

1st October to 31st December 2020

Availability of our Digital Services

Overview

The following metrics provide a comparison of the daily statistics for the quarterly period (1st October to 31st December 2020), of the availability and performance of C. Hoare & Co's. Online & Mobile Banking service and our Open Banking service. This data is reported quarterly and will be published in the month following quarter end.

Glossary

PSU Interface: The Online & Mobile Banking service made available to C. Hoare & Co. customers

Dedicated Interface: The Open Banking service made available to third party companies

PISP response (milliseconds): The response time for PISP requests

AISP response (milliseconds): The response time for AISP requests

CBPII response (milliseconds): The response time for CBPII requests

A full explanation of the terms can be found on the Open Banking glossary at:

<https://www.openbanking.org.uk/about-us/glossary/>

Day	Date	Payment Services User Interface			Dedicated Interface					
		Uptime (%)	Downtime (%)	Response (milliseconds)	Uptime (%)	Downtime (%)	PISP response (milliseconds)	AISP response (milliseconds)	CBPII response (milliseconds)	Error response rate (%)
1	01/10	100.00	0.00	1154	100	0	0	0	0	0
2	02/10	100.00	0.00	1021	100	0	0	0	0	0
3	03/10	100.00	0.00	361	100	0	0	0	0	0
4	04/10	100.00	0.00	788	100	0	0	0	0	0
5	05/10	100.00	0.00	1035	100	0	0	0	0	0
6	06/10	100.00	0.00	899	100	0	0	0	0	0
7	07/10	100.00	0.00	854	100	0	0	0	0	0
8	08/10	100.00	0.00	934	100	0	0	0	0	0
9	09/10	100.00	0.00	871	100	0	0	0	0	0
10	10/10	100.00	0.00	370	100	0	0	0	0	0
11	11/10	100.00	0.00	776	100	0	0	0	0	0
12	12/10	100.00	0.00	930	100	0	0	0	0	0
13	13/10	100.00	0.00	950	100	0	0	0	0	0
14	14/10	100.00	0.00	975	100	0	0	0	0	0
15	15/10	100.00	0.00	989	100	0	0	0	0	0
16	16/10	100.00	0.00	932	100	0	0	0	0	0
17	17/10	100.00	0.00	381	100	0	0	0	0	0
18	18/10	100.00	0.00	816	100	0	0	0	0	0
19	19/10	100.00	0.00	1043	100	0	0	0	0	0
20	20/10	100.00	0.00	905	100	0	0	0	0	0
21	21/10	100.00	0.00	1088	100	0	0	0	0	0
22	22/10	100.00	0.00	1063	100	0	0	0	0	0
23	23/10	100.00	0.00	977	100	0	0	0	0	0
24	24/10	100.00	0.00	339	100	0	0	0	0	0
25	25/10	95.84	4.16	444	100	0	0	0	0	0
26	26/10	100.00	0.00	686	100	0	0	0	0	0
27	27/10	100.00	0.00	765	100	0	0	0	0	0
28	28/10	100.00	0.00	771	100	0	0	0	0	0
29	29/10	100.00	0.00	909	100	0	0	0	0	0

30	30/10	100.00	0.00	796	100	0	0	0	0	0
31	31/10	100.00	0.00	375	100	0	0	0	0	0
32	01/11	100.00	0.00	430	100	0	0	0	0	0
33	02/11	100.00	0.00	778	100	0	0	0	0	0
34	03/11	100.00	0.00	797	100	0	0	0	0	0
35	04/11	100.00	0.00	718	100	0	0	551	0	0
36	05/11	100.00	0.00	809	100	0	0	676	0	0
37	06/11	100.00	0.00	854	100	0	0	0	0	0
38	07/11	100.00	0.00	362	100	0	0	0	0	0
39	08/11	100.00	0.00	385	100	0	0	0	0	0
40	09/11	100.00	0.00	734	100	0	0	0	0	0
41	10/11	100.00	0.00	823	100	0	0	0	0	0
42	11/11	100.00	0.00	755	100	0	0	0	0	0
43	12/11	100.00	0.00	910	100	0	0	0	0	0
44	13/11	100.00	0.00	917	100	0	0	0	0	0
45	14/11	100.00	0.00	334	100	0	0	0	0	0
46	15/11	100.00	0.00	422	100	0	0	0	0	0
47	16/11	100.00	0.00	826	100	0	0	0	0	0
48	17/11	100.00	0.00	740	100	0	0	0	0	0
49	18/11	100.00	0.00	722	100	0	0	0	0	0
50	19/11	100.00	0.00	877	100	0	0	435	0	0
51	20/11	100.00	0.00	837	100	0	0	0	0	0
52	21/11	100.00	0.00	372	100	0	0	0	0	0
53	22/11	100.00	0.00	683	100	0	0	0	0	0
54	23/11	100.00	0.00	1539	100	0	0	0	0	0
55	24/11	100.00	0.00	1176	100	0	0	0	0	0
56	25/11	100.00	0.00	1256	100	0	0	0	0	0
57	26/11	100.00	0.00	1406	100	0	0	0	0	0
58	27/11	100.00	0.00	1616	100	0	0	0	0	0
59	28/11	100.00	0.00	511	100	0	0	0	0	0
60	29/11	100.00	0.00	514	100	0	0	0	0	0
61	30/11	100.00	0.00	1468	100	0	0	0	0	0
62	01/12	100.00	0.00	1349	100	0	0	0	0	0
63	02/12	100.00	0.00	1287	100	0	0	0	0	0
64	03/12	100.00	0.00	1170	100	0	0	0	0	0
65	04/12	100.00	0.00	1620	100	0	0	0	0	0
66	05/12	100.00	0.00	483	100	0	0	0	0	0
67	06/12	100.00	0.00	552	100	0	0	0	0	0
68	07/12	100.00	0.00	1582	100	0	0	0	0	0
69	08/12	100.00	0.00	1481	100	0	0	0	0	0
70	09/12	100.00	0.00	1116	100	0	0	0	0	0
71	10/12	100.00	0.00	1104	100	0	0	0	0	0
72	11/12	100.00	0.00	1459	100	0	0	0	0	0
73	12/12	100.00	0.00	512	100	0	0	0	0	0
74	13/12	100.00	0.00	574	100	0	0	0	0	0
75	14/12	100.00	0.00	1321	100	0	0	0	0	0
76	15/12	100.00	0.00	1576	100	0	0	0	0	0
77	16/12	100.00	0.00	1975	100	0	0	0	0	0
78	17/12	100.00	0.00	2510	100	0	0	0	0	0
79	18/12	100.00	0.00	5206	100	0	0	0	0	0
80	19/12	100.00	0.00	496	100	0	0	0	0	0
81	20/12	100.00	0.00	595	100	0	0	0	0	0
82	21/12	100.00	0.00	1705	100	0	0	0	0	0
83	22/12	100.00	0.00	1670	100	0	0	0	0	0
84	23/12	100.00	0.00	1315	100	0	0	0	0	0
85	24/12	100.00	0.00	649	100	0	0	0	0	0
86	25/12	100.00	0.00	401	100	0	0	0	0	0
87	26/12	100.00	0.00	340	100	0	0	0	0	0

88	27/12	100.00	0.00	376	100	0	0	0	0	0
89	28/12	100.00	0.00	373	100	0	0	0	0	0
90	29/12	100.00	0.00	662	100	0	0	0	0	0
91	30/12	100.00	0.00	638	100	0	0	0	0	0
92	31/12	100.00	0.00	600	100	0	0	0	0	0

This service is available for Account Information Service Provider (AISP) and Payment Initiation Service Provider (PISP) requests.

Our current Open Banking service does not facilitate requests from Card Based Payment Instrument Issuer (CBPII).