

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
2021-01-01	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-01-02	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-01-03	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-01-04	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-01-05	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-01-06	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-01-07	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-01-08	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-01-09	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-01-10	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-01-11	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-01-12	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-01-13	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-01-14	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-01-15	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-01-16	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-01-17	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-01-18	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-01-19	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-01-20	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-01-21	96,81%	3,19%	100,00%	0,00%	100,00%	0,00%
2021-01-22	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-01-23	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-01-24	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-01-25	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-01-26	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-01-27	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-01-28	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-01-29	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-01-30	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-01-31	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-02-01	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-02-02	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-02-03	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-02-04	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-02-05	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-02-06	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-02-07	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-02-08	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-02-09	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-02-10	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-02-11	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-02-12	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-02-13	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-02-14	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-02-15	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-02-16	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-02-17	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%

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
2021-01-01	1 304	1 121	1 086	0,25%	0,02%	0,41%
2021-01-02	825	676	1 197	11,00%	0,16%	1,50%
2021-01-03	854	675	834	0,24%	0,04%	0,00%
2021-01-04	960	686	924	0,09%	0,13%	0,35%
2021-01-05	918	1 101	878	0,05%	0,34%	0,50%
2021-01-06	960	n/a	772	0,13%	0,00%	0,00%
2021-01-07	937	690	834	0,16%	0,01%	0,36%
2021-01-08	926	680	2 642	0,10%	0,02%	3,43%
2021-01-09	961	775	728	0,18%	0,02%	0,05%
2021-01-10	842	658	841	3,73%	0,01%	0,51%
2021-01-11	925	682	870	0,21%	0,02%	0,40%
2021-01-12	948	716	1 092	0,50%	0,02%	0,63%
2021-01-13	916	676	838	1,18%	0,02%	0,42%
2021-01-14	926	668	950	0,12%	0,04%	0,47%
2021-01-15	950	667	889	0,07%	0,01%	0,39%
2021-01-16	1 049	817	787	0,09%	0,04%	0,02%
2021-01-17	864	625	904	0,06%	0,03%	0,72%
2021-01-18	929	643	956	0,10%	0,20%	0,53%
2021-01-19	995	684	961	0,11%	0,06%	0,38%
2021-01-20	941	704	878	0,12%	0,12%	0,36%
2021-01-21	876	662	887	2,74%	0,01%	0,44%
2021-01-22	923	681	1 099	0,10%	0,09%	0,36%
2021-01-23	895	658	810	0,18%	0,07%	0,02%
2021-01-24	853	634	727	0,12%	0,18%	0,00%
2021-01-25	927	636	975	0,07%	0,03%	0,27%
2021-01-26	978	685	1 300	0,32%	0,05%	0,55%
2021-01-27	921	680	1 150	0,32%	0,05%	0,83%
2021-01-28	912	634	856	0,07%	0,04%	0,29%
2021-01-29	960	732	986	0,10%	0,04%	2,93%
2021-01-30	1 086	895	1 456	0,09%	0,18%	0,24%
2021-01-31	852	635	748	0,25%	0,13%	0,02%
2021-02-01	928	647	837	0,07%	0,19%	0,37%
2021-02-02	1 022	859	858	0,12%	0,17%	0,36%
2021-02-03	905	680	1 077	0,13%	0,09%	0,35%
2021-02-04	922	669	860	0,20%	0,05%	0,34%
2021-02-05	932	754	828	0,15%	0,03%	0,43%
2021-02-06	907	823	759	0,06%	0,03%	0,02%
2021-02-07	901	672	767	0,17%	0,05%	0,15%
2021-02-08	1 004	862	972	0,04%	0,14%	0,35%
2021-02-09	1 014	703	845	0,20%	0,12%	0,45%
2021-02-10	1 010	799	849	0,78%	0,15%	0,39%
2021-02-11	1 007	792	938	0,58%	0,03%	0,51%
2021-02-12	1 043	872	941	0,46%	0,10%	0,36%
2021-02-13	1 129	898	816	0,75%	0,01%	0,00%
2021-02-14	956	752	763	0,40%	0,03%	0,00%
2021-02-15	1 050	822	1 020	0,24%	0,01%	0,46%
2021-02-16	1 364	1 193	955	2,17%	0,02%	0,44%
2021-02-17	1 024	772	990	0,58%	0,07%	0,43%
2021-02-18	1 055	771	1 032	0,59%	0,16%	0,36%
2021-02-19	1 109	918	983	0,82%	0,05%	0,19%
2021-02-20	1 139	994	825	0,14%	0,05%	0,00%

2021-02-21	876	662	721	0,52%	0,04%	0,00%
2021-02-22	927	694	745	0,70%	0,05%	0,00%
2021-02-23	945	697	892	2,67%	0,15%	0,03%
2021-02-24	952	683	836	0,61%	0,04%	0,00%
2021-02-25	976	709	805	1,10%	0,03%	0,03%
2021-02-26	984	722	796	0,65%	0,05%	0,00%
2021-02-27	1 027	844	773	0,37%	0,04%	0,00%
2021-02-28	886	691	705	0,55%	0,01%	0,00%
2021-03-01	1 001	707	839	0,94%	0,06%	0,01%
2021-03-02	986	766	727	0,61%	0,06%	0,00%
2021-03-03	952	699	777	0,63%	0,02%	0,00%
2021-03-04	991	732	816	0,97%	0,02%	0,03%
2021-03-05	945	709	725	0,63%	0,02%	0,00%
2021-03-06	876	690	740	0,47%	0,02%	0,00%
2021-03-07	833	728	758	0,48%	0,00%	0,02%
2021-03-08	917	655	729	0,47%	0,01%	0,02%
2021-03-09	933	807	790	0,47%	0,00%	0,10%
2021-03-10	923	668	768	0,64%	0,01%	0,00%
2021-03-11	931	690	768	0,70%	0,01%	0,05%
2021-03-12	959	736	804	0,33%	0,01%	0,00%
2021-03-13	988	815	737	0,42%	0,19%	0,00%
2021-03-14	885	700	700	0,41%	0,14%	0,00%
2021-03-15	942	689	738	0,33%	0,05%	0,02%
2021-03-16	955	724	767	0,84%	0,03%	0,02%
2021-03-17	952	710	936	0,57%	0,02%	0,21%
2021-03-18	995	736	741	0,45%	0,04%	0,00%
2021-03-19	978	755	791	0,52%	0,01%	0,00%
2021-03-20	1 030	842	758	0,44%	0,02%	0,00%
2021-03-21	877	659	709	0,20%	0,01%	0,02%
2021-03-22	943	686	776	0,62%	0,10%	0,00%
2021-03-23	997	728	799	0,81%	0,10%	0,01%
2021-03-24	955	701	801	0,44%	0,07%	0,01%
2021-03-25	960	757	851	0,90%	0,03%	0,06%
2021-03-26	950	728	782	0,70%	0,13%	0,04%
2021-03-27	901	723	742	0,53%	0,12%	0,00%
2021-03-28	854	722	714	0,44%	0,11%	0,01%
2021-03-29	884	723	815	0,22%	0,12%	0,04%
2021-03-30	932	680	810	0,61%	0,17%	0,05%
2021-03-31	985	602	719	0,36%	0,14%	0,00%

Comments

- 2021-01-02 Stability issues where many calls for all channels failed
- 2021-01-06 No statistics available for mobile app due to technical problems with statistics collection
- 2021-01-08 Long response times for some calls for some TPP:s

3.2 PIS

Payment Initiation Services

PIS had very few calls in the API this period and response times and error rates might not be representative.

Date	PIS Average Response time (ms)			PIS Error Response Rate		
	Web	Mobile App	API	Web	Mobile App	API
2021-01-01	826	908	No Calls	0,34%	3,76%	0,00%
2021-01-02	689	733	No Calls	5,01%	1,47%	0,00%
2021-01-03	714	619	No Calls	0,35%	1,20%	0,00%
2021-01-04	963	823	No Calls	0,24%	1,16%	0,00%
2021-01-05	942	836	No Calls	0,37%	1,02%	0,00%
2021-01-06	861	910	No Calls	0,35%	3,15%	0,00%
2021-01-07	1 000	841	No Calls	0,36%	2,92%	0,00%
2021-01-08	970	877	No Calls	0,33%	1,88%	0,00%
2021-01-09	812	765	No Calls	0,25%	1,68%	0,00%
2021-01-10	723	721	No Calls	0,84%	3,40%	0,00%
2021-01-11	944	902	No Calls	0,34%	1,31%	0,00%
2021-01-12	871	910	No Calls	0,50%	1,29%	0,00%
2021-01-13	854	839	No Calls	0,82%	2,61%	0,00%
2021-01-14	840	866	No Calls	0,30%	0,69%	0,00%
2021-01-15	858	853	No Calls	0,50%	1,28%	0,00%
2021-01-16	765	821	No Calls	0,32%	1,72%	0,00%
2021-01-17	698	701	No Calls	0,31%	1,92%	0,00%
2021-01-18	834	807	No Calls	0,38%	1,56%	0,00%
2021-01-19	874	844	No Calls	0,31%	1,45%	0,00%
2021-01-20	844	884	No Calls	0,33%	1,00%	0,00%
2021-01-21	850	798	No Calls	1,12%	1,29%	0,00%
2021-01-22	822	787	No Calls	0,22%	1,80%	0,00%
2021-01-23	684	688	No Calls	0,27%	1,65%	0,00%
2021-01-24	696	626	No Calls	0,34%	0,61%	0,00%
2021-01-25	871	737	No Calls	0,36%	0,68%	0,00%
2021-01-26	909	751	No Calls	0,45%	0,88%	0,00%
2021-01-27	883	749	No Calls	0,39%	0,78%	0,00%
2021-01-28	866	712	No Calls	0,41%	1,20%	0,00%
2021-01-29	834	794	No Calls	0,43%	1,34%	0,00%
2021-01-30	692	787	No Calls	0,31%	0,81%	0,00%
2021-01-31	640	627	No Calls	0,40%	1,24%	0,00%
2021-02-01	806	794	No Calls	0,30%	0,99%	0,00%
2021-02-02	881	954	No Calls	0,45%	1,85%	0,00%
2021-02-03	842	819	No Calls	0,24%	1,10%	0,00%
2021-02-04	877	858	No Calls	0,24%	0,98%	0,00%
2021-02-05	858	830	No Calls	0,26%	1,36%	0,00%
2021-02-06	706	751	No Calls	0,24%	2,33%	0,00%
2021-02-07	681	763	No Calls	0,31%	0,85%	0,00%
2021-02-08	901	912	No Calls	0,26%	1,04%	0,00%
2021-02-09	985	931	2 109	0,41%	1,07%	0,00%
2021-02-10	984	1 009	1 945	0,59%	1,16%	0,00%
2021-02-11	965	997	2 276	0,63%	1,13%	0,00%
2021-02-12	931	1 026	3 080	0,58%	0,66%	0,00%
2021-02-13	849	978	3 252	0,66%	1,78%	0,00%
2021-02-14	763	837	No Calls	0,34%	0,88%	0,00%
2021-02-15	959	942	No Calls	0,24%	1,32%	0,00%
2021-02-16	1 246	1 687	No Calls	0,90%	1,30%	0,00%
2021-02-17	968	989	3 121	0,56%	1,92%	0,00%
2021-02-18	985	971	3 140	0,57%	1,32%	0,00%
2021-02-19	944	972	2 972	0,89%	1,70%	0,00%
2021-02-20	779	922	2 485	0,22%	1,07%	0,00%
2021-02-21	708	788	No Calls	0,62%	1,59%	0,00%
2021-02-22	922	844	2 967	0,75%	1,58%	0,00%
2021-02-23	988	968	2 861	1,07%	0,61%	0,00%
2021-02-24	924	860	2 574	0,72%	1,25%	0,00%
2021-02-25	917	837	2 417	0,95%	0,39%	0,00%
2021-02-26	904	817	No Calls	0,82%	1,23%	0,00%
2021-02-27	767	829	3 703	0,54%	1,04%	0,00%
2021-02-28	770	754	No Calls	0,66%	0,55%	0,00%
2021-03-01	875	843	2 634	0,90%	0,77%	0,00%

2021-03-02	865	922	2 481	0,59%	1,05%	0,00%
2021-03-03	906	902	2 682	0,63%	1,62%	0,00%
2021-03-04	986	974	No Calls	0,81%	0,81%	0,00%
2021-03-05	919	974	No Calls	0,55%	0,36%	0,00%
2021-03-06	761	814	No Calls	0,52%	1,19%	0,00%
2021-03-07	743	741	No Calls	0,57%	1,49%	0,00%
2021-03-08	949	889	No Calls	0,55%	1,64%	0,00%
2021-03-09	990	957	515	0,81%	1,15%	0,00%
2021-03-10	972	871	2 575	0,66%	0,74%	0,00%
2021-03-11	958	895	No Calls	0,72%	1,62%	0,00%
2021-03-12	891	938	No Calls	0,72%	0,84%	0,00%
2021-03-13	789	853	2 931	0,59%	1,07%	0,00%
2021-03-14	741	792	2 989	0,40%	0,71%	0,00%
2021-03-15	936	876	No Calls	0,54%	0,91%	0,00%
2021-03-16	976	969	No Calls	0,73%	0,88%	0,00%
2021-03-17	952	924	1 842	0,62%	0,71%	0,00%
2021-03-18	921	945	No Calls	0,66%	0,69%	0,00%
2021-03-19	873	972	3 095	0,59%	0,97%	0,00%
2021-03-20	762	895	2 267	0,57%	0,91%	0,00%
2021-03-21	697	728	2 648	0,33%	0,87%	0,00%
2021-03-22	859	975	983	0,44%	1,03%	0,00%
2021-03-23	930	784	2 421	0,68%	15,60%	0,00%
2021-03-24	883	955	2 319	0,63%	0,68%	0,00%
2021-03-25	880	879	2 783	0,88%	0,55%	0,00%
2021-03-26	908	914	No Calls	0,81%	0,94%	0,00%
2021-03-27	738	742	2 520	0,52%	0,72%	0,00%
2021-03-28	766	693	2 965	0,56%	0,66%	0,00%
2021-03-29	874	743	70	0,48%	0,88%	0,00%
2021-03-30	912	816	No Calls	0,54%	0,97%	0,00%
2021-03-31	837	742	No Calls	0,37%	0,24%	0,00%