



Open Banking Channel Performance

14 to 30 September 2019

This report helps customers and Third Party Providers (TPPs) understand the performance of our Open Banking Channel (Dedicated Interface).

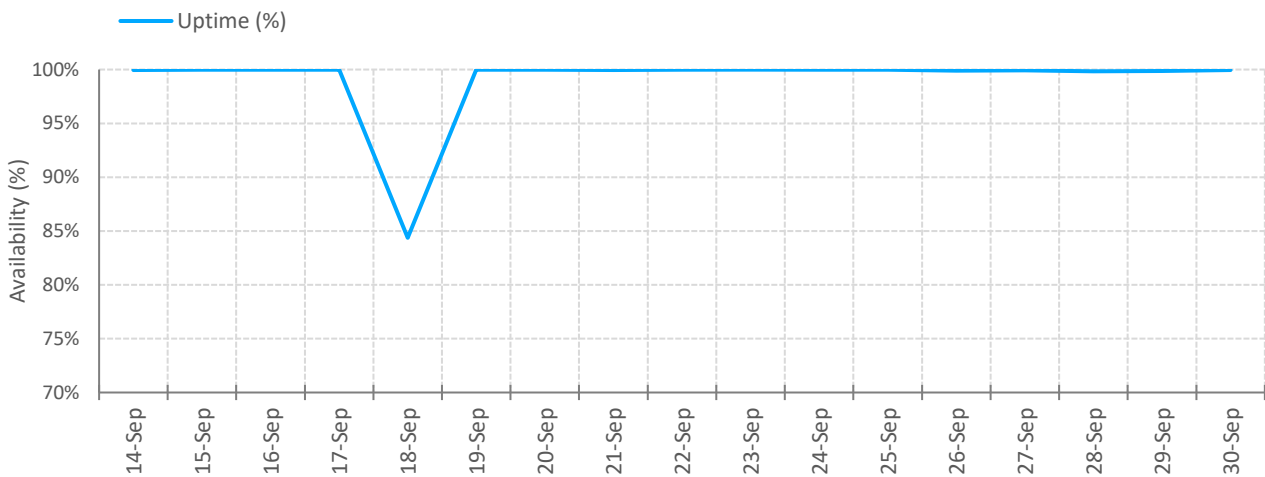
We'll continue to publish new data on a quarterly basis. The next set of data covering October to December 2019 will be published in January 2020.

Channel Availability

The availability of the Open Banking channel shows the uptime proportion of the server between 14 September and 30 September.

This service channel is considered unavailable when any request takes 30 seconds or more to be answered or when the interface returns a timeout error. In addition, all planned downtimes for maintenance have been included, which in this period has only been on 18 September.

Uptime of the Dedicated Interface (%)



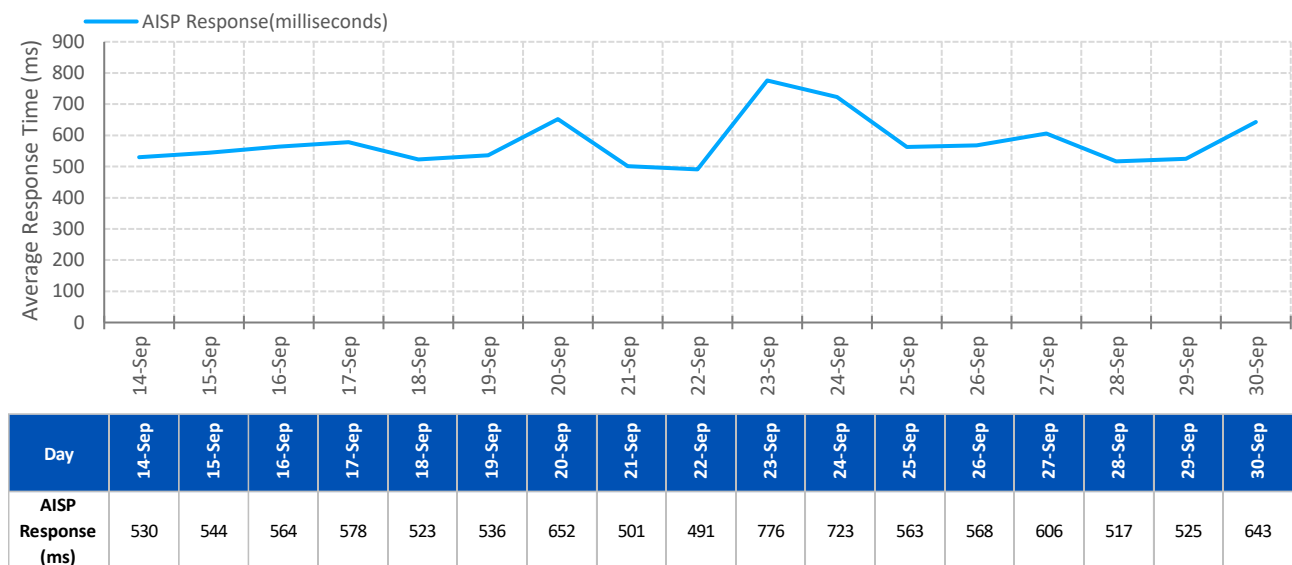
Day	14-Sep	15-Sep	16-Sep	17-Sep	18-Sep	19-Sep	20-Sep	21-Sep	22-Sep	23-Sep	24-Sep	25-Sep	26-Sep	27-Sep	28-Sep	29-Sep	30-Sep
Uptime (%)	99.94%	99.98%	99.98%	99.97%	84.37%	99.99%	99.99%	99.94%	99.99%	99.99%	99.98%	99.99%	99.91%	99.93%	99.85%	99.86%	99.95%

Performance

This section shows the performance of the Open Banking channel between 14 September and 30 September.

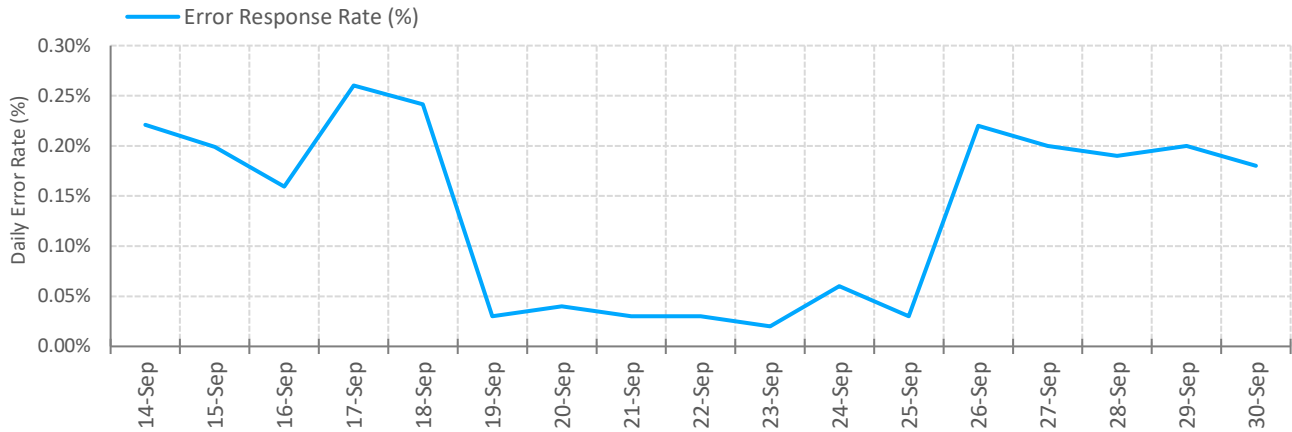
The daily average response time for transactions in this channel is calculated in milliseconds, ranging between 491 and 776 milliseconds for this period.

Daily Average Response Time for Transactions
(in milliseconds)



The daily error rate of the open banking dedicated interface is calculated as the proportion out of the total number of requests received each day.

Daily Error Rate of the Dedicated Interface (%)



Day	14-Sep	15-Sep	16-Sep	17-Sep	18-Sep	19-Sep	20-Sep	21-Sep	22-Sep	23-Sep	24-Sep	25-Sep	26-Sep	27-Sep	28-Sep	29-Sep	30-Sep
Error Response Rate (%)	0.22%	0.20%	0.16%	0.26%	0.24%	0.03%	0.04%	0.03%	0.03%	0.02%	0.06%	0.03%	0.22%	0.20%	0.19%	0.20%	0.18%