

# E-Banking Services: Performance Statistics

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## APIs dedicated interface - LU

Day	Uptime (%)	Downtime (%)	AISP response (ms)	PISP response (ms)	CBPII response (ms)	Error response rate (%)
09/12/2019	100	0	0	0	0	0
10/12/2019	100	0	1142,1	0	0	0,24
11/12/2019	100	0	1086,2	0	0	0,22
12/12/2019	100	0	1033	1150,2	0	0
13/12/2019	100	0	973,2	0	0	0
14/12/2019	100	0	0	0	0	0
15/12/2019	100	0	0	0	0	0
16/12/2019	100	0	1219,4	0	0	0
17/12/2019	100	0	982,3	0	0	0
18/12/2019	100	0	945,1	0	0	0,77
19/12/2019	100	0	1037,9	1760,5	0	0
20/12/2019	100	0	914,7	0	0	0
21/12/2019	100	0	0	0	0	0
22/12/2019	100	0	803,6	0	0	0
23/12/2019	100	0	1058,9	0	0	0,22
24/12/2019	100	0	1181,1	0	0	0
25/12/2019	100	0	1185	0	0	0
26/12/2019	100	0	0	0	0	0
27/12/2019	100	0	0	0	0	0
28/12/2019	100	0	1138,5	0	0	0
29/12/2019	100	0	0	0	0	0
30/12/2019	100	0	0	0	0	0
31/12/2019	100	0	0	0	0	0
01/01/2020	100	0	1141,4	0	0	0
02/01/2020	100	0	0	0	0	0
03/01/2020	100	0	0	0	0	0
04/01/2020	100	0	1262,6	0	0	0
05/01/2020	100	0	0	0	0	0
06/01/2020	100	0	1051,1	0	0	0
07/01/2020	100	0	1046,6	0	0	0,24
08/01/2020	100	0	958,9	0	0	0
09/01/2020	100	0	997,9	1964	0	0
10/01/2020	100	0	1029,2	0	0	0
11/01/2020	100	0	0	0	0	0
12/01/2020	100	0	1005,5	0	0	0
13/01/2020	100	0	0	0	0	0
14/01/2020	100	0	0	0	0	0
15/01/2020	100	0	1049,9	0	0	0
16/01/2020	100	0	876,9	2262	0	0
17/01/2020	100	0	954,1	1344,8	0	0
18/01/2020	100	0	1010,0	0	0	0
19/01/2020	100	0	0	0	0	0
20/01/2020	100	0	1016,4	1006,4	0	0,22
21/01/2020	100	0	1617	937,6	0	0
22/01/2020	100	0	0	794,1	0	0
23/01/2020	100	0	0	1477	0	0

# E-Banking Services: Performance Statistics

## APIs dedicated interface - LU

Day	Uptime (%)	Downtime (%)	AISP response (ms)	PISP response (ms)	CBPII response (ms)	Error response rate (%)
24/01/2020	100	0	0	0	0	0
25/01/2020	100	0	0	0	0	0
26/01/2020	100	0	0	0	0	0
27/01/2020	100	0	0	0	0	0
28/01/2020	100	0	899,1	0	0	0,17
29/01/2020	100	0	0	0	0	0
30/01/2020	100	0	0	0	0	0
31/01/2020	100	0	1048,3	0	0	0,87
01/02/2020	100	0	0	0	0	0
02/02/2020	100	0	0	0	0	0
03/02/2020	100	0	0	0	0	0
04/02/2020	100	0	0	0	0	0
05/02/2020	100	0	1151,4	0	0	0
06/02/2020	100	0	0	1101,6	0	0
07/02/2020	100	0	4142	713,8	0	0
08/02/2020	100	0	0	0	0	0
09/02/2020	100	0	0	0	0	0
10/02/2020	100	0	0	0	0	0
11/02/2020	100	0	0	0	0	0
12/02/2020	100	0	0	0	0	0
13/02/2020	100	0	0	1048,5	0	0
14/02/2020	100	0	1077,4	578,1	0	0
15/02/2020	100	0	0	0	0	0
16/02/2020	100	0	0	0	0	0
17/02/2020	100	0	0	0	0	0
18/02/2020	100	0	0	0	0	0
19/02/2020	100	0	0	0	0	0
20/02/2020	100	0	0	0	0	0
21/02/2020	100	0	0	0	0	0
22/02/2020	100	0	0	0	0	0
23/02/2020	100	0	0	0	0	0
24/02/2020	100	0	0	0	0	0
25/02/2020	100	0	1136,3	3426	0	0
26/02/2020	100	0	0	0	0	0
27/02/2020	100	0	0	0	0	0
28/02/2020	100	0	0	0	0	0
29/02/2020	100	0	0	0	0	0
01/03/2020	100	0	0	0	0	0
02/03/2020	100	0	0	0	0	0
03/03/2020	100	0	0	0	0	0
04/03/2020	100	0	0	0	0	0
05/03/2020	100	0	0	0	0	0

## Mobile application - LU

Day	Uptime (%)	Downtime (%)	Downtime (S)	PISP response (ms)	AISP response (ms)
09/12/2019	100	0	0	1727	3416
10/12/2019	100	0	0	1717	2733
11/12/2019	100	0	0	1478	2302
12/12/2019	96,88	3,12	2695,68	1406	2570
13/12/2019	100	0	0	1488	2189
14/12/2019	100	0	0	1778	2226
15/12/2019	100	0	0	1435	1577
16/12/2019	100	0	0	1344	2417
17/12/2019	100	0	0	1406	2448
18/12/2019	100	0	0	1498	2394
19/12/2019	97,15	2,85	2462,4	1504	3159
20/12/2019	99,79	0,21	181,44	1522	2482
21/12/2019	100	0	0	1784	2151
22/12/2019	100	0	0	1910	1997
23/12/2019	100	0	0	1262	2591
24/12/2019	100	0	0	1597	2360
25/12/2019	100	0	0	2038	2080
26/12/2019	100	0	0	1856	2160
27/12/2019	100	0	0	1339	2348
28/12/2019	100	0	0	1846	2039
29/12/2019	100	0	0	1762	1860
30/12/2019	100	0	0	1491	2438
31/12/2019	100	0	0	1404	2583
01/01/2020	100	0	0	1774	1910
02/01/2020	100	0	0	1267	2403
03/01/2020	100	0	0	1462	2348
04/01/2020	100	0	0	1742	1832
05/01/2020	100	0	0	2010	1980
06/01/2020	100	0	0	2499	3392
07/01/2020	100	0	0	1896	3266
08/01/2020	100	0	0	1808	3422
09/01/2020	100	0	0	2295	3432
10/01/2020	100	0	0	1808	3093
11/01/2020	100	0	0	2975	3617
12/01/2020	100	0	0	2661	4069
13/01/2020	100	0	0	1759	2838
14/01/2020	100	0	0	1678	2620
15/01/2020	100	0	0	1322	2171
16/01/2020	87,29	12,71	10981,44	2033	2572
17/01/2020	100	0	0	2096	3076
18/01/2020	100	0	0	2942	3174
19/01/2020	100	0	0	2784	4887
20/01/2020	100	0	0	2046	3244
21/01/2020	100	0	0	2069	3065
22/01/2020	100	0	0	1773	3129
23/01/2020	100	0	0	2023	3205
24/01/2020	100	0	0	1907	2871
25/01/2020	100	0	0	2487	2372
26/01/2020	100	0	0	2255	2224
27/01/2020	100	0	0	1532	2534
28/01/2020	100	0	0	1505	2565
29/01/2020	100	0	0	1474	2556
30/01/2020	96,46	3,54	3058,56	1502	3012
31/01/2020	99,79	0,21	181,44	1476	2772
01/02/2020	100	0	0	1739	1958

## Mobile application - LU

Day	Uptime (%)	Downtime (%)	Downtime (S)	PISP response (ms)	AISP response (ms)
02/02/2020	100	0	0	1816	1961
03/02/2020	100	0	0	1695	2487
04/02/2020	100	0	0	1620	2458
05/02/2020	100	0	0	1514	2635
06/02/2020	100	0	0	1446	2519
07/02/2020	100	0	0	1834	2724
08/02/2020	100	0	0	1948	2668
09/02/2020	100	0	0	1771	2940
10/02/2020	100	0	0	3051	4077
11/02/2020	100	0	0	1363	2724
12/02/2020	100	0	0	1569	2753
13/02/2020	100	0	0	1911	3175
14/02/2020	100	0	0	1717	2723
15/02/2020	100	0	0	2399	2520
16/02/2020	100	0	0	2670	2584
17/02/2020	100	0	0	1464	2370
18/02/2020	100	0	0	1462	2793
19/02/2020	100	0	0	1490	2564
20/02/2020	100	0	0	1572	3087
21/02/2020	100	0	0	1576	2874
22/02/2020	94,03	5,97	5158,08	2179	4658
23/02/2020	100	0	0	2233	5997
24/02/2020	100	0	0	1359	2610
25/02/2020	100	0	0	1218	2350
26/02/2020	100	0	0	1421	2336
27/02/2020	97,16	2,84	2453,76	1720	3415
28/02/2020	100	0	0	1557	2392
29/02/2020	100	0	0	2442	2165
01/03/2020	100	0	0	1793	1869
02/03/2020	100	0	0	1431	2369
03/03/2020	100	0	0	1424	2491
04/03/2020	100	0	0	1282	2398
05/03/2020	96,74	3,26	2816,64	1455	4874
06/03/2020	100	0	0	1656	2313
07/03/2020	100	0	0	2030	2611
08/03/2020	83,34	16,66	14394,24	4219	5085

## E-Banking - LU

Day	Uptime (%)	Downtime (%)	Downtime (S)	PISP response (ms)	AISP response (ms)
09/12/2019	100	0	0	2116	467
10/12/2019	100	0	0	1904	334
11/12/2019	100	0	0	1649	301
12/12/2019	96,88	3,12	2695,68	1593	275
13/12/2019	100	0	0	1536	257
14/12/2019	100	0	0	1409	248
15/12/2019	100	0	0	1269	189
16/12/2019	100	0	0	1619	305
17/12/2019	100	0	0	1624	315
18/12/2019	100	0	0	1669	263
19/12/2019	97,15	2,85	2462,4	1786	288
20/12/2019	99,79	0,21	181,44	1711	268
21/12/2019	100	0	0	1606	430
22/12/2019	100	0	0	1456	204
23/12/2019	100	0	0	1795	328
24/12/2019	100	0	0	1819	263
25/12/2019	100	0	0	1665	257
26/12/2019	100	0	0	1540	232
27/12/2019	100	0	0	1651	260
28/12/2019	100	0	0	1575	279
29/12/2019	100	0	0	1516	203
30/12/2019	100	0	0	1604	248
31/12/2019	100	0	0	1815	292
01/01/2020	100	0	0	1621	222
02/01/2020	100	0	0	1916	280
03/01/2020	100	0	0	1791	280
04/01/2020	100	0	0	1556	206
05/01/2020	100	0	0	1687	246
06/01/2020	100	0	0	2185	330
07/01/2020	100	0	0	2179	344
08/01/2020	100	0	0	2103	320
09/01/2020	100	0	0	2236	358
10/01/2020	100	0	0	2145	307
11/01/2020	100	0	0	2468	321
12/01/2020	100	0	0	2731	346
13/01/2020	100	0	0	1897	299
14/01/2020	100	0	0	1939	269
15/01/2020	100	0	0	1692	242
16/01/2020	87,29	12,71	10981,44	1794	262
17/01/2020	100	0	0	2127	327
18/01/2020	100	0	0	2165	329
19/01/2020	100	0	0	2014	290
20/01/2020	100	0	0	2236	310
21/01/2020	100	0	0	1985	313
22/01/2020	100	0	0	1982	326
23/01/2020	100	0	0	2163	397
24/01/2020	100	0	0	1984	409
25/01/2020	100	0	0	1902	305
26/01/2020	100	0	0	1753	226
27/01/2020	100	0	0	1768	269
28/01/2020	100	0	0	1830	290
29/01/2020	100	0	0	1831	275
30/01/2020	96,46	3,54	3058,56	1890	298
31/01/2020	99,79	0,21	181,44	1716	276
01/02/2020	100	0	0	1710	230

## E-Banking - LU

Day	Uptime (%)	Downtime (%)	Downtime (S)	PISP response (ms)	AISP response (ms)
02/02/2020	100	0	0	1705	275
03/02/2020	100	0	0	1847	296
04/02/2020	100	0	0	1814	262
05/02/2020	100	0	0	1836	320
06/02/2020	100	0	0	1818	310
07/02/2020	100	0	0	1836	276
08/02/2020	100	0	0	1619	258
09/02/2020	100	0	0	1523	216
10/02/2020	100	0	0	1805	837
11/02/2020	100	0	0	1901	316
12/02/2020	100	0	0	1803	316
13/02/2020	100	0	0	2032	444
14/02/2020	100	0	0	1835	293
15/02/2020	100	0	0	2138	276
16/02/2020	100	0	0	1921	234
17/02/2020	100	0	0	1700	283
18/02/2020	100	0	0	1773	282
19/02/2020	100	0	0	1871	303
20/02/2020	100	0	0	1997	370
21/02/2020	100	0	0	1791	278
22/02/2020	94,03	5,97	5158,08	2771	389
23/02/2020	100	0	0	1869	247
24/02/2020	100	0	0	2011	345
25/02/2020	100	0	0	1670	323
26/02/2020	100	0	0	1713	285
27/02/2020	97,16	2,84	2453,76	2172	552
28/02/2020	100	0	0	1720	270
29/02/2020	100	0	0	1651	272
01/03/2020	100	0	0	1639	212
02/03/2020	100	0	0	1753	284
03/03/2020	100	0	0	1788	327
04/03/2020	100	0	0	1688	302
05/03/2020	96,74	3,26	2816,64	1864	412
06/03/2020	100	0	0	1678	291
07/03/2020	100	0	0	1704	347
08/03/2020	83,34	16,66	14394,24	3676	470
09/03/2020	100	0	0	1960	299
10/03/2020	100	0	0	1963	297

# E-Banking Services: Performance Statistics

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## MultiLine

Day	Uptime (%)	Downtime (%)	Downtime (S)	PISP response (ms)	AISP response (ms)
09/12/2019	100	0	0	455564	152
10/12/2019	100	0	0	436247	157
11/12/2019	100	0	0	461430	148
12/12/2019	100	0	0	428822	153
13/12/2019	100	0	0	874721	157
14/12/2019	98,4	1,6	1409	90203366	209
15/12/2019	100	0	0	34475751	224
16/12/2019	100	0	0	497276	155
17/12/2019	100	0	0	480418	175
18/12/2019	100	0	0	438793	181
19/12/2019	100	0	0	465559	212
20/12/2019	100	0	0	674329	232
21/12/2019	98,4	1,6	1398	84185606	219
22/12/2019	100	0	0	19694579	273
23/12/2019	100	0	0	430557	171
24/12/2019	100	0	0	357969	152
25/12/2019	100	0	0	14937293	262
26/12/2019	100	0	0	7904377	223
27/12/2019	100	0	0	516443	149
28/12/2019	98,3	1,7	1434	92294556	203
29/12/2019	100	0	0	23973067	258
30/12/2019	100	0	0	551201	142
31/12/2019	100	0	0	355534	137
01/01/2020	100	0	0	4816563	172
02/01/2020	100	0	0	388445	120
03/01/2020	100	0	0	734399	125
04/01/2020	98,4	1,6	1401	85548467	242
05/01/2020	100	0	0	29472203	277
06/01/2020	100	0	0	380641	147
07/01/2020	100	0	0	445586	154
08/01/2020	100	0	0	351855	142
09/01/2020	100	0	0	377433	150
10/01/2020	100	0	0	781869	153
11/01/2020	98,4	1,6	1400	88947105	184
12/01/2020	100	0	0	26349004	230
13/01/2020	100	0	0	451326	149
14/01/2020	97,2	2,8	2460	454671	172
15/01/2020	100	0	0	433023	136
16/01/2020	100	0	0	457715	142
17/01/2020	100	0	0	469422	140
18/01/2020	98,4	1,6	1413	82102201	97
19/01/2020	100	0	0	23835283	106
20/01/2020	100	0	0	498856	165
21/01/2020	100	0	0	473752	152
22/01/2020	100	0	0	463653	155
23/01/2020	100	0	0	439000	145
24/01/2020	100	0	0	445572	147
25/01/2020	98,4	1,6	1388	85113100	99
26/01/2020	76,0	24,0	20700	21388477	93
27/01/2020	100	0	0	392507	82
28/01/2020	100	0	0	451650	81
29/01/2020	100	0	0	418677	80
30/01/2020	100	0	0	484461	79
31/01/2020	100	0	0	457402	79
01/02/2020	100	0	0	81476324	74

## MultiLine

Day	Uptime (%)	Downtime (%)	Downtime (S)	PISP response (ms)	AISP response (ms)
02/02/2020	100	0	0	27062557	92
03/02/2020	100	0	0	460316	85
04/02/2020	100	0	0	493712	76
05/02/2020	100	0	0	535212	76
06/02/2020	100	0	0	376016	77
07/02/2020	100	0	0	719345	76
08/02/2020	98,4	1,6	1373	84115753	83
09/02/2020	100	0	0	25555572	91
10/02/2020	100	0	0	416371	79
11/02/2020	99,3	0,7	614	455878	77
12/02/2020	100	0	0	418756	73
13/02/2020	100	0	0	481329	80
14/02/2020	100	0	0	1353390	77
15/02/2020	98,4	1,6	1385	85179873	84
16/02/2020	100	0	0	21669656	116
17/02/2020	100	0	0	510428	80
18/02/2020	100	0	0	410821	76
19/02/2020	100	0	0	875084	84
20/02/2020	100	0	0	441054	82
21/02/2020	100	0	0	538699	81
22/02/2020	98,4	1,6	1381	98412891	98
23/02/2020	100	0	0	24699034	83
24/02/2020	100	0	0	419572	80
25/02/2020	100	0	0	436755	79
26/02/2020	100	0	0	423242	76
27/02/2020	100	0	0	472979	76
28/02/2020	100	0	0	434235	76
29/02/2020	98,3	1,7	1426	92664424	79