

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		Comments
	Uptime	Downtime	Uptime	Downtime	Uptime	Downtime	
2024-01-01	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-01-02	87,15%	12,85%	100,00%	0,00%	100,00%	0,00%	
2024-01-03	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-01-04	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-01-05	100,00%	0,00%	100,00%	0,00%	84,51%	15,49%	
2024-01-06	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-01-07	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-01-08	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-01-09	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-01-10	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-01-11	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-01-12	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-01-13	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-01-14	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-01-15	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-01-16	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-01-17	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-01-18	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-01-19	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-01-20	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-01-21	93,75%	6,25%	93,75%	6,25%	71,67%	28,33%	Login-problems in on web. AIS-problems for Open Banking. Unrelated
2024-01-22	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-01-23	100,00%	0,00%	100,00%	0,00%	96,32%	3,68%	
2024-01-24	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-01-25	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-01-26	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-01-27	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-01-28	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-01-29	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-01-30	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-01-31	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-02-01	98,33%	1,67%	98,33%	1,67%	98,33%	1,67%	
2024-02-02	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-02-03	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-02-04	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-02-05	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-02-06	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-02-07	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-02-08	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-02-09	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-02-10	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-02-11	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-02-12	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-02-13	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-02-14	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-02-15	100,00%	0,00%	100,00%	0,00%	98,06%	1,94%	
2024-02-16	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-02-17	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-02-18	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-02-19	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-02-20	100,00%	0,00%	100,00%	0,00%	93,75%	6,25%	

2024-02-21	94,10%	5,90%	94,10%	5,90%	94,10%	5,90%	
2024-02-22	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-02-23	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-02-24	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-02-25	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-02-26	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-02-27	97,92%	2,08%	97,92%	2,08%	97,92%	2,08%	
2024-02-28	98,40%	1,60%	100,00%	0,00%	100,00%	0,00%	
2024-02-29	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-03-01	100,00%	0,00%	100,00%	0,00%	99,79%	0,21%	
2024-03-02	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-03-03	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-03-04	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-03-05	99,10%	0,90%	100,00%	0,00%	100,00%	0,00%	
2024-03-06	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-03-07	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-03-08	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-03-09	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-03-10	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-03-11	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-03-12	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-03-13	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-03-14	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-03-15	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-03-16	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-03-17	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-03-18	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-03-19	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-03-20	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-03-21	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-03-22	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-03-23	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-03-24	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-03-25	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-03-26	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-03-27	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-03-28	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-03-29	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-03-30	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-03-31	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).

From September 2023 and going forward we have an improved way of measuring response times and error rates. We also try to visualize the response times with colours; green is faster and red is slower.

3.1 AIS

Account Information Services

Date	AIS Average Response Time (ms)			AIS Error Response Rate		
	Web	Mobile App	API	Web	Mobile App	API
2024-01-01	518	617	499	0.01%	0.01%	0.00%
2024-01-02	550	678	554	0.00%	0.01%	0.01%
2024-01-03	551	659	584	0.02%	0.00%	0.01%
2024-01-04	538	715	536	0.01%	0.01%	0.00%
2024-01-05	545	632	550	0.36%	0.31%	0.95%
2024-01-06	558	654	541	0.01%	0.00%	0.00%
2024-01-07	548	644	510	0.03%	0.02%	0.00%
2024-01-08	537	653	534	0.01%	0.00%	0.00%
2024-01-09	530	629	537	0.01%	0.01%	0.00%
2024-01-10	532	661	539	0.00%	0.01%	0.01%
2024-01-11	532	645	530	0.01%	0.01%	0.02%
2024-01-12	525	615	457	0.01%	0.00%	0.00%
2024-01-13	545			0.00%		
2024-01-14	599			0.03%		
2024-01-15	572	666	552	0.19%	0.00%	0.08%
2024-01-16	544	644	532	0.01%	0.01%	0.00%
2024-01-17	580	696	547	0.02%	0.04%	0.02%
2024-01-18	562	723	543	0.02%	0.02%	0.03%
2024-01-19	562	819	539	0.03%	0.05%	0.05%
2024-01-20	575	692	536	0.01%	0.01%	0.00%
2024-01-21	610	851	988	0.05%	0.27%	5.73%
2024-01-22	1158	818	669	0.07%	0.02%	0.01%
2024-01-23	551	680	536	0.01%	0.01%	0.04%
2024-01-24	553	693	498	0.01%	0.01%	0.01%
2024-01-25	545	686	480	0.00%	0.01%	0.00%
2024-01-26	543	679	478	0.02%	0.03%	0.01%
2024-01-27	554	676	466	0.01%	0.01%	0.03%
2024-01-28	596	759	496	0.01%	0.01%	0.00%
2024-01-29	560	720	498	0.00%	0.00%	0.00%
2024-01-30	559	715	486	0.01%	0.02%	0.05%
2024-01-31	571	748	529	0.03%	0.02%	0.00%
2024-02-01	614	809	548	0.03%	0.20%	0.10%
2024-02-02	544	677	487	0.03%	0.02%	0.00%
2024-02-03	544	655	464	0.01%	0.00%	0.01%
2024-02-04	566	672	464	0.04%	0.01%	0.00%
2024-02-05	558	678	511	0.01%	0.01%	0.00%

2024-02-06	558	682	500
2024-02-07	556	665	503
2024-02-08	571	699	506
2024-02-09	574	692	509
2024-02-10	597	714	503
2024-02-11	587	883	700
2024-02-12	574	691	525
2024-02-13	581	680	516
2024-02-14	580	686	527
2024-02-15	599	678	557
2024-02-16	570	686	512
2024-02-17	567	666	485
2024-02-18	587	691	499
2024-02-19	573	694	550
2024-02-20	602	715	569
2024-02-21	878	1233	684
2024-02-22	650	1074	661
2024-02-23	574	723	525
2024-02-24	571	681	488
2024-02-25	627	832	547
2024-02-26	627	740	546
2024-02-27	958	1573	819
2024-02-28	662	1284	516
2024-02-29	579	752	543
2024-03-01	586	800	529
2024-03-02	569	711	484
2024-03-03	581	710	487
2024-03-04	594	734	532
2024-03-05	582	702	510
2024-03-06	584	759	519
2024-03-07	580	691	513
2024-03-08	578	684	508
2024-03-09	572	665	480
2024-03-10	593	722	475
2024-03-11	605	717	519
2024-03-12	602	705	508
2024-03-13	596	707	500
2024-03-14	592	723	500
2024-03-15	599	692	528
2024-03-16	589	688	479
2024-03-17	533	637	482
2024-03-18	541	652	542
2024-03-19	573	696	530
2024-03-20	579	695	523
2024-03-21	581	699	515
2024-03-22	580	706	516
2024-03-23	578	682	487

0.01%	0.01%	0.01%
0.01%	0.01%	0.01%
0.02%	0.01%	0.00%
0.01%	0.01%	0.00%
0.02%	0.02%	0.00%
0.07%	0.73%	0.68%
0.01%	0.01%	0.00%
0.01%	0.00%	0.00%
0.02%	0.01%	0.08%
0.09%	0.02%	0.13%
0.02%	0.01%	0.01%
0.00%	0.01%	0.00%
0.00%	0.01%	0.02%
0.03%	0.05%	0.13%
0.01%	0.02%	0.15%
0.75%	1.59%	0.53%
0.27%	1.33%	0.41%
0.02%	0.01%	0.01%
0.03%	0.00%	0.01%
0.18%	0.56%	0.21%
0.08%	0.01%	0.04%
1.22%	2.86%	0.98%
0.45%	2.47%	0.02%
0.01%	0.01%	0.01%
0.02%	0.12%	0.02%
0.00%	0.01%	0.00%
0.00%	0.00%	0.00%
0.00%	0.00%	0.02%
0.02%	0.01%	0.00%
0.02%	0.06%	0.01%
0.03%	0.01%	0.01%
0.01%	0.01%	0.00%
0.00%	0.00%	0.00%
0.02%	0.02%	0.02%
0.00%	0.01%	0.00%
0.00%	0.00%	0.00%
0.01%	0.02%	0.00%
0.01%	0.02%	0.01%
0.03%	0.02%	0.02%
0.01%	0.01%	0.00%
7.52%	7.22%	0.02%
7.02%	7.95%	0.24%
2.26%	2.60%	0.01%
0.00%	0.01%	0.02%
0.01%	0.01%	0.01%
0.02%	0.02%	0.15%
0.01%	0.01%	0.00%

2024-03-24	566	668	469
2024-03-25	574	688	523
2024-03-26	603	731	534
2024-03-27	577	696	557
2024-03-28	552	699	490
2024-03-29	545	667	473
2024-03-30	554	672	469
2024-03-31	555	683	462

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0.01%	0.01%	0.00%
0.01%	0.00%	0.00%
0.07%	0.10%	0.01%
0.04%	0.04%	0.02%
0.01%	0.01%	0.01%
0.01%	0.00%	0.00%
0.00%	0.01%	0.00%
0.00%	0.00%	0.00%

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
2024-01-01	878	848	754	0.00%	0.46%	0.00%
2024-01-02	966	990	880	0.00%	0.07%	0.06%
2024-01-03	932	1015	804	0.00%	0.07%	0.11%
2024-01-04	928	1026	855	0.00%	0.10%	0.00%
2024-01-05	858	939	696	0.00%	0.78%	0.75%
2024-01-06	781	924	866	0.00%	0.06%	0.00%
2024-01-07	779	907	858	0.00%	0.12%	0.09%
2024-01-08	1013	1108	853	0.00%	0.08%	0.00%
2024-01-09	1085	1247	793	0.01%	0.10%	0.06%
2024-01-10	1178	1276	870	0.00%	0.12%	0.09%
2024-01-11	1051	1154	721	0.00%	0.14%	0.00%
2024-01-12	1060	922	856	0.00%	0.08%	0.00%
2024-01-13	1788			0.00%		
2024-01-14	901			0.00%		
2024-01-15	1366	1412	576	0.00%	0.75%	0.00%
2024-01-16	1110	1383	868	0.00%	0.13%	0.00%
2024-01-17	1114	1303	878	0.00%	0.16%	0.61%
2024-01-18	1122	1290	844	0.00%	0.12%	0.06%
2024-01-19	1151	1257	900	0.00%	0.15%	0.04%
2024-01-20	875	993	872	0.00%	0.07%	0.00%
2024-01-21	888	1041	757	0.00%	0.53%	0.00%
2024-01-22	1968	1345	849	0.17%	0.13%	0.11%
2024-01-23	1204	1313	830	0.01%	0.10%	0.15%
2024-01-24	1162	1282	853	0.00%	0.11%	0.39%
2024-01-25	1111	1173	797	0.00%	0.12%	0.04%
2024-01-26	1037	1111	740	0.00%	0.17%	0.03%
2024-01-27	797	961	759	0.00%	0.14%	0.00%
2024-01-28	852	1051	858	0.00%	0.15%	0.17%
2024-01-29	1121	1311	878	0.00%	0.11%	0.06%
2024-01-30	1059	1205	878	0.00%	0.11%	0.08%
2024-01-31	1072	1209	896	0.00%	0.12%	0.03%
2024-02-01	1261	1382	713	0.00%	0.40%	0.07%
2024-02-02	1156	1213	865	0.00%	0.11%	0.00%
2024-02-03	797	901	849	0.00%	0.14%	0.03%
2024-02-04	848	959	828	0.00%	0.09%	0.00%
2024-02-05	1189	1385	873	0.00%	0.13%	0.03%
2024-02-06	1142	1364	777	0.00%	0.16%	0.09%
2024-02-07	1055	1238	835	0.00%	0.11%	0.00%
2024-02-08	1272	1579	857	0.00%	0.12%	0.12%
2024-02-09	1042	1175	873	0.00%	0.13%	0.04%
2024-02-10	823	1011	877	0.00%	0.12%	0.00%
2024-02-11	895	1058	960	0.00%	1.09%	0.40%

2024-02-12	1130	1384	899
2024-02-13	1037	1171	771
2024-02-14	1182	1193	905
2024-02-15	1147	1338	912
2024-02-16	1148	1294	733
2024-02-17	828	988	887
2024-02-18	914	984	879
2024-02-19	1123	1187	927
2024-02-20	1076	1154	868
2024-02-21	1505	1459	949
2024-02-22	1171	1103	841
2024-02-23	1032	1080	808
2024-02-24	831	994	852
2024-02-25	934	1249	743
2024-02-26	1260	1625	865
2024-02-27	1981	1453	844
2024-02-28	1336	1121	769
2024-02-29	914	948	864
2024-03-01	879	942	891
2024-03-02	787	880	714
2024-03-03	808	904	849
2024-03-04	894	975	875
2024-03-05	880	981	878
2024-03-06	866	995	749
2024-03-07	859	974	898
2024-03-08	871	974	892
2024-03-09	779	924	873
2024-03-10	780	934	802
2024-03-11	903	1014	818
2024-03-12	920	1012	870
2024-03-13	886	1000	893
2024-03-14	893	994	889
2024-03-15	936	1002	853
2024-03-16	818	940	819
2024-03-17	801	938	729
2024-03-18	942	997	778
2024-03-19	937	1006	752
2024-03-20	908	987	842
2024-03-21	917	978	832
2024-03-22	917	957	690
2024-03-23	777	904	841
2024-03-24	783	923	794
2024-03-25	1578	967	804
2024-03-26	928	1021	835
2024-03-27	923	992	866
2024-03-28	863	922	831
2024-03-29	750	862	773

0.00%	0.11%	0.04%
0.00%	0.09%	0.00%
0.00%	0.25%	0.04%
0.00%	0.14%	0.04%
0.00%	0.13%	0.00%
0.00%	0.06%	0.00%
0.00%	0.39%	0.05%
0.01%	0.16%	0.24%
0.00%	0.13%	0.00%
0.00%	2.23%	0.29%
0.00%	1.68%	0.03%
0.00%	0.13%	0.04%
0.00%	0.09%	0.00%
0.00%	0.88%	0.14%
0.00%	0.31%	0.00%
0.01%	3.91%	0.11%
0.00%	3.11%	0.00%
0.00%	0.07%	0.24%
0.00%	0.12%	0.22%
0.00%	0.08%	0.06%
0.00%	0.07%	0.23%
0.00%	0.10%	0.12%
0.00%	0.12%	0.00%
0.00%	0.16%	0.11%
0.00%	0.12%	0.00%
0.00%	0.10%	0.13%
0.00%	0.08%	0.00%
0.00%	0.11%	0.08%
0.00%	0.11%	0.00%
0.00%	0.11%	0.25%
0.00%	0.13%	0.00%
0.00%	0.14%	0.19%
0.00%	0.12%	0.05%
0.00%	0.13%	0.00%
0.00%	0.10%	0.16%
0.01%	0.14%	0.35%
0.00%	0.15%	0.00%
0.00%	0.11%	0.03%
0.00%	0.11%	0.10%
0.00%	0.13%	0.24%
0.00%	0.08%	0.09%
0.00%	0.09%	0.00%
0.01%	0.12%	0.04%
0.00%	0.19%	0.00%
0.00%	0.17%	0.02%
0.00%	0.10%	0.00%
0.00%	0.08%	0.12%

2024-03-30	844	850	835
2024-03-31	983	858	752

0.00%	0.42%	0.00%
0.00%	0.16%	0.03%