,09%
2022-10-30	744	748	1 750		0,42%	1,85%	0,69%
2022-10-31	662	759	1 812		0,00%	2,81%	0,00%
2022-11-01	797	843	1 900		0,33%	2,27%	0,18%
2022-11-02	758	820	1 835		0,43%	3,06%	0,00%
2022-11-03	785	858	1 944		0,32%	2,82%	0,37%
2022-11-04	779	887	1 837		0,34%	1,96%	0,00%
2022-11-05	689	810	1 811		0,23%	2,72%	0,11%
2022-11-06	693	825	1 976		0,37%	3,60%	1,83%
2022-11-07	832	905	1 792		0,28%	3,41%	0,00%
2022-11-08	854	913	1 792		0,40%	2,16%	0,20%
2022-11-09	854	900	1 789		0,23%	2,58%	1,25%

2022-11-10	858	893	1 812
2022-11-11	853	886	1 817
2022-11-12	721	857	1 979
2022-11-13	679	815	1 852
2022-11-14	785	857	1 786
2022-11-15	886	874	1 905
2022-11-16	895	912	2 186
2022-11-17	871	867	1 813
2022-11-18	909	921	1 887
2022-11-19	740	829	1 872
2022-11-20	916	1 273	1 847
2022-11-21	851	908	1 728
2022-11-22	871	838	1 845
2022-11-23	864	843	1 738
2022-11-24	874	814	1 829
2022-11-25	863	816	1 724
2022-11-26	754	788	1 747
2022-11-27	731	772	1 726
2022-11-28	873	793	1 766
2022-11-29	829	796	1 769
2022-11-30	868	809	1 841
2022-12-01	915	886	1 845
2022-12-02	886	835	1 791
2022-12-03	761	827	1 805
2022-12-04	721	830	1 801
2022-12-05	943	899	1 803
2022-12-06	1 363	940	1 768
2022-12-07	839	911	1 767
2022-12-08	829	913	1 795
2022-12-09	825	913	1 805
2022-12-10	771	878	1 743
2022-12-11	692	873	1 793
2022-12-12	852	939	1 864
2022-12-13	872	950	1 846
2022-12-14	839	877	1 832
2022-12-15	853	894	1 831
2022-12-16	800	870	1 833
2022-12-17	713	880	1 798
2022-12-18	728	835	1 796
2022-12-19	834	861	1 796
2022-12-20	844	881	0
2022-12-21	848	875	1 820
2022-12-22	799	838	1 807
2022-12-23	816	840	1 761
2022-12-24	658	787	1 705
2022-12-25	654	779	1 749
2022-12-26	674	761	1 730
2022-12-27	760	809	1 795

0,28%	2,30%	0,51%
0,41%	1,88%	0,42%
0,46%	1,53%	0,89%
0,24%	3,53%	0,14%
0,30%	2,55%	0,19%
0,50%	2,99%	0,65%
0,26%	2,29%	3,56%
0,37%	3,29%	0,12%
0,29%	1,87%	0,08%
0,26%	1,76%	0,00%
0,40%	8,57%	0,21%
0,45%	4,20%	0,55%
0,63%	3,58%	0,09%
0,28%	2,22%	0,10%
0,24%	2,17%	0,18%
0,26%	2,09%	0,45%
0,27%	1,73%	0,14%
0,31%	1,44%	0,07%
0,40%	2,30%	0,66%
0,30%	2,66%	0,43%
0,40%	2,90%	0,22%
0,35%	4,00%	0,00%
0,33%	3,32%	0,00%
0,39%	2,33%	0,09%
0,40%	2,12%	0,00%
0,34%	4,52%	0,26%
0,52%	1,47%	0,09%
0,36%	2,44%	0,39%
0,25%	2,20%	0,00%
0,18%	2,52%	1,15%
0,28%	1,65%	0,44%
0,39%	2,87%	0,00%
0,29%	1,82%	1,86%
0,47%	2,58%	0,70%
0,39%	2,84%	0,00%
0,43%	2,06%	0,61%
0,74%	3,03%	0,09%
1,03%	1,96%	0,58%
0,26%	2,14%	0,45%
0,44%	3,48%	0,00%
0,35%	1,76%	0,00%
0,37%	1,99%	0,00%
0,47%	2,99%	0,00%
0,29%	2,15%	0,14%
0,25%	2,14%	1,52%
0,41%	1,77%	0,00%
0,26%	1,88%	0,00%
0,35%	1,41%	0,12%

2022-12-28	778	800	1 785
2022-12-29	782	801	1 779
2022-12-30	773	817	1 829
2022-12-31	708	839	1 839

0,38%	2,52%	0,96%
0,35%	2,53%	0,26%
0,19%	3,83%	0,00%
0,35%	2,03%	0,00%