

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	
2024-04-01	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-04-02	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-04-03	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-04-04	99,24%	0,76%	99,24%	0,76%	99,24%	0,76%	
2024-04-05	98,33%	1,67%	98,33%	1,67%	98,33%	1,67%	
2024-04-06	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-04-07	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-04-08	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-04-09	100,00%	0,00%	100,00%	0,00%	94,03%	5,97%	
2024-04-10	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-04-11	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-04-12	93,33%	6,67%	93,33%	6,67%	93,33%	6,67%	
2024-04-13	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-04-14	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-04-15	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-04-16	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-04-17	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-04-18	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-04-19	100,00%	0,00%	100,00%	0,00%	96,11%	3,89%	
2024-04-20	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-04-21	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-04-22	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-04-23	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-04-24	100,00%	0,00%	100,00%	0,00%	99,17%	0,83%	
2024-04-25	98,40%	1,60%	98,40%	1,60%	99,65%	0,35%	
2024-04-26	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-04-27	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-04-28	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-04-29	99,65%	0,35%	99,65%	0,35%	99,65%	0,35%	SCA related (BankID)
2024-04-30	74,31%	25,69%	74,31%	25,69%	74,31%	25,69%	SCA related (BankID)
2024-05-01	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-05-02	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-05-03	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-05-04	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-05-05	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-05-06	98,96%	1,04%	98,96%	1,04%	99,24%	0,76%	
2024-05-07	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-05-08	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-05-09	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-05-10	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-05-11	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-05-12	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-05-13	100,00%	0,00%	100,00%	0,00%	96,74%	3,26%	Service Window (not communicated)
2024-05-14	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-05-15	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-05-16	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-05-17	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-05-18	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-05-19	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-05-20	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-05-21	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	

2024-05-22	91,81%	8,19%	91,81%	8,19%	100,00%	0,00%	
2024-05-23	100,00%	0,00%	100,00%	0,00%	99,31%	0,69%	
2024-05-24	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-05-25	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-05-26	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-05-27	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-05-28	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-05-29	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-05-30	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-05-31	98,47%	1,53%	100,00%	0,00%	100,00%	0,00%	
2024-06-01	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-06-02	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-06-03	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-06-04	98,96%	1,04%	98,96%	1,04%	100,00%	0,00%	
2024-06-05	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-06-06	98,54%	1,46%	98,54%	1,46%	100,00%	0,00%	
2024-06-07	99,31%	0,69%	99,31%	0,69%	100,00%	0,00%	
2024-06-08	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-06-09	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-06-10	99,44%	0,56%	99,44%	0,56%	100,00%	0,00%	
2024-06-11	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-06-12	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-06-13	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-06-14	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-06-15	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-06-16	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-06-17	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-06-18	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-06-19	91,74%	8,26%	100,00%	0,00%	100,00%	0,00%	
2024-06-20	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-06-21	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-06-22	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-06-23	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-06-24	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-06-25	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-06-26	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-06-27	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-06-28	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-06-29	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%	
2024-06-30	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
2024-04-01	700	1041	476	0.33%	1.21%	0.01%
2024-04-02	602	749	550	0.01%	0.01%	0.00%
2024-04-03	600	739	559	0.01%	0.01%	0.01%
2024-04-04	628	837	579	0.15%	0.45%	0.21%
2024-04-05	831	1332	642	0.85%	2.20%	0.48%
2024-04-06	588	719	480	0.02%	0.00%	0.00%
2024-04-07	594	742	480	0.07%	0.17%	0.03%
2024-04-08	628	896	632	0.07%	0.59%	0.32%
2024-04-09	609	709	580	0.01%	0.03%	0.21%
2024-04-10	623	768	535	0.08%	0.19%	0.06%
2024-04-11	597	689	514	0.01%	0.00%	0.00%
2024-04-12	605	700	537	0.01%	0.01%	0.30%
2024-04-13	589	686	494	0.01%	0.01%	0.00%
2024-04-14	618	665	485	0.08%	0.06%	0.03%
2024-04-15	633	658	539	0.02%	0.03%	0.20%
2024-04-16	583	657	516	0.01%	0.10%	0.00%
2024-04-17	558	621	512	0.09%	0.22%	0.01%
2024-04-18	582	719	521	0.09%	0.43%	0.01%
2024-04-19	547	637	525	0.08%	0.23%	0.65%
2024-04-20	752	861	533	0.20%	0.40%	0.05%
2024-04-21	555	650	498	0.03%	0.27%	0.07%
2024-04-22	556	616	508	0.00%	0.19%	0.03%
2024-04-23	553	631	520	0.03%	0.19%	0.11%
2024-04-24	590	813	585	0.14%	0.78%	0.18%
2024-04-25	589	932	564	1.31%	4.99%	0.09%
2024-04-26	543	661	530	0.01%	0.21%	0.02%
2024-04-27	567	684	499	0.02%	0.25%	0.00%
2024-04-28	544	678	489	0.01%	0.30%	0.00%
2024-04-29	553	695	518	0.01%	0.30%	0.00%
2024-04-30	566	735	589	0.47%	0.68%	0.02%
2024-05-01	568	680	527	0.02%	0.22%	0.00%
2024-05-02	557	691	542	0.01%	0.27%	0.00%
2024-05-03	548	668	537	0.01%	0.21%	0.01%
2024-05-04	554	649	510	0.00%	0.13%	0.00%
2024-05-05	567	838	551	0.03%	0.81%	0.11%
2024-05-06	610	810	589	0.15%	0.73%	0.08%

2024-05-07	570	655	557
2024-05-08	553	657	544
2024-05-09	554	636	507
2024-05-10	549	626	528
2024-05-11	556	623	504
2024-05-12	579	700	506
2024-05-13	604	880	636
2024-05-14	611	698	545
2024-05-15	614	718	546
2024-05-16	603	689	539
2024-05-17	561	670	511
2024-05-18	569	664	479
2024-05-19	558	667	468
2024-05-20	529	629	479
2024-05-21	531	618	512
2024-05-22	1199	4901	529
2024-05-23	537	635	599
2024-05-24	529	665	506
2024-05-25	563	684	477
2024-05-26	543	663	468
2024-05-27	541	677	519
2024-05-28	538	705	523
2024-05-29	548	704	509
2024-05-30	551	708	518
2024-05-31	587	852	561
2024-06-01	585	746	489
2024-06-02	579	737	470
2024-06-03	556	716	503
2024-06-04	569	812	519
2024-06-05	533	668	501
2024-06-06	641	992	705
2024-06-07	729	968	617
2024-06-08	575	701	487
2024-06-09	569	703	477
2024-06-10	586	825	511
2024-06-11	544	663	514
2024-06-12	543	648	507
2024-06-13	550	657	502
2024-06-14	535	644	507
2024-06-15	551	658	465
2024-06-16	577	700	468
2024-06-17	555	654	533
2024-06-18	533	648	508
2024-06-19	481	611	512
2024-06-20	482	590	506
2024-06-21	481	577	505
2024-06-22	493	578	491

0.01%	0.24%	0.00%
0.01%	0.18%	0.01%
0.01%	0.17%	0.00%
0.00%	0.13%	0.00%
0.00%	0.12%	0.00%
0.08%	0.28%	0.00%
0.07%	0.90%	0.24%
0.02%	0.21%	0.01%
0.03%	0.23%	0.00%
0.04%	0.23%	0.00%
0.01%	0.17%	0.07%
0.01%	0.11%	0.01%
0.00%	0.17%	0.04%
0.02%	0.20%	0.03%
0.02%	0.21%	0.00%
2.90%	17.30%	0.38%
0.01%	0.18%	0.10%
0.00%	0.18%	0.00%
0.02%	0.18%	0.00%
0.00%	0.24%	0.01%
0.04%	0.31%	0.02%
0.01%	0.25%	0.05%
0.00%	0.33%	0.00%
0.00%	0.37%	0.00%
0.74%	3.21%	0.03%
0.02%	0.29%	0.06%
0.00%	0.32%	0.01%
0.00%	0.32%	0.00%
0.67%	2.00%	0.00%
0.01%	0.38%	0.00%
1.32%	4.85%	0.00%
1.06%	2.71%	0.05%
0.01%	0.36%	0.00%
0.03%	0.38%	0.00%
0.35%	2.52%	0.00%
0.01%	0.37%	0.02%
0.01%	0.26%	0.01%
0.00%	0.23%	0.05%
0.00%	0.20%	0.00%
0.00%	0.20%	0.01%
0.03%	0.19%	0.33%
0.04%	0.21%	0.60%
0.01%	0.21%	0.01%
0.04%	0.27%	0.00%
0.02%	0.24%	0.00%
0.02%	0.15%	0.05%
0.00%	0.20%	0.01%

2024-06-23	458	641	619
2024-06-24	468	569	490
2024-06-25	461	593	500
2024-06-26	466	593	504
2024-06-27	467	590	474
2024-06-28	475	622	517
2024-06-29	481	606	468
2024-06-30	478	604	456

0.02%	0.62%	0.95%
0.01%	0.24%	0.00%
0.00%	0.27%	0.01%
0.01%	0.33%	0.04%
0.00%	0.31%	0.01%
0.01%	0.23%	0.01%
0.01%	0.23%	0.00%
0.01%	0.28%	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

	PIS Average Response Time (ms)			PIS Error Response Rate		
Date	Web	Mobile App	API	Web	Mobile App	API
2024-04-01	8454	908	769	0.00%	1.87%	0.00%
2024-04-02	952	987	770	0.00%	0.17%	0.00%
2024-04-03	900	992	924	0.00%	0.10%	0.00%
2024-04-04	987	987	782	0.00%	0.69%	0.52%
2024-04-05	1485	1068	834	0.00%	2.99%	0.19%
2024-04-06	769	901	746	0.00%	0.10%	0.39%
2024-04-07	801	903	763	0.00%	0.33%	0.62%
2024-04-08	977	1047	829	0.00%	0.89%	0.06%
2024-04-09	943	1020	836	0.00%	0.13%	0.16%
2024-04-10	993	1061	834	0.00%	0.32%	0.00%
2024-04-11	909	1020	783	0.00%	0.11%	0.06%
2024-04-12	922	1015	830	0.00%	0.11%	0.00%
2024-04-13	801	923	802	0.00%	0.10%	0.00%
2024-04-14	810	946	707	0.00%	0.14%	0.13%
2024-04-15	1106	972	831	0.01%	0.82%	0.06%
2024-04-16	945	1014	786	0.00%	0.07%	0.15%
2024-04-17	1009	978	714	0.05%	0.14%	0.00%
2024-04-18	959	1048	739	0.01%	0.35%	0.13%
2024-04-19	895	959	831	0.00%	0.27%	0.67%
2024-04-20	1030	1346	844	0.00%	0.62%	0.58%
2024-04-21	786	968	756	0.00%	0.23%	0.00%
2024-04-22	895	973	759	0.00%	0.08%	0.15%
2024-04-23	889	992	793	0.00%	0.11%	0.06%
2024-04-24	1034	1027	847	0.01%	0.90%	0.14%
2024-04-25	1140	1056	785	0.02%	6.56%	0.27%
2024-04-26	1160	979	836	0.03%	0.27%	0.00%
2024-04-27	919	963	817	0.00%	0.09%	0.00%
2024-04-28	899	952	779	0.00%	0.06%	0.04%
2024-04-29	991	1197	855	0.01%	0.19%	0.10%
2024-04-30	1058	1011	848	0.05%	0.43%	0.00%
2024-05-01	919	943	832	0.00%	0.04%	0.08%
2024-05-02	1010	972	734	0.00%	0.08%	0.08%
2024-05-03	992	969	789	0.01%	0.08%	0.02%
2024-05-04	917	925	835	0.00%	0.06%	0.15%
2024-05-05	908	950	695	0.00%	0.91%	0.09%
2024-05-06	1502	1049	867	0.01%	0.75%	0.11%
2024-05-07	1021	1028	698	0.00%	0.08%	0.02%
2024-05-08	1018	1018	849	0.00%	0.10%	0.00%
2024-05-09	926	946	745	0.00%	0.06%	0.21%
2024-05-10	969	961	847	0.00%	0.06%	0.04%
2024-05-11	994	914	804	0.00%	0.09%	0.00%
2024-05-12	918	936	810	0.00%	0.23%	0.00%

2024-05-13	1142	1047	838
2024-05-14	1167	1074	789
2024-05-15	1200	1096	833
2024-05-16	1159	1049	699
2024-05-17	1090	968	770
2024-05-18	1058	951	765
2024-05-19	1055	936	767
2024-05-20	1055	941	697
2024-05-21	1212	921	801
2024-05-22	2462	1132	803
2024-05-23	996	888	812
2024-05-24	935	861	718
2024-05-25	949	884	763
2024-05-26	924	867	733
2024-05-27	920	901	563
2024-05-28	945	895	643
2024-05-29	974	887	675
2024-05-30	974	885	668
2024-05-31	1049	895	722
2024-06-01	972	858	686
2024-06-02	971	875	617
2024-06-03	964	883	683
2024-06-04	1101	907	724
2024-06-05	1036	874	720
2024-06-06	1181	968	809
2024-06-07	1629	1113	757
2024-06-08	1053	882	685
2024-06-09	1057	892	705
2024-06-10	1185	919	709
2024-06-11	1093	907	713
2024-06-12	1073	899	675
2024-06-13	1062	901	683
2024-06-14	1026	850	645
2024-06-15	1023	825	697
2024-06-16	1094	877	616
2024-06-17	1037	879	681
2024-06-18	1035	880	611
2024-06-19	858	803	609
2024-06-20	840	786	632
2024-06-21	846	780	680
2024-06-22	785	755	646
2024-06-23	746	718	992
2024-06-24	813	786	707
2024-06-25	827	792	763
2024-06-26	800	791	819
2024-06-27	794	786	857
2024-06-28	787	768	981

0.00%	0.96%	0.00%
0.00%	0.11%	0.03%
0.01%	0.14%	0.04%
0.00%	0.10%	0.00%
0.00%	0.10%	0.08%
0.05%	0.05%	0.00%
0.00%	0.06%	0.44%
0.00%	0.08%	0.00%
0.00%	0.09%	0.12%
0.28%	22.05%	0.54%
0.01%	0.09%	0.18%
0.00%	0.09%	0.03%
0.00%	0.05%	0.28%
0.00%	0.09%	0.00%
0.00%	0.17%	0.15%
0.00%	0.14%	0.15%
0.00%	0.14%	0.03%
0.04%	0.17%	0.12%
0.10%	5.05%	0.15%
0.00%	0.12%	0.15%
0.00%	0.10%	0.07%
0.00%	0.11%	0.03%
0.05%	2.52%	0.03%
0.00%	0.12%	0.23%
0.05%	6.40%	0.06%
0.18%	3.74%	0.13%
0.01%	0.11%	0.09%
0.00%	0.16%	0.09%
0.06%	3.27%	0.04%
0.01%	0.17%	0.07%
0.00%	0.17%	0.07%
0.00%	0.18%	0.00%
0.00%	0.17%	0.12%
0.00%	0.15%	0.16%
0.05%	0.96%	0.37%
0.01%	0.22%	0.44%
0.00%	0.19%	0.10%
0.00%	0.16%	0.14%
0.00%	0.21%	0.03%
0.00%	0.17%	0.02%
0.00%	0.39%	0.09%
0.01%	0.64%	2.95%
0.00%	0.22%	0.28%
0.00%	0.26%	0.32%
0.00%	0.24%	0.03%
0.00%	0.28%	0.09%
0.00%	0.19%	0.00%

2024-06-29	752	730	860
2024-06-30	751	743	1002

0.00%	0.16%	0.08%
0.00%	0.24%	0.00%