

1st January to 31st March 2022

# Availability of Digital Services

## Overview

The following metrics provide a comparison of the daily statistics for the quarterly period (1st January to 31st March 2022) 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 Payment Initiation Service Provider requests

**AISP response (milliseconds):** The response time for Account Information Service Provider requests

**CBPII response (milliseconds):** The response time for Card Based Payment Instrument Issuer 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	01/01/2022	100.00	0.00	179	100.00	0.00	367	334	0	0.00
2	02/01/2022	100.00	0.00	201	100.00	0.00	532	333	0	0.00
3	03/01/2022	100.00	0.00	150	100.00	0.00	377	311	0	0.00
4	04/01/2022	100.00	0.00	193	100.00	0.00	377	351	0	0.00
5	05/01/2022	100.00	0.00	205	100.00	0.00	358	344	0	0.00
6	06/01/2022	100.00	0.00	220	100.00	0.00	354	339	0	0.00
7	07/01/2022	100.00	0.00	537	100.00	0.00	464	332	0	0.00
8	08/01/2022	100.00	0.00	222	100.00	0.00	458	345	0	0.00
9	09/01/2022	100.00	0.00	199	100.00	0.00	367	339	0	0.00
10	10/01/2022	100.00	0.00	216	100.00	0.00	354	355	0	0.00
11	11/01/2022	100.00	0.00	221	100.00	0.00	371	360	0	0.00
12	12/01/2022	100.00	0.00	218	100.00	0.00	386	341	0	0.00
13	13/01/2022	100.00	0.00	231	100.00	0.00	380	369	0	0.00
14	14/01/2022	100.00	0.00	224	100.00	0.00	380	407	0	0.00
15	15/01/2022	100.00	0.00	400	100.00	0.00	372	347	0	0.00
16	16/01/2022	100.00	0.00	165	100.00	0.00	502	337	0	0.00
17	17/01/2022	100.00	0.00	304	100.00	0.00	545	345	0	0.00
18	18/01/2022	100.00	0.00	276	100.00	0.00	284	352	0	0.00
19	19/01/2022	100.00	0.00	188	100.00	0.00	462	370	0	0.00
20	20/01/2022	100.00	0.00	183	100.00	0.00	372	349	0	0.00
21	21/01/2022	100.00	0.00	222	100.00	0.00	360	363	0	0.00
22	22/01/2022	100.00	0.00	370	100.00	0.00	447	365	0	0.00
23	23/01/2022	100.00	0.00	191	100.00	0.00	472	342	0	0.00
24	24/01/2022	100.00	0.00	255	100.00	0.00	364	356	0	0.00
25	25/01/2022	100.00	0.00	218	100.00	0.00	345	362	0	0.00
26	26/01/2022	100.00	0.00	185	100.00	0.00	107	352	0	0.00
27	27/01/2022	100.00	0.00	207	100.00	0.00	103	371	0	0.00
28	28/01/2022	100.00	0.00	236	100.00	0.00	88	359	0	0.00
29	29/01/2022	100.00	0.00	173	100.00	0.00	94	354	0	0.00

30	30/01/2022	100.00	0.00	161	100.00	0.00	167	325	0	0.00
31	31/01/2022	100.00	0.00	290	100.00	0.00	84	319	0	0.00
32	01/02/2022	100.00	0.00	347	100.00	0.00	159	346	0	0.00
33	02/02/2022	100.00	0.00	201	100.00	0.00	355	346	0	0.00
34	03/02/2022	100.00	0.00	335	100.00	0.00	292	346	0	0.00
35	04/02/2022	100.00	0.00	248	100.00	0.00	332	362	0	0.00
36	05/02/2022	100.00	0.00	241	100.00	0.00	142	359	0	0.00
37	06/02/2022	100.00	0.00	215	100.00	0.00	268	350	0	0.00
38	07/02/2022	100.00	0.00	261	100.00	0.00	298	381	0	0.00
39	08/02/2022	100.00	0.00	259	100.00	0.00	239	380	0	0.00
40	09/02/2022	100.00	0.00	309	100.00	0.00	299	371	0	0.00
41	10/02/2022	100.00	0.00	266	100.00	0.00	371	365	0	0.00
42	11/02/2022	100.00	0.00	273	100.00	0.00	324	369	0	0.00
43	12/02/2022	100.00	0.00	569	100.00	0.00	394	351	0	0.00
44	13/02/2022	100.00	0.00	860	100.00	0.00	380	338	0	0.00
45	14/02/2022	100.00	0.00	261	100.00	0.00	219	337	0	0.00
46	15/02/2022	100.00	0.00	264	100.00	0.00	232	348	0	0.00
47	16/02/2022	100.00	0.00	275	100.00	0.00	388	341	0	0.00
48	17/02/2022	100.00	0.00	322	100.00	0.00	327	800	0	0.00
49	18/02/2022	100.00	0.00	249	100.00	0.00	326	350	0	0.00
50	19/02/2022	100.00	0.00	163	100.00	0.00	654	371	0	0.00
51	20/02/2022	100.00	0.00	178	100.00	0.00	231	386	0	0.00
52	21/02/2022	100.00	0.00	284	100.00	0.00	301	431	0	0.00
53	22/02/2022	100.00	0.00	298	100.00	0.00	320	406	0	0.00
54	23/02/2022	100.00	0.00	316	100.00	0.00	93	406	0	0.00
55	24/02/2022	100.00	0.00	305	100.00	0.00	106	374	0	0.00
56	25/02/2022	100.00	0.00	313	100.00	0.00	369	413	0	0.00
57	26/02/2022	100.00	0.00	170	100.00	0.00	80	465	0	0.00
58	27/02/2022	100.00	0.00	189	100.00	0.00	281	414	0	0.00
59	28/02/2022	100.00	0.00	306	100.00	0.00	322	370	0	0.00
60	01/03/2022	100.00	0.00	281	100.00	0.00	436	433	0	0.00
61	02/03/2022	100.00	0.00	271	100.00	0.00	109	436	0	0.00
62	03/03/2022	100.00	0.00	263	100.00	0.00	284	372	0	0.00
63	04/03/2022	100.00	0.00	254	100.00	0.00	254	398	0	0.00
64	05/03/2022	100.00	0.00	180	100.00	0.00	0	337	0	0.00
65	06/03/2022	100.00	0.00	165	100.00	0.00	0	420	0	0.00
66	07/03/2022	100.00	0.00	238	100.00	0.00	268	408	0	0.00
67	08/03/2022	100.00	0.00	279	100.00	0.00	75	427	0	0.00
68	09/03/2022	100.00	0.00	242	100.00	0.00	334	390	0	0.00
69	10/03/2022	100.00	0.00	238	100.00	0.00	317	397	0	0.00
70	11/03/2022	100.00	0.00	274	100.00	0.00	0	470	0	0.00
71	12/03/2022	100.00	0.00	182	100.00	0.00	0	397	0	0.00
72	13/03/2022	100.00	0.00	180	100.00	0.00	0	477	0	0.00
73	14/03/2022	100.00	0.00	242	100.00	0.00	597	418	0	0.00
74	15/03/2022	100.00	0.00	271	100.00	0.00	169	405	0	0.00
75	16/03/2022	100.00	0.00	271	100.00	0.00	343	403	0	0.00
76	17/03/2022	100.00	0.00	280	100.00	0.00	254	426	0	0.00
77	18/03/2022	100.00	0.00	293	100.00	0.00	217	403	0	0.00
78	19/03/2022	100.00	0.00	203	100.00	0.00	728	389	0	0.00
79	20/03/2022	100.00	0.00	181	100.00	0.00	787	465	0	0.00
80	21/03/2022	100.00	0.00	264	100.00	0.00	483	422	0	0.00
81	22/03/2022	100.00	0.00	248	100.00	0.00	0	428	0	0.00
82	23/03/2022	100.00	0.00	291	100.00	0.00	327	377	0	0.00
83	24/03/2022	100.00	0.00	250	100.00	0.00	637	419	0	0.00
84	25/03/2022	100.00	0.00	228	100.00	0.00	676	410	0	0.00
85	26/03/2022	100.00	0.00	173	100.00	0.00	133	387	0	0.00
86	27/03/2022	100.00	0.00	179	100.00	0.00	304	396	0	0.00
87	28/03/2022	100.00	0.00	257	100.00	0.00	0	380	0	0.00

88	29/03/2022	100.00	0.00	265	100.00	0.00	221	401	0	0.00
89	30/03/2022	100.00	0.00	270	100.00	0.00	237	393	0	0.00
90	31/03/2022	100.00	0.00	282	100.00	0.00	361	389	0	0.00

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).