

1st April to 30th June 2020

Availability of our Digital Services

Overview

The following metrics provide a comparison of the daily statistics for the quarterly period (1st April to 30th June 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	01/04	100.00	0.00	980	100	0	0	0	0	0
2	02/04	100.00	0.00	892	100	0	0	0	0	0
3	03/04	100.00	0.00	971	100	0	0	0	0	0
4	04/04	100.00	0.00	327	100	0	0	0	0	0
5	05/04	100.00	0.00	596	100	0	0	0	0	0
6	06/04	100.00	0.00	1059	100	0	0	0	0	0
7	07/04	100.00	0.00	987	100	0	0	0	0	0
8	08/04	100.00	0.00	944	100	0	0	0	0	0
9	09/04	100.00	0.00	1266	100	0	0	0	0	0
10	10/04	100.00	0.00	381	100	0	0	0	0	0
11	11/04	100.00	0.00	358	100	0	0	0	0	0
12	12/04	100.00	0.00	670	100	0	0	0	0	0
13	13/04	100.00	0.00	431	100	0	0	0	0	0
14	14/04	100.00	0.00	1135	100	0	0	0	0	0
15	15/04	100.00	0.00	1132	100	0	0	0	0	0
16	16/04	100.00	0.00	1205	100	0	0	0	0	0
17	17/04	100.00	0.00	1166	100	0	0	0	0	0
18	18/04	100.00	0.00	465	100	0	0	0	0	0
19	19/04	100.00	0.00	649	100	0	0	0	0	0
20	20/04	100.00	0.00	1349	100	0	0	0	0	0
21	21/04	100.00	0.00	1309	100	0	0	0	0	0
22	22/04	100.00	0.00	1399	100	0	0	0	0	0
23	23/04	100.00	0.00	1523	100	0	0	0	0	0
24	24/04	100.00	0.00	1313	100	0	0	0	0	0
25	25/04	100.00	0.00	376	100	0	0	0	0	0
26	26/04	100.00	0.00	586	100	0	0	0	0	0
27	27/04	100.00	0.00	1007	100	0	0	0	0	0
28	28/04	100.00	0.00	1114	100	0	0	0	0	0
29	29/04	100.00	0.00	1020	100	0	0	0	0	0

30	30/04	100.00	0.00	1294	100	0	0	0	0	0
31	01/05	100.00	0.00	1078	100	0	0	0	0	0
32	02/05	100.00	0.00	412	100	0	0	0	0	0
33	03/05	100.00	0.00	522	100	0	0	0	0	0
34	04/05	54.40	44.60	1291	100	0	0	0	0	0
35	05/05	100.00	0.00	1241	100	0	0	0	0	0
36	06/05	100.00	0.00	991	100	0	0	0	0	0
37	07/05	100.00	0.00	1124	100	0	0	0	0	0
38	08/05	100.00	0.00	375	100	0	0	0	0	0
39	09/05	100.00	0.00	370	100	0	0	0	0	0
40	10/05	100.00	0.00	697	100	0	0	0	0	0
41	11/05	100.00	0.00	1063	100	0	0	0	0	0
42	12/05	100.00	0.00	934	100	0	0	0	0	0
43	13/05	100.00	0.00	1037	100	0	0	0	0	0
44	14/05	100.00	0.00	1150	100	0	0	0	0	0
45	15/05	100.00	0.00	1127	100	0	0	0	0	0
46	16/05	100.00	0.00	348	100	0	0	0	0	0
47	17/05	100.00	0.00	610	100	0	0	0	0	0
48	18/05	100.00	0.00	950	100	0	0	0	0	0
49	19/05	100.00	0.00	1133	100	0	0	0	0	0
50	20/05	100.00	0.00	920	100	0	0	0	0	0
51	21/05	100.00	0.00	1410	100	0	0	0	0	0
52	22/05	100.00	0.00	1122	100	0	0	0	0	0
53	23/05	100.00	0.00	368	100	0	0	0	0	0
54	24/05	100.00	0.00	464	100	0	0	0	0	0
55	25/05	100.00	0.00	366	100	0	0	0	0	0
56	26/05	100.00	0.00	838	100	0	0	0	0	0
57	27/05	100.00	0.00	954	100	0	0	0	0	0
58	28/05	100.00	0.00	1188	100	0	0	0	0	0
59	29/05	100.00	0.00	1090	100	0	0	0	0	0
60	30/05	100.00	0.00	366	100	0	0	0	0	0
61	31/05	100.00	0.00	545	100	0	0	0	0	0
62	01/06	100.00	0.00	966	100	0	0	0	0	0
63	02/06	100.00	0.00	996	100	0	0	0	0	0
64	03/06	100.00	0.00	898	100	0	0	0	0	0
65	04/06	100.00	0.00	958	100	0	0	0	0	0
66	05/06	100.00	0.00	1290	100	0	0	0	0	0
67	06/06	100.00	0.00	358	100	0	0	0	0	0
68	07/06	100.00	0.00	613	100	0	0	0	0	0
69	08/06	100.00	0.00	1073	100	0	0	0	0	0
70	09/06	100.00	0.00	927	100	0	0	0	0	0
71	10/06	100.00	0.00	1090	100	0	0	0	0	0
72	11/06	100.00	0.00	1417	100	0	0	0	0	0
73	12/06	100.00	0.00	1269	100	0	0	0	0	0
74	13/06	100.00	0.00	398	100	0	0	0	0	0
75	14/06	100.00	0.00	560	100	0	0	0	0	0
76	15/06	100.00	0.00	1049	100	0	0	0	0	0
77	16/06	100.00	0.00	1122	100	0	0	0	0	0
78	17/06	100.00	0.00	1082	100	0	0	0	0	0
79	18/06	100.00	0.00	1075	100	0	0	0	0	0
80	19/06	100.00	0.00	1093	100	0	0	0	0	0
81	20/06	100.00	0.00	422	100	0	0	0	0	0
82	21/06	100.00	0.00	639	100	0	0	0	0	0
83	22/06	100.00	0.00	1151	100	0	0	0	0	0
84	23/06	100.00	0.00	1210	100	0	0	0	0	0
85	24/06	100.00	0.00	1219	100	0	0	0	0	0
86	25/06	100.00	0.00	1250	100	0	0	0	0	0
87	26/06	100.00	0.00	1163	100	0	0	0	0	0

88	27/06	100.00	0.00	377	100	0	0	0	0	0
89	28/06	100.00	0.00	703	100	0	0	0	0	0
90	29/06	100.00	0.00	1193	100	0	0	0	0	0
91	30/06	100.00	0.00	1504	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).