



PSD2 - STATISTICS 2021

DATE	UPTIME		DOWNTIME		AISP RESPONSE TIME (MS)				PISP RESPONSE TIME (MS)				CBPII RESPONSE TIME (MS)	
	BH EBANKING (MOBILE + WEB)	TPP DEDICATED PLATFORM	BH EBANKING (MOBILE + WEB)	TPP DEDICATED PLATFORM	BH EBANKING MOBILE	BH EBANKING WEB	TPP DEDICATED PLATFORM	ERROR RESPONSE RATE	BH EBANKING MOBILE	BH EBANKING WEB	TPP DEDICATED PLATFORM	ERROR RESPONSE RATE	TPP DEDICATED PLATFORM	ERROR RESPONSE RATE
01/01/2021	100.00%	100.00%	0.00%	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
02/01/2021	100.00%	100.00%	0.00%	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
03/01/2021	100.00%	100.00%	0.00%	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
04/01/2021	100.00%	100.00%	0.00%	0.00%	943	720	N/A	N/A	4006	3890	N/A	N/A	N/A	N/A
05/01/2021	100.00%	100.00%	0.00%	0.00%	917	2013	N/A	N/A	3844	5027	N/A	N/A	N/A	N/A
06/01/2021	100.00%	100.00%	0.00%	0.00%	583	1817	N/A	N/A	4177	4719	N/A	N/A	N/A	N/A
07/01/2021	100.00%	100.00%	0.00%	0.00%	283	779	N/A	N/A	4138	4109	N/A	N/A	N/A	N/A
08/01/2021	100.00%	100.00%	0.00%	0.00%	267	3425	N/A	N/A	7869	8915	N/A	N/A	N/A	N/A
09/01/2021	100.00%	100.00%	0.00%	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
10/01/2021	100.00%	100.00%	0.00%	0.00%	155	N/A	N/A	N/A	4042	N/A	N/A	N/A	N/A	N/A
11/01/2021	100.00%	100.00%	0.00%	0.00%	5191	554	N/A	N/A	4458	4886	N/A	N/A	N/A	N/A
12/01/2021	100.00%	100.00%	0.00%	0.00%	747	647	N/A	N/A	4015	4085	N/A	N/A	N/A	N/A
13/01/2021	100.00%	100.00%	0.00%	0.00%	9874	4018	N/A	N/A	8463	4913	N/A	N/A	N/A	N/A
14/01/2021	100.00%	100.00%	0.00%	0.00%	239	426	N/A	N/A	4233	4321	N/A	N/A	N/A	N/A
15/01/2021	100.00%	100.00%	0.00%	0.00%	556	2584	N/A	N/A	4947	5245	N/A	N/A	N/A	N/A
16/01/2021	100.00%	100.00%	0.00%	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
17/01/2021	100.00%	100.00%	0.00%	0.00%	N/A	221	N/A	N/A	N/A	3973	N/A	N/A	N/A	N/A
18/01/2021	100.00%	100.00%	0.00%	0.00%	492	1328	N/A	N/A	4359	4906	N/A	N/A	N/A	N/A
19/01/2021	100.00%	100.00%	0.00%	0.00%	936	1195	N/A	N/A	4565	5354	N/A	N/A	N/A	N/A
20/01/2021	100.00%	100.00%	0.00%	0.00%	1047	1283	N/A	N/A	4257	4747	N/A	N/A	N/A	N/A
21/01/2021	100.00%	100.00%	0.00%	0.00%	1192	1360	N/A	N/A	4137	4460	N/A	N/A	N/A	N/A
22/01/2021	100.00%	100.00%	0.00%	0.00%	831	164	N/A	N/A	4799	3582	N/A	N/A	N/A	N/A
23/01/2021	100.00%	100.00%	0.00%	0.00%	130	N/A	N/A	N/A	5496	N/A	N/A	N/A	N/A	N/A

DATE	UPTIME		DOWNTIME		AISP RESPONSE TIME (MS)				PISP RESPONSE TIME (MS)				CBPII RESPONSE TIME (MS)	
	BH EBANKING (MOBILE + WEB)	TPP DEDICATED PLATFORM	BH EBANKING (MOBILE + WEB)	TPP DEDICATED PLATFORM	BH EBANKING MOBILE	BH EBANKING WEB	TPP DEDICATED PLATFORM	ERROR RESPONSE RATE	BH EBANKING MOBILE	BH EBANKING WEB	TPP DEDICATED PLATFORM	ERROR RESPONSE RATE	TPP DEDICATED PLATFORM	ERROR RESPONSE RATE
24/01/2021	100.00%	90.28%	0.00%	9.72%	N/A	120	N/A	N/A	N/A	4200	N/A	N/A	N/A	N/A
25/01/2021	100.00%	83.33%	0.00%	16.67%	4941	550	N/A	N/A	5487	5127	N/A	N/A	N/A	N/A
26/01/2021	100.00%	100.00%	0.00%	0.00%	442	561	N/A	N/A	4591	6886	N/A	N/A	N/A	N/A
27/01/2021	100.00%	100.00%	0.00%	0.00%	491	45196	N/A	N/A	4966	6600	N/A	N/A	N/A	N/A
28/01/2021	100.00%	100.00%	0.00%	0.00%	800	600	N/A	N/A	4368	10857	N/A	N/A	N/A	N/A
29/01/2021	100.00%	100.00%	0.00%	0.00%	1058	1023	N/A	N/A	4143	6850	N/A	N/A	N/A	N/A
30/01/2021	95.83%	100.00%	4.17%	0.00%	N/A	175	N/A	N/A	N/A	4974	N/A	N/A	N/A	N/A
31/01/2021	100.00%	100.00%	0.00%	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
01/02/2021	100.00%	100.00%	0.00%	0.00%	933	672	N/A	N/A	4245	5052	N/A	N/A	N/A	N/A
02/02/2021	100.00%	100.00%	0.00%	0.00%	521	1250	N/A	N/A	4242	5322	N/A	N/A	N/A	N/A
03/02/2021	100.00%	100.00%	0.00%	0.00%	594	5423	N/A	N/A	4471	5891	N/A	N/A	N/A	N/A
04/02/2021	97.92%	100.00%	2.08%	0.00%	694	2405	N/A	N/A	4295	3951	N/A	N/A	N/A	N/A
05/02/2021	100.00%	100.00%	0.00%	0.00%	590	1808	N/A	N/A	4152	4853	N/A	N/A	N/A	N/A
06/02/2021	100.00%	100.00%	0.00%	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
07/02/2021	100.00%	100.00%	0.00%	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
08/02/2021	100.00%	100.00%	0.00%	0.00%	453	812	N/A	N/A	4859	4894	N/A	N/A	N/A	N/A
09/02/2021	100.00%	100.00%	0.00%	0.00%	1456	741	N/A	N/A	4887	6090	N/A	N/A	N/A	N/A
10/02/2021	100.00%	100.00%	0.00%	0.00%	1085	14687	N/A	N/A	5282	5365	N/A	N/A	N/A	N/A
11/02/2021	100.00%	100.00%	0.00%	0.00%	412	2742	N/A	N/A	4425	4485	N/A	N/A	N/A	N/A
12/02/2021	100.00%	100.00%	0.00%	0.00%	482	1391	N/A	N/A	6310	3361	N/A	N/A	N/A	N/A
13/02/2021	100.00%	100.00%	0.00%	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
14/02/2021	100.00%	100.00%	0.00%	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
15/02/2021	100.00%	100.00%	0.00%	0.00%	196	759	N/A	N/A	5059	5298	N/A	N/A	N/A	N/A
16/02/2021	100.00%	100.00%	0.00%	0.00%	2328	1141	N/A	N/A	7613	5346	N/A	N/A	N/A	N/A
17/02/2021	100.00%	100.00%	0.00%	0.00%	531	1290	N/A	N/A	4444	5785	N/A	N/A	N/A	N/A
18/02/2021	100.00%	100.00%	0.00%	0.00%	3947	642	N/A	N/A	15396	4762	N/A	N/A	N/A	N/A
19/02/2021	100.00%	96.53%	0.00%	3.47%	4858	3454	N/A	N/A	6587	4750	N/A	N/A	N/A	N/A
20/02/2021	100.00%	100.00%	0.00%	0.00%	198	N/A	N/A	N/A	4839	N/A	N/A	N/A	N/A	N/A
21/02/2021	100.00%	100.00%	0.00%	0.00%	11084	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
22/02/2021	100.00%	100.00%	0.00%	0.00%	1529	1850	N/A	N/A	4503	5041	N/A	N/A	N/A	N/A
23/02/2021	100.00%	100.00%	0.00%	0.00%	446	1455	N/A	N/A	5950	4032	N/A	N/A	N/A	N/A

DATE	UPTIME		DOWNTIME		AISP RESPONSE TIME (MS)				PISP RESPONSE TIME (MS)				CBPII RESPONSE TIME (MS)	
	BH EBANKING (MOBILE + WEB)	TPP DEDICATED PLATFORM	BH EBANKING (MOBILE + WEB)	TPP DEDICATED PLATFORM	BH EBANKING MOBILE	BH EBANKING WEB	TPP DEDICATED PLATFORM	ERROR RESPONSE RATE	BH EBANKING MOBILE	BH EBANKING WEB	TPP DEDICATED PLATFORM	ERROR RESPONSE RATE	TPP DEDICATED PLATFORM	ERROR RESPONSE RATE
24/02/2021	100.00%	100.00%	0.00%	0.00%	1082	1581	N/A	N/A	4693	4573	N/A	N/A	N/A	N/A
25/02/2021	100.00%	100.00%	0.00%	0.00%	641	1537	N/A	N/A	7166	5130	N/A	N/A	N/A	N/A
26/02/2021	100.00%	100.00%	0.00%	0.00%	5260	2410	N/A	N/A	4593	4628	N/A	N/A	N/A	N/A
27/02/2021	100.00%	100.00%	0.00%	0.00%	351	N/A	N/A	N/A	4449	N/A	N/A	N/A	N/A	N/A
28/02/2021	100.00%	100.00%	0.00%	0.00%	680	3445	N/A	N/A	N/A	4651	N/A	N/A	N/A	N/A
01/03/2021	100.00%	100.00%	0.00%	0.00%	623	990	N/A	N/A	4242	8958	N/A	N/A	N/A	N/A
02/03/2021	100.00%	100.00%	0.00%	0.00%	758	933	N/A	N/A	4444	6254	N/A	N/A	N/A	N/A
03/03/2021	100.00%	100.00%	0.00%	0.00%	650	705	N/A	N/A	4449	5024	N/A	N/A	N/A	N/A
04/03/2021	100.00%	100.00%	0.00%	0.00%	4664	3762	N/A	N/A	5795	6068	N/A	N/A	N/A	N/A
05/03/2021	100.00%	100.00%	0.00%	0.00%	679	1958	N/A	N/A	4572	4422	N/A	N/A	N/A	N/A
06/03/2021	100.00%	100.00%	0.00%	0.00%	N/A	411	N/A	N/A	N/A	4463	N/A	N/A	N/A	N/A
07/03/2021	100.00%	100.00%	0.00%	0.00%	2660	N/A	N/A	N/A	4773	N/A	N/A	N/A	N/A	N/A
08/03/2021	100.00%	100.00%	0.00%	0.00%	413	495	N/A	N/A	4957	5279	N/A	N/A	N/A	N/A
09/03/2021	100.00%	N/A	0.00%	N/A	1741	934	N/A	N/A	15926	4463	N/A	N/A	N/A	N/A
10/03/2021	100.00%	N/A	0.00%	N/A	1069	1115	N/A	N/A	7534	5277	N/A	N/A	N/A	N/A
11/03/2021	100.00%	N/A	0.00%	N/A	961	1503	N/A	N/A	6055	5113	N/A	N/A	N/A	N/A
12/03/2021	100.00%	N/A	0.00%	N/A	2283	2799	N/A	N/A	4407	5388	N/A	N/A	N/A	N/A
13/03/2021	98.33%	100.00%	1.67%	0.00%	193	566	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
14/03/2021	100.00%	100.00%	0.00%	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
15/03/2021	100.00%	100.00%	0.00%	0.00%	446	578	N/A	N/A	4647	5352	N/A	N/A	N/A	N/A
16/03/2021	98.33%	100.00%	1.67%	0.00%	1070	310	N/A	N/A	7842	4938	N/A	N/A	N/A	N/A
17/03/2021	100.00%	100.00%	0.00%	0.00%	2604	642	N/A	N/A	10594	4463	N/A	N/A	N/A	N/A
18/03/2021	95.83%	100.00%	4.17%	0.00%	2335	4097	N/A	N/A	5440	4251	N/A	N/A	N/A	N/A
19/03/2021	98.96%	100.00%	1.04%	0.00%	570	785	N/A	N/A	4463	4714	N/A	N/A	N/A	N/A
20/03/2021	100.00%	100.00%	0.00%	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
21/03/2021	100.00%	100.00%	0.00%	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
22/03/2021	98.96%	100.00%	1.04%	0.00%	513	848	N/A	N/A	4728	5856	N/A	N/A	N/A	N/A
23/03/2021	98.33%	100.00%	1.67%	0.00%	1950	826	N/A	N/A	4087	5170	N/A	N/A	N/A	N/A
24/03/2021	98.58%	100.00%	1.42%	0.00%	1067	936	N/A	N/A	5319	4252	N/A	N/A	N/A	N/A
25/03/2021	98.58%	100.00%	1.42%	0.00%	493	3284	N/A	N/A	8928	4646	N/A	N/A	N/A	N/A
26/03/2021	98.58%	100.00%	1.42%	0.00%	1809	8301	N/A	N/A	4290	4681	N/A	N/A	N/A	N/A

DATE	UPTIME		DOWNTIME		AISP RESPONSE TIME (MS)				PISP RESPONSE TIME (MS)			CBPII RESPONSE TIME (MS)		
	BH EBANKING (MOBILE + WEB)	TPP DEDICATED PLATFORM	BH EBANKING (MOBILE + WEB)	TPP DEDICATED PLATFORM	BH EBANKING MOBILE	BH EBANKING WEB	TPP DEDICATED PLATFORM	ERROR RESPONSE RATE	BH EBANKING MOBILE	BH EBANKING WEB	TPP DEDICATED PLATFORM	ERROR RESPONSE RATE	TPP DEDICATED PLATFORM	ERROR RESPONSE RATE
27/03/2021	98.58%	100.00%	1.42%	0.00%	N/A	198	N/A	N/A	N/A	4722	N/A	N/A	N/A	N/A
28/03/2021	98.58%	95.83%	1.42%	4.17%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
29/03/2021	98.58%	100.00%	1.42%	0.00%	459	1083	N/A	N/A	4283	5118	N/A	N/A	N/A	N/A
30/03/2021	100.00%	100.00%	0.00%	0.00%	438	701	N/A	N/A	6216	4570	N/A	N/A	N/A	N/A
31/03/2021	100.00%	100.00%	0.00%	0.00%	841	2874	N/A	N/A	17787	4420	N/A	N/A	N/A	N/A
01/04/2021	100.00%	100.00%	0.00%	0.00%	1032	612	N/A	N/A	5582	9650	N/A	N/A	N/A	N/A