

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
2022-01-01	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-01-02	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-01-03	80,94%	19,06%	100,00%	0,00%	100,00%	0,00%
2022-01-04	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-01-05	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-01-06	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-01-07	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-01-08	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-01-09	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-01-10	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-01-11	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-01-12	100,00%	0,00%	100,00%	0,00%	97,22%	2,78%
2022-01-13	100,00%	0,00%	88,82%	11,18%	88,82%	11,18%
2022-01-14	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-01-15	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-01-16	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-01-17	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-01-18	100,00%	0,00%	100,00%	0,00%	93,33%	6,67%
2022-01-19	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-01-20	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-01-21	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-01-22	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-01-23	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-01-24	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-01-25	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-01-26	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-01-27	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-01-28	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-01-29	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-01-30	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-01-31	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-02-01	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-02-02	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-02-03	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-02-04	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-02-05	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-02-06	91,95%	8,05%	91,95%	8,05%	91,95%	8,05%
2022-02-07	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-02-08	100,00%	0,00%	94,93%	5,07%	100,00%	0,00%
2022-02-09	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-02-10	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-02-11	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-02-12	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-02-13	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-02-14	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-02-15	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-02-16	92,36%	7,64%	92,36%	7,64%	92,36%	7,64%
2022-02-17	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-02-18	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%

2022-02-19	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-02-20	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-02-21	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-02-22	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-02-23	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-02-24	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-02-25	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-02-26	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-02-27	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-02-28	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-03-01	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-03-02	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-03-03	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-03-04	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-03-05	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-03-06	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-03-07	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-03-08	100,00%	0,00%	99,96%	0,04%	99,96%	0,04%
2022-03-09	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-03-10	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-03-11	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-03-12	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-03-13	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-03-14	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-03-15	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-03-16	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-03-17	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-03-18	99,96%	0,04%	100,00%	0,00%	100,00%	0,00%
2022-03-19	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-03-20	98,26%	1,74%	100,00%	0,00%	100,00%	0,00%
2022-03-21	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-03-22	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-03-23	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-03-24	87,99%	12,01%	87,99%	12,01%	87,57%	12,43%
2022-03-25	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-03-26	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-03-27	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-03-28	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-03-29	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-03-30	100,00%	0,00%	100,00%	0,00%	100,00%	0,00%
2022-03-31	100,00%	0,00%	100,00%	0,00%	79,93%	20,07%

Availability comments

2022-01-12	In the period we failed to reply to 88 calls in the Open Banking Channel
2022-01-13	In the period we failed to reply to 632 calls in the Open Banking Channel
2022-01-18	In the period we failed to reply to 510 calls in the Open Banking Channel
2022-02-06	Long response times on all channels. In the period a total of 36 calls to the Open Banking Channel could not be replied to within 30 seconds.
2022-02-16	Long response times on all channels. Ap 9% of the calls to the Open Banking Channel could not be replied to within 30 seconds.
2022-03-08	In the period a total of 82 calls could not be replied to in the Open Banking Channel, most calls were replied to.
2022-03-24	Two incidents. #1 BankID (12,01% - affected SCA on all channels, Open Banking worked fine for all calls without SCA). #2 Open Banking (0,41%, a total of 1 341 calls failed)
2022-03-31	Intermittent problems, approx. 10% of calls to the Open Banking Channel failed in the downtime period.

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
2022-01-01	1 079	792	712	0,12%	0,02%	0,15%
2022-01-02	1 033	827	702	0,19%	0,03%	0,15%
2022-01-03	2 892	869	733	2,84%	0,03%	0,18%
2022-01-04	1 107	870	768	0,30%	0,02%	0,17%
2022-01-05	1 098	857	753	0,19%	0,03%	0,16%
2022-01-06	1 060	884	772	0,30%	0,02%	0,16%
2022-01-07	1 120	917	743	0,13%	0,01%	0,14%
2022-01-08	1 019	803	706	0,08%	0,04%	0,14%
2022-01-09	1 003	814	705	0,29%	0,06%	0,15%
2022-01-10	1 098	809	755	0,14%	0,05%	0,16%
2022-01-11	1 076	811	825	0,13%	0,05%	0,24%
2022-01-12	1 047	820	832	0,15%	0,09%	1,01%
2022-01-13	1 034	776	865	0,37%	0,04%	5,19%
2022-01-14	1 064	852	786	0,11%	0,05%	0,27%
2022-01-15	1 005	835	739	0,19%	0,05%	0,25%
2022-01-16	982	739	739	0,18%	0,04%	0,23%
2022-01-17	1 068	762	772	0,17%	0,05%	0,23%
2022-01-18	1 154	788	1 492	0,17%	0,09%	3,62%
2022-01-19	1 072	792	789	0,34%	0,12%	0,28%
2022-01-20	1 030	774	811	0,25%	0,09%	0,18%
2022-01-21	994	715	850	0,34%	0,10%	0,12%
2022-01-22	942	692	770	0,16%	0,13%	0,12%
2022-01-23	924	726	797	0,22%	0,14%	0,13%
2022-01-24	1 005	721	824	0,19%	0,06%	0,14%
2022-01-25	1 062	REF1	818	0,18%	0,00%	0,17%
2022-01-26	1 188	REF1	800	2,65%	0,00%	0,23%
2022-01-27	984	REF1	787	0,32%	0,00%	0,10%
2022-01-28	989	REF1	739	0,13%	0,00%	0,04%
2022-01-29	903	REF1	710	0,11%	0,00%	0,06%
2022-01-30	909	REF1	713	0,18%	0,00%	0,06%
2022-01-31	1 075	826	812	0,14%	0,05%	0,05%
2022-02-01	1 064	779	842	0,12%	0,02%	0,07%
2022-02-02	1 017	781	771	0,06%	0,05%	0,08%
2022-02-03	1 080	852	827	0,35%	0,28%	0,13%

2022-02-04	1 043	830	930	0,35%	0,06%	0,07%
2022-02-05	1 204	681	695	0,17%	0,08%	0,09%
2022-02-06	1 030	929	877	1,63%	0,52%	0,67%
2022-02-07	921	708	733	0,18%	0,03%	0,04%
2022-02-08	905	787	717	0,22%	0,05%	0,05%
2022-02-09	942	853	794	0,10%	0,04%	0,04%
2022-02-10	1 048	896	818	0,34%	0,07%	0,08%
2022-02-11	993	885	787	0,24%	0,05%	0,06%
2022-02-12	910	757	706	0,23%	0,03%	0,07%
2022-02-13	965	886	733	0,26%	0,03%	0,05%
2022-02-14	955	758	759	0,34%	0,08%	0,06%
2022-02-15	1 036	876	825	0,10%	0,04%	0,07%
2022-02-16	1 966	1 611	1 319	3,27%	0,33%	1,28%
2022-02-17	977	830	1 226	0,11%	0,05%	0,10%
2022-02-18	1 059	734	769	0,38%	0,03%	0,12%
2022-02-19	927	758	722	0,12%	0,04%	0,07%
2022-02-20	1 645	1 860	721	0,20%	0,11%	0,10%
2022-02-21	1 269	1 152	808	0,15%	0,15%	0,05%
2022-02-22	1 048	826	803	0,24%	0,09%	0,08%
2022-02-23	966	765	803	0,12%	0,05%	0,11%
2022-02-24	997	739	798	0,07%	0,05%	0,10%
2022-02-25	1 053	771	811	0,10%	0,02%	0,07%
2022-02-26	907	706	763	0,06%	0,02%	0,03%
2022-02-27	895	847	767	0,05%	0,05%	0,03%
2022-02-28	1 041	867	1 388	0,10%	0,03%	2,10%
2022-03-01	1 111	869	1 226	0,16%	0,04%	1,01%
2022-03-02	1 312	806	834	0,14%	0,03%	0,08%
2022-03-03	1 053	764	801	0,10%	0,07%	0,08%
2022-03-04	1 058	840	876	0,19%	0,05%	0,05%
2022-03-05	1 000	818	781	0,18%	0,09%	0,07%
2022-03-06	895	798	785	0,17%	0,04%	0,05%
2022-03-07	1 199	1 016	871	0,50%	0,12%	0,05%
2022-03-08	1 005	798	853	0,16%	0,07%	0,43%
2022-03-09	990	784	838	0,13%	0,05%	0,05%
2022-03-10	974	735	843	0,12%	0,02%	0,07%
2022-03-11	999	878	913	0,12%	0,04%	0,05%
2022-03-12	1 259	869	802	0,84%	0,10%	0,34%
2022-03-13	1 012	795	863	0,54%	0,08%	0,31%
2022-03-14	1 010	831	897	0,19%	0,03%	0,08%
2022-03-15	1 124	849	882	1,26%	0,08%	0,12%
2022-03-16	1 048	848	913	0,27%	0,04%	0,07%
2022-03-17	1 065	848	1 049	0,38%	0,05%	0,08%
2022-03-18	1 159	896	984	0,22%	0,09%	0,09%
2022-03-19	1 031	778	822	0,16%	0,07%	0,08%
2022-03-20	888	729	777	0,06%	0,07%	0,08%
2022-03-21	993	779	859	0,09%	0,07%	0,08%

2022-03-22	1 046	746	875	0,33%	0,07%	0,06%
2022-03-23	954	726	836	0,11%	0,06%	0,07%
2022-03-24	979	687	961	0,10%	0,06%	0,61%
2022-03-25	1 074	773	805	0,32%	0,07%	0,07%
2022-03-26	999	799	753	0,19%	0,08%	0,07%
2022-03-27	965	790	792	0,11%	0,07%	0,07%
2022-03-28	1 055	797	851	0,47%	0,03%	0,08%
2022-03-29	1 161	805	864	1,25%	0,07%	0,08%
2022-03-30	1 069	843	911	0,09%	0,06%	0,10%
2022-03-31	1 205	872	1 171	0,00%	0,10%	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.

REF1: No data available due to technical problems.

3.2 PIS

Payment Initiation Services

Date	PIS Average Response time (ms)			PIS Error Response Rate		
	Web	Mobile App	API	Web	Mobile App	API
2022-01-01	731	852	2 117	1,27%	1,95%	0,00%
2022-01-02	701	830	2 080	1,20%	1,68%	0,00%
2022-01-03	1 409	955	2 163	2,54%	2,09%	0,00%
2022-01-04	842	988	2 146	2,20%	3,98%	0,00%
2022-01-05	811	1 015	2 188	2,82%	1,29%	0,14%
2022-01-06	742	976	2 175	2,85%	2,30%	0,00%
2022-01-07	811	1 002	2 027	3,90%	0,78%	5,82%
2022-01-08	719	818	2 063	3,64%	2,02%	0,00%
2022-01-09	708	873	2 079	3,07%	4,03%	0,00%
2022-01-10	889	993	2 169	4,24%	0,99%	0,00%
2022-01-11	906	1 001	2 190	5,14%	1,41%	0,26%
2022-01-12	931	991	2 413	5,09%	1,43%	1,39%
2022-01-13	939	1 008	2 098	4,31%	1,76%	0,00%
2022-01-14	851	953	2 119	4,51%	2,23%	0,00%
2022-01-15	749	871	2 093	4,11%	1,71%	0,00%
2022-01-16	723	877	2 005	3,45%	1,39%	0,00%
2022-01-17	868	954	2 071	3,92%	1,13%	0,00%
2022-01-18	1 162	975	2 090	3,73%	1,41%	1,07%
2022-01-19	871	946	2 773	3,77%	1,86%	1,12%
2022-01-20	874	940	2 089	3,18%	1,34%	1,12%
2022-01-21	797	872	2 510	2,81%	1,74%	1,48%
2022-01-22	717	790	2 048	2,74%	1,61%	0,00%
2022-01-23	729	782	3 099	2,43%	1,84%	0,00%
2022-01-24	864	864	3 089	2,49%	1,56%	0,00%
2022-01-25	962	886	2 094	2,46%	1,30%	0,00%
2022-01-26	1 072	1 045	2 044	3,06%	2,37%	0,00%
2022-01-27	857	807	2 586	2,13%	1,48%	0,00%
2022-01-28	775	818	2 136	1,86%	1,06%	2,17%
2022-01-29	700	756	2 168	1,59%	1,12%	0,00%
2022-01-30	708	738	2 009	1,81%	1,18%	0,00%
2022-01-31	860	839	2 140	1,45%	1,05%	0,00%
2022-02-01	877	880	2 121	1,26%	1,58%	0,00%
2022-02-02	905	895	2 189	1,67%	1,29%	0,70%
2022-02-03	901	982	2 136	2,77%	1,82%	3,53%
2022-02-04	867	1 050	2 545	3,24%	1,41%	0,68%
2022-02-05	1 018	847	1 955	2,66%	1,37%	0,00%
2022-02-06	873	810	2 964	2,56%	1,59%	0,00%
2022-02-07	861	864	2 135	3,71%	1,59%	0,00%

2022-02-08	878	862	2 224	5,00%	1,46%	0,59%
2022-02-09	866	892	2 758	5,00%	1,68%	0,00%
2022-02-10	893	1 002	2 221	4,43%	1,55%	0,00%
2022-02-11	832	934	2 023	4,88%	1,22%	0,00%
2022-02-12	714	829	2 080	4,19%	1,99%	0,00%
2022-02-13	720	821	2 015	3,96%	1,50%	0,00%
2022-02-14	803	881	2 096	3,72%	1,73%	0,00%
2022-02-15	878	926	2 881	3,48%	5,00%	0,62%
2022-02-16	1 475	3 927	2 315	3,98%	6,11%	7,08%
2022-02-17	832	845	2 864	3,51%	5,56%	0,60%
2022-02-18	822	842	2 627	3,16%	5,99%	0,36%
2022-02-19	692	782	2 099	2,91%	5,70%	0,00%
2022-02-20	907	2 032	2 610	2,76%	5,12%	1,00%
2022-02-21	864	1 140	2 029	2,72%	5,67%	0,92%
2022-02-22	805	852	2 443	2,35%	4,70%	0,00%
2022-02-23	786	809	2 048	2,47%	4,90%	0,00%
2022-02-24	815	775	2 150	2,47%	7,03%	0,00%
2022-02-25	836	841	2 444	2,34%	9,13%	0,85%
2022-02-26	674	695	1 987	2,33%	7,49%	0,00%
2022-02-27	680	689	1 982	2,38%	6,35%	0,00%
2022-02-28	796	746	2 387	1,93%	8,00%	0,91%
2022-03-01	865	835	2 106	1,75%	8,12%	0,00%
2022-03-02	856	817	2 094	2,17%	6,43%	0,46%
2022-03-03	790	852	2 033	2,75%	7,65%	0,00%
2022-03-04	860	915	2 412	3,27%	9,50%	1,77%
2022-03-05	723	861	2 118	2,80%	5,00%	0,00%
2022-03-06	652	771	3 060	2,61%	8,62%	0,00%
2022-03-07	928	1 133	2 601	3,62%	8,69%	1,69%
2022-03-08	840	933	2 576	4,29%	3,76%	0,00%
2022-03-09	877	928	2 135	5,43%	4,57%	0,00%
2022-03-10	830	909	2 118	4,96%	3,31%	0,00%
2022-03-11	826	920	2 151	4,61%	3,52%	0,00%
2022-03-12	1 220	1 133	2 008	4,30%	6,08%	0,00%
2022-03-13	744	823	4 232	3,88%	5,09%	1,59%
2022-03-14	815	899	2 224	3,60%	4,31%	0,00%
2022-03-15	918	927	2 108	3,62%	5,51%	0,00%
2022-03-16	874	978	2 251	3,63%	3,66%	0,00%
2022-03-17	894	936	3 285	3,44%	4,19%	1,64%
2022-03-18	883	952	2 604	3,10%	2,93%	0,00%
2022-03-19	762	823	2 001	2,70%	5,20%	0,00%
2022-03-20	674	763	3 087	2,67%	4,89%	0,00%
2022-03-21	813	825	2 085	2,37%	5,81%	0,00%
2022-03-22	846	858	3 037	2,40%	6,15%	0,00%
2022-03-23	808	821	2 562	2,44%	4,93%	0,00%
2022-03-24	782	807	2 105	2,14%	5,12%	1,51%
2022-03-25	790	777	2 028	2,32%	5,51%	0,32%

2022-03-26	687	712	1 924	2,14%	5,59%	0,28%
2022-03-27	685	727	2 019	2,28%	5,18%	0,09%
2022-03-28	790	785	2 120	2,15%	5,43%	0,00%
2022-03-29	844	817	2 140	2,20%	4,50%	0,17%
2022-03-30	818	780	2 160	1,65%	6,13%	2,20%
2022-03-31	872	848	2 206	0,00%	7,56%	0,00%