



# 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
02/04/2021	100.00%	100.00%	0.00%	0.00%	1444	745	N/A	N/A	4780	7301	N/A	N/A	N/A	N/A
03/04/2021	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
04/04/2021	98.96%	100.00%	1.04%	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
05/04/2021	100.00%	100.00%	0.00%	0.00%	N/A	184	N/A	N/A	N/A	4137	N/A	N/A	N/A	N/A
06/04/2021	100.00%	100.00%	0.00%	0.00%	1637	3028	N/A	N/A	4874	4891	N/A	N/A	N/A	N/A
07/04/2021	98.58%	100.00%	1.42%	0.00%	2063	2327	N/A	N/A	4441	4674	N/A	N/A	N/A	N/A
08/04/2021	100.00%	100.00%	0.00%	0.00%	1353	793	N/A	N/A	3491	6823	N/A	N/A	N/A	N/A
09/04/2021	100.00%	100.00%	0.00%	0.00%	883	1303	N/A	N/A	4246	5589	N/A	N/A	N/A	N/A
10/04/2021	100.00%	88.81%	0.00%	11.19%	N/A	157	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
11/04/2021	100.00%	100.00%	0.00%	0.00%	141	227	N/A	N/A	N/A	4528	N/A	N/A	N/A	N/A
12/04/2021	100.00%	100.00%	0.00%	0.00%	223	754	N/A	N/A	5058	9089	N/A	N/A	N/A	N/A
13/04/2021	100.00%	100.00%	0.00%	0.00%	508	1348	N/A	N/A	4745	10124	N/A	N/A	N/A	N/A
14/04/2021	100.00%	100.00%	0.00%	0.00%	661	685	N/A	N/A	6950	10710	N/A	N/A	N/A	N/A
15/04/2021	100.00%	100.00%	0.00%	0.00%	1671	908	N/A	N/A	4108	5085	N/A	N/A	N/A	N/A
16/04/2021	100.00%	100.00%	0.00%	0.00%	1537	741	N/A	N/A	4527	4203	N/A	N/A	N/A	N/A
17/04/2021	100.00%	100.00%	0.00%	0.00%	N/A	207	N/A	N/A	N/A	4344	N/A	N/A	N/A	N/A
18/04/2021	100.00%	100.00%	0.00%	0.00%	616	N/A	N/A	N/A	5572	N/A	N/A	N/A	N/A	N/A
19/04/2021	98.96%	100.00%	1.04%	0.00%	2111	1730	N/A	N/A	10379	5156	N/A	N/A	N/A	N/A
20/04/2021	100.00%	100.00%	0.00%	0.00%	7347	6905	N/A	N/A	56165	4815	N/A	N/A	N/A	N/A
21/04/2021	100.00%	100.00%	0.00%	0.00%	336	1226	N/A	N/A	18783	4647	N/A	N/A	N/A	N/A
22/04/2021	100.00%	100.00%	0.00%	0.00%	16688	9954	N/A	N/A	11108	4129	N/A	N/A	N/A	N/A
23/04/2021	98.96%	100.00%	1.04%	0.00%	542	1509	N/A	N/A	20450	18079	N/A	N/A	N/A	N/A
24/04/2021	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
25/04/2021	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
26/04/2021	100.00%	100.00%	0.00%	0.00%	438	1396	N/A	N/A	4061	4465	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
27/04/2021	100.00%	100.00%	0.00%	0.00%	19282	1038	N/A	N/A	17640	4768	N/A	N/A	N/A	N/A
28/04/2021	100.00%	100.00%	0.00%	0.00%	932	884	N/A	N/A	14738	6051	N/A	N/A	N/A	N/A
29/04/2021	100.00%	100.00%	0.00%	0.00%	921	4616	N/A	N/A	4210	4470	N/A	N/A	N/A	N/A
30/04/2021	100.00%	100.00%	0.00%	0.00%	588	544	N/A	N/A	4347	6179	N/A	N/A	N/A	N/A
01/05/2021	100.00%	100.00%	0.00%	0.00%	681	N/A	N/A	N/A	4106	N/A	N/A	N/A	N/A	N/A
02/05/2021	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
03/05/2021	100.00%	100.00%	0.00%	0.00%	3909	1067	N/A	N/A	4969	6002	N/A	N/A	N/A	N/A
04/05/2021	100.00%	100.00%	0.00%	0.00%	716	2848	N/A	N/A	3980	5028	N/A	N/A	N/A	N/A
05/05/2021	100.00%	100.00%	0.00%	0.00%	594	709	N/A	N/A	4476	4076	N/A	N/A	N/A	N/A
06/05/2021	100.00%	100.00%	0.00%	0.00%	346	2209	N/A	N/A	3742	4424	N/A	N/A	N/A	N/A
07/05/2021	100.00%	100.00%	0.00%	0.00%	744	1118	N/A	N/A	N/A	4989	N/A	N/A	N/A	N/A
08/05/2021	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
09/05/2021	100.00%	100.00%	0.00%	0.00%	254	N/A	N/A	N/A	3959	N/A	N/A	N/A	N/A	N/A
10/05/2021	100.00%	100.00%	0.00%	0.00%	807	352	N/A	N/A	4071	4873	N/A	N/A	N/A	N/A
11/05/2021	100.00%	87.50%	0.00%	12.50%	381	854	N/A	N/A	4821	4953	N/A	N/A	N/A	N/A
12/05/2021	100.00%	100.00%	0.00%	0.00%	743	1560	N/A	N/A	4482	4321	N/A	N/A	N/A	N/A
13/05/2021	100.00%	100.00%	0.00%	0.00%	216	578	N/A	N/A	4481	3874	N/A	N/A	N/A	N/A
14/05/2021	100.00%	100.00%	0.00%	0.00%	370	1443	N/A	N/A	N/A	4947	N/A	N/A	N/A	N/A
15/05/2021	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
16/05/2021	100.00%	100.00%	0.00%	0.00%	271	730	N/A	N/A	4293	N/A	N/A	N/A	N/A	N/A
17/05/2021	100.00%	100.00%	0.00%	0.00%	475	716	N/A	N/A	4395	11111	N/A	N/A	N/A	N/A
18/05/2021	100.00%	100.00%	0.00%	0.00%	386	518	N/A	N/A	3717	2961	N/A	N/A	N/A	N/A
19/05/2021	100.00%	100.00%	0.00%	0.00%	382	731	N/A	N/A	4717	4629	N/A	N/A	N/A	N/A
20/05/2021	100.00%	100.00%	0.00%	0.00%	845	1539	N/A	N/A	4758	13382	N/A	N/A	N/A	N/A
21/05/2021	100.00%	100.00%	0.00%	0.00%	438	770	N/A	N/A	4407	4460	N/A	N/A	N/A	N/A
22/05/2021	100.00%	100.00%	0.00%	0.00%	126	435	N/A	N/A	4452	3997	N/A	N/A	N/A	N/A
23/05/2021	100.00%	100.00%	0.00%	0.00%	190	N/A	N/A	N/A	3718	N/A	N/A	N/A	N/A	N/A
24/05/2021	97.92%	100.00%	2.08%	0.00%	N/A	238	N/A	N/A	N/A	3928	N/A	N/A	N/A	N/A
25/05/2021	100.00%	100.00%	0.00%	0.00%	388	530	N/A	N/A	3850	4408	N/A	N/A	N/A	N/A
26/05/2021	100.00%	100.00%	0.00%	0.00%	870	727	N/A	N/A	3828	4167	N/A	N/A	N/A	N/A
27/05/2021	100.00%	100.00%	0.00%	0.00%	371	566	N/A	N/A	4285	4518	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
28/05/2021	100.00%	100.00%	0.00%	0.00%	397	1044	N/A	N/A	3765	4805	N/A	N/A	N/A	N/A
29/05/2021	100.00%	100.00%	0.00%	0.00%	1054	N/A	N/A	N/A	3579	N/A	N/A	N/A	N/A	N/A
30/05/2021	100.00%	100.00%	0.00%	0.00%	167	453	N/A	N/A	8916	4343	N/A	N/A	N/A	N/A
31/05/2021	100.00%	100.00%	0.00%	0.00%	353	416	N/A	N/A	4092	4284	N/A	N/A	N/A	N/A
01/06/2021	100.00%	100.00%	0.00%	0.00%	665	601	N/A	N/A	5641	8177	N/A	N/A	N/A	N/A
02/06/2021	100.00%	100.00%	0.00%	0.00%	556	1074	N/A	N/A	3698	5182	N/A	N/A	N/A	N/A
03/06/2021	100.00%	100.00%	0.00%	0.00%	610	470	N/A	N/A	5334	12633	N/A	N/A	N/A	N/A
04/06/2021	100.00%	100.00%	0.00%	0.00%	2581	1369	N/A	N/A	3728	4257	N/A	N/A	N/A	N/A
05/06/2021	100.00%	100.00%	0.00%	0.00%	498	615	N/A	N/A	3526	4024	N/A	N/A	N/A	N/A
06/06/2021	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
07/06/2021	100.00%	100.00%	0.00%	0.00%	692	680	N/A	N/A	4277	8077	N/A	N/A	N/A	N/A
08/06/2021	100.00%	100.00%	0.00%	0.00%	1221	840	N/A	N/A	5030	4829	N/A	N/A	N/A	N/A
09/06/2021	100.00%	100.00%	0.00%	0.00%	567	885	N/A	N/A	6533	4720	N/A	N/A	N/A	N/A
10/06/2021	100.00%	100.00%	0.00%	0.00%	215	979	N/A	N/A	4814	5361	N/A	N/A	N/A	N/A
11/06/2021	100.00%	100.00%	0.00%	0.00%	711	909	N/A	N/A	4145	4795	N/A	N/A	N/A	N/A
12/06/2021	100.00%	100.00%	0.00%	0.00%	152	N/A	N/A	N/A	4645	N/A	N/A	N/A	N/A	N/A
13/06/2021	100.00%	100.00%	0.00%	0.00%	N/A	535	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
14/06/2021	100.00%	100.00%	0.00%	0.00%	610	1025	N/A	N/A	3781	4721	N/A	N/A	N/A	N/A
15/06/2021	97.92%	100.00%	2.08%	0.00%	951	1911	N/A	N/A	5236	5045	N/A	N/A	N/A	N/A
16/06/2021	100.00%	100.00%	0.00%	0.00%	373	4932	N/A	N/A	3888	13102	N/A	N/A	N/A	N/A
17/06/2021	100.00%	100.00%	0.00%	0.00%	1149	1227	N/A	N/A	3887	4992	N/A	N/A	N/A	N/A
18/06/2021	100.00%	100.00%	0.00%	0.00%	1296	650	N/A	N/A	3017	6028	N/A	N/A	N/A	N/A
19/06/2021	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
20/06/2021	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
21/06/2021	100.00%	100.00%	0.00%	0.00%	814	421	N/A	N/A	4442	4273	N/A	N/A	N/A	N/A
22/06/2021	100.00%	100.00%	0.00%	0.00%	253	613	N/A	N/A	4832	4433	N/A	N/A	N/A	N/A
23/06/2021	100.00%	100.00%	0.00%	0.00%	332	413	N/A	N/A	4289	5653	N/A	N/A	N/A	N/A
24/06/2021	100.00%	100.00%	0.00%	0.00%	648	888	N/A	N/A	6941	4423	N/A	N/A	N/A	N/A
25/06/2021	100.00%	100.00%	0.00%	0.00%	1627	317	N/A	N/A	4005	4706	N/A	N/A	N/A	N/A
26/06/2021	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
27/06/2021	100.00%	100.00%	0.00%	0.00%	N/A	171	N/A	N/A	N/A	4590	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
28/06/2021	100.00%	100.00%	0.00%	0.00%	1000	536	N/A	N/A	4491	4093	N/A	N/A	N/A	N/A
29/06/2021	100.00%	100.00%	0.00%	0.00%	1161	489	N/A	N/A	4177	4522	N/A	N/A	N/A	N/A
30/06/2021	98.75%	100.00%	1.25%	0.00%	306	441	N/A	N/A	3920	3702	N/A	N/A	N/A	N/A
01/07/2021	100.00%	100.00%	0.00%	0.00%	449	658	N/A	N/A	3873	4023	N/A	N/A	N/A	N/A
02/07/2021	100.00%	100.00%	0.00%	0.00%	419	866	N/A	N/A	3232	4251	N/A	N/A	N/A	N/A
03/07/2021	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
04/07/2021	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
05/07/2021	100.00%	100.00%	0.00%	0.00%	497	611	N/A	N/A	N/A	4287	N/A	N/A	N/A	N/A
06/07/2021	100.00%	100.00%	0.00%	0.00%	309	410	N/A	N/A	3670	3884	N/A	N/A	N/A	N/A
07/07/2021	100.00%	100.00%	0.00%	0.00%	242	683	N/A	N/A	4277	5312	N/A	N/A	N/A	N/A
08/07/2021	100.00%	100.00%	0.00%	0.00%	152	759	N/A	N/A	3600	3571	N/A	N/A	N/A	N/A
09/07/2021	100.00%	100.00%	0.00%	0.00%	509	668	N/A	N/A	4630	4207	N/A	N/A	N/A	N/A
10/07/2021	100.00%	100.00%	0.00%	0.00%	N/A	539	N/A	N/A	N/A	4060	N/A	N/A	N/A	N/A
11/07/2021	100.00%	100.00%	0.00%	0.00%	N/A	163	N/A	N/A	N/A	4395	N/A	N/A	N/A	N/A
12/07/2021	100.00%	100.00%	0.00%	0.00%	522	624	N/A	N/A	3802	4687	N/A	N/A	N/A	N/A
13/07/2021	100.00%	100.00%	0.00%	0.00%	752	662	N/A	N/A	3959	3862	N/A	N/A	N/A	N/A
14/07/2021	100.00%	100.00%	0.00%	0.00%	336	2779	N/A	N/A	4920	4382	N/A	N/A	N/A	N/A
15/07/2021	100.00%	100.00%	0.00%	0.00%	464	583	N/A	N/A	4950	4150	N/A	N/A	N/A	N/A
16/07/2021	100.00%	100.00%	0.00%	0.00%	764	697	N/A	N/A	5052	4056	N/A	N/A	N/A	N/A
17/07/2021	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
18/07/2021	100.00%	100.00%	0.00%	0.00%	1405	810	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
19/07/2021	100.00%	100.00%	0.00%	0.00%	225	511	N/A	N/A	4015	4526	N/A	N/A	N/A	N/A
20/07/2021	100.00%	100.00%	0.00%	0.00%	1055	395	N/A	N/A	3647	4600	N/A	N/A	N/A	N/A
21/07/2021	100.00%	100.00%	0.00%	0.00%	360	581	N/A	N/A	4070	4624	N/A	N/A	N/A	N/A
22/07/2021	100.00%	100.00%	0.00%	0.00%	240	501	N/A	N/A	3786	4785	N/A	N/A	N/A	N/A
23/07/2021	100.00%	100.00%	0.00%	0.00%	402	447	N/A	N/A	4362	4383	N/A	N/A	N/A	N/A
24/07/2021	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
25/07/2021	100.00%	100.00%	0.00%	0.00%	187	N/A	N/A	N/A	4459	N/A	N/A	N/A	N/A	N/A
26/07/2021	100.00%	100.00%	0.00%	0.00%	1038	481	N/A	N/A	4734	4060	N/A	N/A	N/A	N/A
27/07/2021	100.00%	100.00%	0.00%	0.00%	1342	1490	N/A	N/A	4417	6604	N/A	N/A	N/A	N/A
28/07/2021	100.00%	100.00%	0.00%	0.00%	487	604	N/A	N/A	6058	4959	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
29/07/2021	100.00%	100.00%	0.00%	0.00%	492	447	N/A	N/A	5044	4250	N/A	N/A	N/A	N/A
30/07/2021	100.00%	100.00%	0.00%	0.00%	1084	457	N/A	N/A	5001	3915	N/A	N/A	N/A	N/A
31/07/2021	100.00%	100.00%	0.00%	0.00%	N/A	497	N/A	N/A	N/A	3980	N/A	N/A	N/A	N/A
01/08/2021	100.00%	100.00%	0.00%	0.00%	N/A	320	N/A	N/A	N/A	3723	N/A	N/A	N/A	N/A
02/08/2021	100.00%	100.00%	0.00%	0.00%	717	377	N/A	N/A	3841	4399	N/A	N/A	N/A	N/A
03/08/2021	100.00%	100.00%	0.00%	0.00%	506	370	N/A	N/A	3662	4002	N/A	N/A	N/A	N/A
04/08/2021	100.00%	100.00%	0.00%	0.00%	927	996	N/A	N/A	4891	4826	N/A	N/A	N/A	N/A
05/08/2021	100.00%	100.00%	0.00%	0.00%	864	1664	N/A	N/A	4135	7851	N/A	N/A	N/A	N/A
06/08/2021	100.00%	100.00%	0.00%	0.00%	561	682	N/A	N/A	4108	5461	N/A	N/A	N/A	N/A
07/08/2021	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
08/08/2021	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
09/08/2021	100.00%	100.00%	0.00%	0.00%	877	542	N/A	N/A	4404	5710	N/A	N/A	N/A	N/A
10/08/2021	100.00%	100.00%	0.00%	0.00%	595	589	N/A	N/A	3974	4308	N/A	N/A	N/A	N/A
11/08/2021	100.00%	100.00%	0.00%	0.00%	403	1011	N/A	N/A	4335	5040	N/A	N/A	N/A	N/A
12/08/2021	100.00%	100.00%	0.00%	0.00%	159	940	N/A	N/A	4325	7000	N/A	N/A	N/A	N/A
13/08/2021	100.00%	100.00%	0.00%	0.00%	N/A	349	N/A	N/A	N/A	4258	N/A	N/A	N/A	N/A
14/08/2021	100.00%	100.00%	0.00%	0.00%	N/A	386	N/A	N/A	N/A	4457	N/A	N/A	N/A	N/A
15/08/2021	100.00%	100.00%	0.00%	0.00%	285	180	N/A	N/A	3023	4743	N/A	N/A	N/A	N/A
16/08/2021	100.00%	100.00%	0.00%	0.00%	838	5665	N/A	N/A	5908	4455	N/A	N/A	N/A	N/A
17/08/2021	100.00%	100.00%	0.00%	0.00%	1133	704	N/A	N/A	5428	4672	N/A	N/A	N/A	N/A
18/08/2021	100.00%	100.00%	0.00%	0.00%	708	2444	N/A	N/A	4611	6131	N/A	N/A	N/A	N/A
19/08/2021	100.00%	100.00%	0.00%	0.00%	1550	567	N/A	N/A	6599	4276	N/A	N/A	N/A	N/A
20/08/2021	100.00%	100.00%	0.00%	0.00%	253	340	N/A	N/A	7533	4426	N/A	N/A	N/A	N/A
21/08/2021	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
22/08/2021	100.00%	100.00%	0.00%	0.00%	147	N/A	N/A	N/A	5335	N/A	N/A	N/A	N/A	N/A
23/08/2021	100.00%	100.00%	0.00%	0.00%	738	852	N/A	N/A	3912	5382	N/A	N/A	N/A	N/A
24/08/2021	100.00%	100.00%	0.00%	0.00%	1198	435	N/A	N/A	8877	4350	N/A	N/A	N/A	N/A
25/08/2021	100.00%	100.00%	0.00%	0.00%	3560	1528	N/A	N/A	4504	6889	N/A	N/A	N/A	N/A
26/08/2021	100.00%	100.00%	0.00%	0.00%	428	263	N/A	N/A	4009	4038	N/A	N/A	N/A	N/A
27/08/2021	100.00%	100.00%	0.00%	0.00%	1675	1113	N/A	N/A	4958	6264	N/A	N/A	N/A	N/A
28/08/2021	100.00%	100.00%	0.00%	0.00%	2267	1207	N/A	N/A	4916	6574	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
04/09/2021	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
05/09/2021	100.00%	100.00%	0.00%	0.00%	334	N/A	N/A	N/A	4336	N/A	N/A	N/A	N/A	N/A
06/09/2021	100.00%	100.00%	0.00%	0.00%	409	504	N/A	N/A	4271	4259	N/A	N/A	N/A	N/A
07/09/2021	100.00%	100.00%	0.00%	0.00%	403	554	N/A	N/A	4449	4335	N/A	N/A	N/A	N/A
08/09/2021	100.00%	100.00%	0.00%	0.00%	3901	393	N/A	N/A	9863	5486	N/A	N/A	N/A	N/A
09/09/2021	100.00%	100.00%	0.00%	0.00%	1980	24942	N/A	N/A	6363	4228	N/A	N/A	N/A	N/A
10/09/2021	100.00%	100.00%	0.00%	0.00%	627	275	N/A	N/A	N/A	4239	N/A	N/A	N/A	N/A
11/09/2021	100.00%	100.00%	0.00%	0.00%	464	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
12/09/2021	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
13/09/2021	100.00%	100.00%	0.00%	0.00%	571	965	N/A	N/A	3800	4181	N/A	N/A	N/A	N/A
14/09/2021	100.00%	100.00%	0.00%	0.00%	344	1958	N/A	N/A	4211	6444	N/A	N/A	N/A	N/A
15/09/2021	100.00%	100.00%	0.00%	0.00%	707	563	N/A	N/A	4985	4753	N/A	N/A	N/A	N/A
16/09/2021	100.00%	100.00%	0.00%	0.00%	499	667	N/A	N/A	11234	4360	N/A	N/A	N/A	N/A
17/09/2021	100.00%	100.00%	0.00%	0.00%	279	423	N/A	N/A	4407	4575	N/A	N/A	N/A	N/A
18/09/2021	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
19/09/2021	100.00%	98.60%	0.00%	1.40%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
20/09/2021	100.00%	100.00%	0.00%	0.00%	1789	300	N/A	N/A	4889	4978	N/A	N/A	N/A	N/A
21/09/2021	100.00%	100.00%	0.00%	0.00%	339	403	N/A	N/A	4409	4245	N/A	N/A	N/A	N/A
22/09/2021	100.00%	100.00%	0.00%	0.00%	372	571	N/A	N/A	6068	3956	N/A	N/A	N/A	N/A
23/09/2021	100.00%	100.00%	0.00%	0.00%	679	416	N/A	N/A	5061	4379	N/A	N/A	N/A	N/A
24/09/2021	100.00%	100.00%	0.00%	0.00%	530	184	N/A	N/A	7256	4051	N/A	N/A	N/A	N/A
25/09/2021	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
26/09/2021	100.00%	100.00%	0.00%	0.00%	149	220	N/A	N/A	4769	4544	N/A	N/A	N/A	N/A
27/09/2021	100.00%	100.00%	0.00%	0.00%	357	572	N/A	N/A	4609	4091	N/A	N/A	N/A	N/A
28/09/2021	100.00%	100.00%	0.00%	0.00%	118	507	N/A	N/A	4522	4681	N/A	N/A	N/A	N/A
29/09/2021	100.00%	99.90%	0.00%	0.10%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
30/09/2021	100.00%	99.90%	0.00%	0.10%	1503	N/A	N/A	N/A	8750	N/A	N/A	N/A	N/A	N/A
01/10/2021	100.00%	99.90%	0.00%	0.10%	1589	12513	N/A	N/A	9715	4465	N/A	N/A	N/A	N/A