

1st July to 30th September 2020

# Availability of our Digital Services

## Overview

The following metrics provide a comparison of the daily statistics for the quarterly period (1st July to 30th September 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	01/07	100.00	0.00	1022	100	0	0	0	0	0
2	02/07	100.00	0.00	1076	100	0	0	0	0	0
3	03/07	100.00	0.00	997	100	0	0	0	0	0
4	04/07	100.00	0.00	401	100	0	0	0	0	0
5	05/07	100.00	0.00	654	100	0	0	0	0	0
6	06/07	100.00	0.00	1029	100	0	0	0	0	0
7	07/07	100.00	0.00	1257	100	0	0	0	0	0
8	08/07	100.00	0.00	1020	100	0	0	0	0	0
9	09/07	100.00	0.00	1394	100	0	0	0	0	0
10	10/07	100.00	0.00	1331	100	0	0	0	0	0
11	11/07	100.00	0.00	397	100	0	0	0	0	0
12	12/07	100.00	0.00	723	100	0	0	0	0	0
13	13/07	100.00	0.00	1417	100	0	0	0	0	0
14	14/07	100.00	0.00	1394	100	0	0	0	0	0
15	15/07	100.00	0.00	1171	100	0	0	0	0	0
16	16/07	100.00	0.00	1266	100	0	0	0	0	0
17	17/07	100.00	0.00	1204	100	0	0	0	0	0
18	18/07	100.00	0.00	388	100	0	0	0	0	0
19	19/07	100.00	0.00	644	100	0	0	0	0	0
20	20/07	100.00	0.00	1136	100	0	0	0	0	0
21	21/07	100.00	0.00	1116	100	0	0	0	0	0
22	22/07	100.00	0.00	1250	100	0	0	0	0	0
23	23/07	100.00	0.00	1443	100	0	0	0	0	0
24	24/07	100.00	0.00	1204	100	0	0	0	0	0
25	25/07	100.00	0.00	417	100	0	0	0	0	0
26	26/07	100.00	0.00	585	100	0	0	0	0	0
27	27/07	100.00	0.00	1185	100	0	0	0	0	0
28	28/07	100.00	0.00	1587	100	0	0	0	0	0
29	29/07	100.00	0.00	1295	100	0	0	0	0	0
30	30/07	100.00	0.00	1414	100	0	0	0	0	0
31	31/07	100.00	0.00	1749	100	0	0	0	0	0

32	01/08	100.00	0.00	401	100	0	0	0	0	0
33	02/08	100.00	0.00	514	100	0	0	0	0	0
34	03/08	54.40	44.60	1089	100	0	0	0	0	0
35	04/08	100.00	0.00	1162	100	0	0	0	0	0
36	05/08	100.00	0.00	990	100	0	0	0	0	0
37	06/08	100.00	0.00	1172	100	0	0	0	0	0
38	07/08	100.00	0.00	1233	100	0	0	0	0	0
39	08/08	100.00	0.00	388	100	0	0	0	0	0
40	09/08	100.00	0.00	736	100	0	0	0	0	0
41	10/08	100.00	0.00	1236	100	0	0	0	0	0
42	11/08	100.00	0.00	1017	100	0	0	0	0	0
43	12/08	100.00	0.00	1225	100	0	0	0	0	0
44	13/08	100.00	0.00	1274	100	0	0	0	0	0
45	14/08	100.00	0.00	1341	100	0	0	0	0	0
46	15/08	100.00	0.00	416	100	0	0	0	0	0
47	16/08	100.00	0.00	588	100	0	0	0	0	0
48	17/08	100.00	0.00	928	100	0	0	0	0	0
49	18/08	100.00	0.00	1007	100	0	0	0	0	0
50	19/08	100.00	0.00	1172	100	0	0	0	0	0
51	20/08	100.00	0.00	1290	100	0	0	0	0	0
52	21/08	100.00	0.00	1275	100	0	0	0	0	0
53	22/08	100.00	0.00	442	100	0	0	0	0	0
54	23/08	100.00	0.00	569	100	0	0	0	0	0
55	24/08	100.00	0.00	1238	100	0	0	0	0	0
56	25/08	100.00	0.00	1168	100	0	0	0	0	0
57	26/08	100.00	0.00	1439	100	0	0	0	0	0
58	27/08	100.00	0.00	1512	100	0	0	0	0	0
59	28/08	100.00	0.00	2125	100	0	0	0	0	0
60	29/08	100.00	0.00	385	100	0	0	0	0	0
61	30/08	100.00	0.00	577	100	0	0	0	0	0
62	31/08	100.00	0.00	414	100	0	0	0	0	0
63	01/09	100.00	0.00	2227	100	0	0	0	0	0
64	02/09	100.00	0.00	1701	100	0	0	0	0	0
65	03/09	100.00	0.00	1344	100	0	0	0	0	0
66	04/09	100.00	0.00	1369	100	0	0	0	0	0
67	05/09	100.00	0.00	381	100	0	0	0	0	0
68	06/09	100.00	0.00	823	100	0	0	0	0	0
69	07/09	100.00	0.00	1419	100	0	0	0	0	0
70	08/09	100.00	0.00	1193	100	0	0	0	0	0
71	09/09	100.00	0.00	1201	100	0	0	0	0	0
72	10/09	100.00	0.00	1594	100	0	0	0	0	0
73	11/09	100.00	0.00	1546	100	0	0	0	0	0
74	12/09	100.00	0.00	417	100	0	0	0	0	0
75	13/09	100.00	0.00	712	100	0	0	0	0	0
76	14/09	100.00	0.00	1671	100	0	0	0	0	0
77	15/09	100.00	0.00	1454	100	0	0	0	0	0
78	16/09	100.00	0.00	1211	100	0	0	0	0	0
79	17/09	100.00	0.00	1422	100	0	0	0	0	0
80	18/09	100.00	0.00	2290	100	0	0	0	0	0
81	19/09	100.00	0.00	449	100	0	0	0	0	0
82	20/09	100.00	0.00	839	100	0	0	0	0	0
83	21/09	100.00	0.00	1605	100	0	0	0	0	0
84	22/09	100.00	0.00	1334	100	0	0	0	0	0
85	23/09	100.00	0.00	2120	100	0	0	0	0	0
86	24/09	100.00	0.00	2634	100	0	0	0	0	0
87	25/09	100.00	0.00	1689	100	0	0	0	0	0
88	26/09	100.00	0.00	359	100	0	0	0	0	0
89	27/09	100.00	0.00	567	100	0	0	0	0	0

90	28/09	100.00	0.00	944	100	0	0	0	0	0
91	29/09	100.00	0.00	1139	100	0	0	0	0	0
92	30/09	100.00	0.00	1016	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).