

# E-Banking Services: Performance Statistics

## APIs dedicated interface - LU

Day	Uptime (%)	Downtime (%)	AISP response (ms)	PISP response (ms)	CBPII response (ms)	Error response rate (%)
10/06/2020	100	0	0	0	0	0
11/06/2020	100	0	0	0	0	0
12/06/2020	100	0	0	0	0	0
13/06/2020	100	0	0	0	0	0
14/06/2020	100	0	0	0	0	0
15/06/2020	100	0	0	0	0	0
16/06/2020	100	0	0	0	0	0
17/06/2020	100	0	0	0	0	0
18/06/2020	100	0	0	0	0	0
19/06/2020	100	0	0	0	0	0
20/06/2020	100	0	0	0	0	0
21/06/2020	100	0	0	0	0	0
22/06/2020	100	0	0	0	0	0
23/06/2020	100	0	0	0	0	0
24/06/2020	100	0	0	0	0	0
25/06/2020	100	0	978	0	0	0,09
26/06/2020	100	0	893	0	0	0
27/06/2020	100	0	0	0	0	0
28/06/2020	100	0	0	0	0	0
29/06/2020	100	0	0	0	0	0
30/06/2020	100	0	1418	0	0	0
01/07/2020	100	0	1862	0	0	0
02/07/2020	100	0	1930	0	0	0
03/07/2020	100	0	0	0	0	0
04/07/2020	100	0	0	0	0	0
05/07/2020	100	0	0	0	0	0
06/07/2020	100	0	0	6605	0	0
07/07/2020	100	0	0	0	0	0
08/07/2020	100	0	0	0	0	0
09/07/2020	100	0	0	0	0	0
10/07/2020	100	0	971	0	0	0,8
11/07/2020	100	0	0	0	0	0
12/07/2020	100	0	0	0	0	0
13/07/2020	100	0	0	0	0	0
14/07/2020	100	0	0	0	0	0
15/07/2020	100	0	0	0	0	0
16/07/2020	100	0	0	0	0	0
17/07/2020	100	0	0	0	0	0
18/07/2020	100	0	0	0	0	0
19/07/2020	100	0	0	0	0	0
20/07/2020	100	0	0	0	0	0
21/07/2020	100	0	0	0	0	0
22/07/2020	100	0	0	0	0	0
23/07/2020	100	0	0	0	0	0
24/07/2020	100	0	0	0	0	0

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Day	Uptime (%)	Downtime (%)	AISP response (ms)	PISP response (ms)	CBPII response (ms)	Error response rate (%)
25/07/2020	100	0	0	0	0	0
26/07/2020	100	0	0	0	0	0
27/07/2020	100	0	1493	0	0	0
28/07/2020	100	0	809	4578	0	0
29/07/2020	100	0	867	0	0	0
30/07/2020	100	0	1924	0	0	0
31/07/2020	100	0	0	0	0	0
01/08/2020	100	0	0	0	0	0
02/08/2020	100	0	0	0	0	0
03/08/2020	100	0	0	0	0	0
04/08/2020	100	0	0	0	0	0
05/08/2020	100	0	0	0	0	0
06/08/2020	100	0	0	0	0	0
07/08/2020	100	0	0	0	0	0
08/08/2020	100	0	0	0	0	0
09/08/2020	100	0	0	0	0	0
10/08/2020	100	0	0	0	0	0
11/08/2020	100	0	0	0	0	0
12/08/2020	100	0	0	0	0	0
13/08/2020	100	0	967	1084	0	0
14/08/2020	100	0	868	0	0	0
15/08/2020	100	0	883	0	0	0
16/08/2020	100	0	0	0	0	0
17/08/2020	100	0	0	0	0	0
18/08/2020	100	0	0	0	0	0
19/08/2020	100	0	0	0	0	0
20/08/2020	100	0	0	0	0	0
21/08/2020	100	0	0	0	0	0
22/08/2020	100	0	0	0	0	0
23/08/2020	100	0	0	0	0	0
24/08/2020	100	0	887	1064	0	0
25/08/2020	100	0	880	0	0	0
26/08/2020	100	0	1008	0	0	0,5
27/08/2020	100	0	812	0	0	0
28/08/2020	100	0	849	0	0	0
29/08/2020	100	0	0	0	0	0
30/08/2020	100	0	939	0	0	0
31/08/2020	100	0	893	0	0	0
01/09/2020	100	0	878	0	0	0
02/09/2020	100	0	0	0	0	0
03/09/2020	100	0	2913	0	0	0
04/09/2020	100	0	0	0	0	0
05/09/2020	100	0	0	0	0	0
06/09/2020	100	0	0	0	0	0
07/09/2020	100	0	0	0	0	0

## APIs dedicated interface - LU

Day	Uptime (%)	Downtime (%)	AISP response (ms)	PISP response (ms)	CBPII response (ms)	Error response rate (%)
08/09/2020	100	0	0	0	0	0
09/09/2020	100	0	0	0	0	0
10/09/2020	100	0	4151	0	0	0
11/09/2020	100	0	827	0	0	0
12/09/2020	100	0	0	0	0	0

## Mobile application - LU

Day	Uptime (%)	Downtime (%)	Downtime (S)	PISP response (ms)	AISP response (ms)
10/06/2020	100	0	0	1371	2151
11/06/2020	100	0	0	2253	3017
12/06/2020	100	0	0	2604	3379
13/06/2020	95	5	4674	4100	6119
14/06/2020	70	30	25860	3194	6901
15/06/2020	100	0	0	1635	3226
16/06/2020	100	0	0	1769	2849
17/06/2020	100	0	0	1617	2873
18/06/2020	97	3	2938	1737	3140
19/06/2020	99	1	1140	1827	2700
20/06/2020	100	0	0	2108	2544
21/06/2020	100	0	0	2111	2506
22/06/2020	100	0	0	1632	2541
23/06/2020	100	0	0	1713	2471
24/06/2020	100	0	0	1751	2504
25/06/2020	97	3	2998	1668	3354
26/06/2020	99	1	588	1319	2431
27/06/2020	100	0	0	1675	1932
28/06/2020	100	0	0	1901	1985
29/06/2020	100	0	0	1484	2546
30/06/2020	100	0	0	1503	2683
01/07/2020	100	0	0	1592	2470
02/07/2020	97	3	2938	1308	3151
03/07/2020	96	4	3534	1845	2364
04/07/2020	100	0	0	2014	2177
05/07/2020	100	0	0	1732	2025
06/07/2020	100	0	0	1686	2381
07/07/2020	100	0	0	1447	2360
08/07/2020	100,0	0	0	1488	2393
09/07/2020	100	0	0	1758	2495
10/07/2020	100	0	0	1521	2591
11/07/2020	100	0	0	2018	3432
12/07/2020	100	0	0	1692	2525
13/07/2020	100	0	0	1872	3028
14/07/2020	100	0	0	1499	2483
15/07/2020	100	0	0	1519	2532
16/07/2020	100	0	0	1613	2393
17/07/2020	100	0	0	1462	2413
18/07/2020	100	0	0	1837	3279
19/07/2020	85	15	12718	1786	3961
20/07/2020	100	0	0	1616	2619
21/07/2020	100	0	0	1528	2505
22/07/2020	100	0	0	1548	2562
23/07/2020	97	3	2938	1814	2813
24/07/2020	100	0	112	1705	2468
25/07/2020	100	0	0	2079	2358
26/07/2020	100	0	0	1900	2166
27/07/2020	100	0	0	1332	2468
28/07/2020	100	0	0	1856	2478
29/07/2020	100	0	0	1501	2394
30/07/2020	96	4	3352	1675	2729
31/07/2020	100	0	112	1945	3523
01/08/2020	100	0	0	2005	2209
02/08/2020	100	0	0	1694	2008

## Mobile application - LU

Day	Uptime (%)	Downtime (%)	Downtime (S)	PISP response (ms)	AISP response (ms)
03/08/2020	100	0	0	1337	2427
04/08/2020	100	0	0	1481	2385
05/08/2020	100	0	0	1437	2393
06/08/2020	100	0	0	1767	2442
07/08/2020	100	0	0	1681	2319
08/08/2020	100	0	0	1863	2194
09/08/2020	100	0	0	1574	1961
10/08/2020	100	0	0	1423	2282
11/08/2020	100	0	0	1463	2365
12/08/2020	100	0	0	1475	2322
13/08/2020	100	0	0	1747	3025
14/08/2020	100	0	0	1510	2313
15/08/2020	100	0	0	1744	2212
16/08/2020	100	0	0	1841	2133
17/08/2020	100	0	0	1404	2322
18/08/2020	100	0	0	1517	2384
19/08/2020	100	0	0	1694	2429
20/08/2020	100	0	0	1642	2432
21/08/2020	100	0	0	1673	2484
22/08/2020	100	0	0	1995	3257
23/08/2020	96	4	3119	1593	2527
24/08/2020	100	0	0	1524	2365
25/08/2020	100	0	0	1502	2391
26/08/2020	100	0	0	1656	2645
27/08/2020	96	4	3180	1583	2521
28/08/2020	100	0	0	1573	2336
29/08/2020	100	0	0	1681	2052
30/08/2020	100	0	0	1638	1955
31/08/2020	100	0	0	1392	2506
01/09/2020	100	0	0	1419	2376
02/09/2020	100	0	0	1536	2363
03/09/2020	100	0	0	1438	2495
04/09/2020	100	0	0	1626	2427
05/09/2020	100	0	0	1896	3441
06/09/2020	100	0	0	1622	2068
07/09/2020	98	2	1797	1587	2500
08/09/2020	100	0	0	1408	2246
09/09/2020	100	0	0	1406	2238
10/09/2020	100	0	0	1581	2362
11/09/2020	100	0	0	1490	2251
12/09/2020	100	0	0	1697	3141

## E-Banking - LU

Day	Uptime (%)	Downtime (%)	Downtime (S)	PISP response (ms)	AISP response (ms)
10/06/2020	100	0	0	n/a	n/a
11/06/2020	100	0	0	2245	299
12/06/2020	100	0	0	2299	339
13/06/2020	95	5	4674	3098	357
14/06/2020	70	30	25860	2422	312
15/06/2020	100	0	0	2394	431
16/06/2020	100	0	0	2048	370
17/06/2020	100	0	0	2064	305
18/06/2020	97	3	2938	1954	295
19/06/2020	99	1	1140	1859	280
20/06/2020	100	0	0	1893	279
21/06/2020	100	0	0	1886	227
22/06/2020	100	0	0	1924	318
23/06/2020	100	0	0	1820	293
24/06/2020	100	0	0	1812	277
25/06/2020	97	3	2998	2146	410
26/06/2020	99	1	588	1700	266
27/06/2020	100	0	0	1523	267
28/06/2020	100	0	0	1540	209
29/06/2020	100	0	0	1738	270
30/06/2020	100	0	0	1793	278
01/07/2020	100	0	0	1849	272
02/07/2020	97	3	2938	1865	305
03/07/2020	96	4	3534	1743	284
04/07/2020	100	0	0	1812	272
05/07/2020	100	0	0	1613	212
06/07/2020	100	0	0	1743	302
07/07/2020	100	0	0	1748	301
08/07/2020	100	0	0	1778	277
09/07/2020	100	0	0	1836	289
10/07/2020	100	0	0	1893	283
11/07/2020	100	0	0	1871	473
12/07/2020	100	0	0	1844	239
13/07/2020	100	0	0	2093	604
14/07/2020	100	0	0	1797	328
15/07/2020	100	0	0	1813	272
16/07/2020	100	0	0	1813	289
17/07/2020	100	0	0	1842	331
18/07/2020	100	0	0	1898	276
19/07/2020	85	15	12718	1605	206
20/07/2020	100	0	0	1996	310
21/07/2020	100	0	0	1843	291
22/07/2020	100	0	0	1694	301
23/07/2020	97	3	2938	1756	334
24/07/2020	100	0	112	1767	267
25/07/2020	100	0	0	1829	284
26/07/2020	100	0	0	1667	266
27/07/2020	100	0	0	1818	244
28/07/2020	100	0	0	1845	262
29/07/2020	100	0	0	1734	253
30/07/2020	96	4	3352	1662	264
31/07/2020	100	0	112	1919	351
01/08/2020	100	0	0	1782	369
02/08/2020	100	0	0	1605	195

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Day	Uptime (%)	Downtime (%)	Downtime (S)	PISP response (ms)	AISP response (ms)
03/08/2020	100	0	0	1836	279
04/08/2020	100	0	0	1756	277
05/08/2020	100	0	0	1748	292
06/08/2020	100	0	0	1843	294
07/08/2020	100,0	0	0	1692	269
08/08/2020	100	0	0	1855	390
09/08/2020	100	0	0	1544	214
10/08/2020	100	0	0	1770	249
11/08/2020	100	0	0	1719	301
12/08/2020	100	0	0	1845	248
13/08/2020	100	0	0	1918	295
14/08/2020	100	0	0	1674	257
15/08/2020	100	0	0	1737	246
16/08/2020	100	0	0	1588	204
17/08/2020	100	0	0	1657	263
18/08/2020	100	0	0	1633	258
19/08/2020	100	0	0	1654	273
20/08/2020	100	0	0	1825	294
21/08/2020	100	0	0	1773	242
22/08/2020	100	0	0	1734	233
23/08/2020	96	4	3119	1661	205
24/08/2020	100	0	0	1762	242
25/08/2020	100	0	0	1764	246
26/08/2020	100	0	0	1868	313
27/08/2020	96	4	3180	1749	244
28/08/2020	100	0	0	1672	236
29/08/2020	100	0	0	1769	234
30/08/2020	100	0	0	1521	189
31/08/2020	100	0	0	1694	287
01/09/2020	100	0	0	1791	250
02/09/2020	100	0	0	1761	250
03/09/2020	100	0	0	1898	280
04/09/2020	100	0	0	1826	268
05/09/2020	100	0	0	1784	257
06/09/2020	100	0	0	1650	210
07/09/2020	98	2	1797	1726	255
08/09/2020	100	0	0	1674	255
09/09/2020	100	0	0	1671	274
10/09/2020	100	0	0	1746	243
11/09/2020	100	0	0	1855	257
12/09/2020	100	0	0	1808	238

# E-Banking Services: Performance Statistics

## MultiLine

Day	Uptime (%)	Downtime (%)	Downtime (S)	PISP response (ms)	AISP response (ms)
01/06/2020	100	0	25832	20150938	88
02/06/2020	100	0	0	477158	80
03/06/2020	100	0	0	445271	80
04/06/2020	100	0	0	415149	78
05/06/2020	100	0	0	377167	77
06/06/2020	99	1	0	691113	77
07/06/2020	100	0	1396	75002706	73
08/06/2020	100	0	0	32565445	78
09/06/2020	100	0	0	1216343	75
10/06/2020	100	0	0	509629	74
11/06/2020	100	0	0	437579	78
12/06/2020	100	0	0	462186	75
13/06/2020	99	1	0	850502	80
14/06/2020	100	0	1389	81820830	82
15/06/2020	100	0	0	26493930	93
16/06/2020	100	0	0	438093	80
17/06/2020	100	0	0	399776	79
18/06/2020	100	0	0	515591	78
19/06/2020	100	0	0	476008	76
20/06/2020	99	1	0	2665257	76
21/06/2020	100	0	1398	83050475	95
22/06/2020	100	0	0	24410995	85
23/06/2020	100	0	0	356252	77
24/06/2020	100	0	0	407199	77
25/06/2020	100	0	0	515286	77
26/06/2020	100	0	0	396941	77
27/06/2020	99	1	0	560203	83
28/06/2020	100	0	1381	94605881	96
29/06/2020	100	0	0	21871678	115
30/06/2020	100	0	0	509670	77
01/07/2020	100	0	0	462478	76
02/07/2020	100	0	0	428845	77
03/07/2020	100	0	0	551251	74
04/07/2020	99	1	0	493432	78
05/07/2020	100	0	1410	100297696	80
06/07/2020	100	0	0	25742811	79
07/07/2020	100	0	0	475444	79
08/07/2020	100	0	0	480702	76
09/07/2020	100	0	0	413467	76
10/07/2020	100	0	0	634385	80
11/07/2020	99	1	0	41683941	87
12/07/2020	100	0	1391	112898039	97
13/07/2020	100	0	0	29194872	82
14/07/2020	100	0	0	6464430	89
15/07/2020	100	0	0	424001	74
16/07/2020	100	0	0	450126	78
17/07/2020	100	0	0	483416	77
18/07/2020	99	1	0	979956	87
19/07/2020	100	0	1406	81963191	89
20/07/2020	100	0	9334	20895298	105
21/07/2020	100	0	0	417792	76
22/07/2020	100	0	0	468431	76
23/07/2020	100	0	2700	405832	76
24/07/2020	100	0	18000	388108	76



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## MultiLine

Day	Uptime (%)	Downtime (%)	Downtime (S)	PISP response (ms)	AISP response (ms)
25/07/2020	99	1	0	956814	74
26/07/2020	100	0	1170	68705878	82
27/07/2020	100	0	0	22176581	94
28/07/2020	100	0	0	522588	79
29/07/2020	100	0	0	409585	80
30/07/2020	100	0	0	505293	76
31/07/2020	100	0	0	460639	79
01/08/2020	99	1	0	23400289	81
02/08/2020	100	0	1182	90534764	76
03/08/2020	100	0	0	23879838	85
04/08/2020	100	0	0	481837	76
05/08/2020	100	0	0	423930	76
06/08/2020	100	0	0	491193	81
07/08/2020	100	0	0	416563	76
08/08/2020	99	1	0	396914	77
09/08/2020	100	0	1165	87047770	109
10/08/2020	100	0	0	23916899	82
11/08/2020	100	0	0	470813	76
12/08/2020	100	0	0	550455	74
13/08/2020	100	0	0	439671	79
14/08/2020	100	0	0	622557	73
15/08/2020	99	1	0	850973	81
16/08/2020	100	0	1193	94707375	81
17/08/2020	100	0	30291	19259562	97
18/08/2020	100	0	0	450476	91
19/08/2020	100	0	0	476412	79
20/08/2020	100	0	0	389575	90
21/08/2020	100	0	0	863731	101
22/08/2020	99	1	0	616330	91
23/08/2020	100	0	1126	94400760	98
24/08/2020	100	0	0	25759904	116
25/08/2020	100	0	2852	400397	85
26/08/2020	100	0	0	513627	83
27/08/2020	100	0	0	492614	83
28/08/2020	100	0	0	442423	86
29/08/2020	99	1	0	553198	82
30/08/2020	65	35	1141	83549305	89
31/08/2020	100	0	0	21316104	81