

**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](mailto: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
2021-10-01	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-10-02	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-10-03	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-10-04	100,00%	0,00%	100,00%	0,00%	99,93%	0,07%
2021-10-05	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-10-06	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-10-07	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-10-08	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-10-09	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-10-10	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-10-11	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-10-12	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-10-13	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-10-14	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-10-15	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-10-16	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-10-17	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-10-18	98,40%	1,60%	98,40%	1,60%	98,40%	1,60%
2021-10-19	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-10-20	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-10-21	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-10-22	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-10-23	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-10-24	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-10-25	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-10-26	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-10-27	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-10-28	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-10-29	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-10-30	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-10-31	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-11-01	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-11-02	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-11-03	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-11-04	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-11-05	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-11-06	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-11-07	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-11-08	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-11-09	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-11-10	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-11-11	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-11-12	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-11-13	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-11-14	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-11-15	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-11-16	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-11-17	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-11-18	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%

2021-11-19	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-11-20	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-11-21	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-11-22	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-11-23	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-11-24	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-11-25	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-11-26	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-11-27	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-11-28	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-11-29	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-11-30	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-12-01	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-12-02	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-12-03	100,00%	0,00%	100,00%	0,00%	89,44%	10,56%
2021-12-04	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-12-05	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-12-06	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-12-07	98,47%	1,53%	98,47%	1,53%	98,47%	1,53%
2021-12-08	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-12-09	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-12-10	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-12-11	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-12-12	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-12-13	97,15%	2,85%	100,00%	0,00%	97,15%	2,85%
2021-12-14	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-12-15	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-12-16	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-12-17	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-12-18	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-12-19	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-12-20	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-12-21	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-12-22	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-12-23	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-12-24	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-12-25	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-12-26	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-12-27	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-12-28	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-12-29	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-12-30	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2021-12-31	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%

**Availability comments**

2021-10-04	Some technical problems when a TPP made an extreme number of calls in a short time in the Open Banking Interface
2021-10-12	Infrastructure problems which caused some errors for some calls on all interfaces
2021-12-03	Problems performing SCA on some payments. AIS still working.
2021-12-07	Gateway problem for all interfaces on some calls
2021-12-13	Problems with SCA for some calls

### 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
2021-10-01	967	707	2 255	1,39%	0,03%	0,39%
2021-10-02	857	655	1 781	1,95%	0,03%	0,13%
2021-10-03	877	677	1 729	2,13%	0,04%	0,34%
2021-10-04	933	708	1 467	1,49%	0,02%	0,02%
2021-10-05	943	707	1 334	1,57%	0,04%	0,08%
2021-10-06	911	665	2 267	1,10%	0,07%	0,94%
2021-10-07	926	668	1 023	1,40%	0,01%	0,10%
2021-10-08	905	633	953	1,73%	0,09%	0,05%
2021-10-09	852	627	872	2,08%	0,05%	0,03%
2021-10-10	903	754	1 180	2,12%	0,05%	0,93%
2021-10-11	945	728	1 002	1,63%	0,07%	0,10%
2021-10-12	941	695	845	1,95%	0,21%	0,89%
2021-10-13	916	690	925	1,01%	0,13%	0,33%
2021-10-14	930	685	1 124	1,39%	0,14%	0,31%
2021-10-15	926	693	857	1,53%	0,14%	0,03%
2021-10-16	875	696	877	1,88%	0,08%	0,07%
2021-10-17	863	691	973	2,08%	0,03%	0,02%
2021-10-18	974	690	989	3,21%	0,07%	0,16%
2021-10-19	995	824	971	3,90%	0,20%	0,15%
2021-10-20	966	719	888	3,22%	0,15%	0,16%
2021-10-21	947	780	1 141	2,99%	0,10%	0,63%
2021-10-22	958	725	910	3,12%	0,02%	0,15%
2021-10-23	875	649	869	4,06%	0,02%	0,15%
2021-10-24	828	632	773	4,80%	0,02%	0,13%
2021-10-25	965	698	1 192	3,33%	0,03%	1,03%
2021-10-26	947	752	1 098	3,40%	0,06%	0,60%
2021-10-27	925	728	926	3,22%	0,04%	0,60%
2021-10-28	976	828	862	3,64%	0,07%	0,18%
2021-10-29	1 032	720	873	3,20%	0,02%	0,10%
2021-10-30	851	725	853	3,25%	0,03%	0,00%
2021-10-31	866	1 127	1 055	4,11%	0,02%	0,57%
2021-11-01	937	764	774	2,92%	0,05%	0,01%
2021-11-02	930	748	1 024	3,37%	0,03%	0,30%
2021-11-03	911	711	1 018	3,06%	0,07%	0,12%
2021-11-04	922	743	890	3,42%	0,11%	0,54%
2021-11-05	899	682	862	3,52%	0,08%	0,07%
2021-11-06	842	689	912	4,11%	0,06%	0,08%
2021-11-07	885	725	1 077	4,35%	0,08%	0,18%

2021-11-08	1 000	755	1 070	1,78%	0,09%	0,35%
2021-11-09	1 005	751	996	0,29%	0,10%	0,32%
2021-11-10	981	737	974	0,18%	0,09%	0,28%
2021-11-11	964	709	972	0,26%	0,08%	0,28%
2021-11-12	1 006	781	882	0,24%	0,06%	0,20%
2021-11-13	920	803	913	0,11%	0,05%	0,12%
2021-11-14	910	770	908	0,16%	0,03%	0,11%
2021-11-15	1 014	726	845	0,07%	0,07%	0,27%
2021-11-16	999	748	919	0,25%	0,06%	0,18%
2021-11-17	977	751	904	0,16%	0,05%	0,21%
2021-11-18	1 020	766	913	0,09%	0,04%	0,20%
2021-11-19	1 045	751	910	0,08%	0,04%	0,23%
2021-11-20	930	720	815	0,17%	0,04%	0,26%
2021-11-21	1 320	1 098	783	0,10%	0,05%	0,25%
2021-11-22	1 083	889	1 033	0,26%	0,04%	0,23%
2021-11-23	1 020	815	1 218	0,17%	0,03%	0,22%
2021-11-24	997	744	828	0,18%	0,03%	0,19%
2021-11-25	1 049	770	847	0,14%	0,01%	0,17%
2021-11-26	1 002	742	871	0,03%	0,02%	0,19%
2021-11-27	912	702	781	0,14%	0,02%	0,21%
2021-11-28	899	744	766	0,15%	0,01%	0,18%
2021-11-29	1 035	800	835	0,05%	0,07%	0,07%
2021-11-30	1 515	971	979	7,13%	0,40%	0,24%
2021-12-01	1 142	767	837	0,19%	0,02%	0,18%
2021-12-02	1 035	742	890	0,16%	0,03%	0,18%
2021-12-03	1 003	730	836	0,10%	0,06%	0,20%
2021-12-04	928	691	794	0,22%	0,04%	0,19%
2021-12-05	956	740	717	0,18%	0,01%	0,19%
2021-12-06	1 538	1 243	1 060	6,49%	0,17%	0,35%
2021-12-07	1 077	759	792	0,77%	0,16%	0,20%
2021-12-08	1 063	790	770	0,23%	0,02%	0,21%
2021-12-09	1 110	807	714	0,22%	0,01%	0,10%
2021-12-10	1 106	819	658	0,12%	0,01%	0,00%
2021-12-11	1 066	758	641	0,06%	0,01%	0,02%
2021-12-12	1 045	792	734	0,30%	0,10%	0,39%
2021-12-13	1 111	835	674	0,16%	0,00%	0,20%
2021-12-14	1 082	783	697	0,25%	0,03%	0,02%
2021-12-15	1 113	913	690	0,05%	0,07%	0,11%
2021-12-16	1 093	807	686	0,16%	0,05%	0,05%
2021-12-17	1 133	812	681	0,11%	0,05%	0,06%
2021-12-18	1 091	788	671	0,08%	0,04%	0,07%
2021-12-19	1 037	794	665	0,27%	0,01%	0,06%
2021-12-20	1 155	851	707	0,10%	0,02%	0,07%
2021-12-21	1 129	818	765	0,14%	0,00%	0,08%
2021-12-22	1 180	764	745	0,12%	0,04%	0,07%
2021-12-23	1 172	771	677	0,10%	0,02%	0,09%

2021-12-24	1 071	715	656	0,02%	0,01%	0,07%
2021-12-25	1 010	715	646	0,04%	0,02%	0,10%
2021-12-26	992	756	659	0,17%	0,02%	0,08%
2021-12-27	1 062	774	686	0,17%	0,03%	0,13%
2021-12-28	1 063	824	701	0,12%	0,02%	0,13%
2021-12-29	1 048	789	694	0,14%	0,03%	0,10%
2021-12-30	1 107	805	729	0,13%	0,05%	0,13%
2021-12-31	1 078	737	710	0,14%	0,09%	0,15%

**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](mailto:openbanking@skandia.se) if you as a TPP have questions regarding this.

**3.2 PIS**

Payment Initiation Services

PIS had 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
2021-10-01	943	892	2 075		1,44%	1,70%	4,17%
2021-10-02	746	764	2 192		2,03%	1,61%	0,00%
2021-10-03	780	769	1 900		1,82%	2,19%	0,00%
2021-10-04	963	899	1 917		1,78%	0,99%	0,00%
2021-10-05	984	1 056	2 491		1,36%	0,85%	0,00%
2021-10-06	939	*REF1	2 069		1,45%	0,00%	0,00%
2021-10-07	974	*REF1	2 022		1,59%	0,00%	0,00%
2021-10-08	1 000	*REF1	2 393		1,45%	0,00%	25,00%
2021-10-09	809	*REF1	3 020		2,28%	0,00%	0,00%
2021-10-10	819	*REF1	3 994		1,90%	0,00%	0,00%
2021-10-11	986	*REF1	2 555		1,55%	0,00%	13,04%
2021-10-12	952	923	2 170		1,83%	1,03%	12,50%
2021-10-13	950	885	1 837		1,07%	1,09%	0,00%
2021-10-14	1 021	912	1 933		1,52%	0,67%	0,00%
2021-10-15	964	898	1 883		1,57%	0,74%	0,00%
2021-10-16	821	840	2 135		2,04%	1,31%	0,00%
2021-10-17	813	823	2 150		2,13%	1,27%	0,00%
2021-10-18	1 013	983	1 932		3,40%	1,02%	0,00%
2021-10-19	1 034	919	2 013		3,45%	2,58%	0,00%
2021-10-20	916	900	1 888		3,16%	1,15%	2,00%
2021-10-21	868	857	1 812		2,94%	1,34%	0,00%
2021-10-22	832	852	1 992		3,20%	2,39%	0,00%
2021-10-23	706	776	2 190		4,06%	1,55%	0,00%
2021-10-24	707	715	2 723		4,57%	1,20%	0,00%
2021-10-25	904	955	1 938		3,24%	0,83%	0,00%
2021-10-26	834	827	1 771		3,39%	0,73%	6,03%
2021-10-27	831	795	1 768		3,41%	0,41%	5,34%
2021-10-28	908	825	2 149		3,95%	0,87%	2,70%
2021-10-29	930	881	2 127		3,28%	1,18%	0,00%
2021-10-30	688	755	2 350		3,32%	1,31%	0,00%
2021-10-31	834	752	2 871		3,65%	1,14%	0,00%
2021-11-01	802	814	2 385		2,96%	0,35%	0,00%
2021-11-02	863	925	2 465		3,24%	1,09%	0,00%
2021-11-03	849	909	3 412		3,00%	2,03%	0,00%
2021-11-04	870	901	3 510		3,15%	1,61%	6,45%
2021-11-05	863	915	1 949		3,41%	2,13%	5,56%

2021-11-06	718	825	1 869
2021-11-07	702	862	4 028
2021-11-08	873	935	1 852
2021-11-09	962	992	2 144
2021-11-10	912	918	2 130
2021-11-11	907	1 007	2 926
2021-11-12	850	894	2 870
2021-11-13	740	856	1 976
2021-11-14	728	845	2 588
2021-11-15	869	911	3 050
2021-11-16	865	939	1 976
2021-11-17	839	988	1 815
2021-11-18	842	908	1 768
2021-11-19	859	935	2 877
2021-11-20	708	849	1 740
2021-11-21	791	1 468	2 769
2021-11-22	951	1 158	2 142
2021-11-23	910	1 035	3 032
2021-11-24	964	1 070	2 065
2021-11-25	875	872	2 136
2021-11-26	793	849	2 064
2021-11-27	692	768	2 004
2021-11-28	704	750	1 954
2021-11-29	771	800	2 153
2021-11-30	1 134	1 189	2 178
2021-12-01	846	919	2 128
2021-12-02	809	883	2 153
2021-12-03	823	908	2 135
2021-12-04	700	844	2 052
2021-12-05	691	869	2 870
2021-12-06	915	1 361	5 443
2021-12-07	898	941	2 062
2021-12-08	890	1 001	2 101
2021-12-09	863	979	2 122
2021-12-10	871	958	2 088
2021-12-11	726	877	2 046
2021-12-12	882	868	2 006
2021-12-13	1 088	1 000	2 157
2021-12-14	898	987	2 196
2021-12-15	840	950	2 110
2021-12-16	905	1 023	2 090
2021-12-17	841	939	2 077
2021-12-18	711	872	2 059
2021-12-19	748	850	2 026
2021-12-20	862	974	2 117
2021-12-21	838	930	2 135

3,99%	1,36%	6,25%
3,80%	2,22%	7,14%
1,80%	1,38%	10,29%
0,48%	1,86%	0,00%
0,32%	1,48%	0,00%
0,33%	1,99%	3,92%
0,34%	1,98%	2,70%
0,24%	1,37%	0,00%
0,24%	1,49%	0,00%
2,49%	1,63%	0,00%
3,48%	1,38%	5,41%
3,32%	1,54%	11,32%
3,13%	1,56%	15,25%
2,64%	2,19%	16,67%
2,63%	0,83%	16,22%
2,64%	1,19%	8,62%
2,46%	1,44%	6,02%
2,51%	1,56%	1,64%
2,45%	1,96%	0,00%
2,39%	1,46%	0,00%
2,14%	0,98%	0,83%
2,01%	1,22%	0,00%
2,09%	1,30%	0,00%
1,87%	1,05%	0,00%
4,89%	2,22%	0,00%
1,69%	1,84%	0,00%
2,00%	1,63%	0,00%
2,64%	0,99%	0,00%
2,57%	1,09%	0,00%
2,30%	1,04%	0,00%
4,96%	1,35%	10,19%
4,85%	2,05%	0,00%
4,17%	1,12%	0,00%
4,29%	0,64%	0,00%
4,51%	0,94%	0,00%
4,00%	1,29%	0,00%
3,50%	1,48%	0,00%
3,71%	0,82%	0,00%
3,78%	0,59%	0,00%
3,10%	0,90%	1,15%
3,39%	0,46%	1,27%
3,37%	1,25%	0,00%
2,89%	0,81%	0,00%
2,87%	1,53%	0,00%
2,71%	1,84%	0,00%
2,37%	1,01%	0,00%



2021-12-22	861	912	2 151	2,27%	1,29%	0,00%
2021-12-23	789	884	2 099	2,18%	1,29%	0,00%
2021-12-24	699	821	2 019	2,35%	0,96%	0,00%
2021-12-25	676	764	1 978	1,93%	1,44%	0,00%
2021-12-26	685	767	2 001	2,08%	1,05%	0,00%
2021-12-27	789	835	2 092	2,15%	1,19%	0,00%
2021-12-28	817	849	2 111	1,92%	1,11%	0,30%
2021-12-29	795	862	2 094	1,82%	1,40%	0,23%
2021-12-30	833	1 016	2 142	1,82%	1,40%	0,23%
2021-12-31	700	840	2 222	0,10%	1,41%	0,00%

\*REF 1: No data available due to technical problems