



# PSD2 - STATISTICS 2023

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
01/01/2023	100.00%	100.00%	0.00%	0.00%	199	45	N/A	N/A	5031	N/A	N/A	N/A	N/A	N/A
02/01/2023	100.00%	100.00%	0.00%	0.00%	211	N/A	N/A	N/A	4161	N/A	N/A	N/A	N/A	N/A
03/01/2023	100.00%	100.00%	0.00%	0.00%	103	140	N/A	N/A	4523	N/A	N/A	N/A	N/A	N/A
04/01/2023	100.00%	100.00%	0.00%	0.00%	285	263	N/A	N/A	5266	4983	N/A	N/A	N/A	N/A
05/01/2023	100.00%	100.00%	0.00%	0.00%	163	206	N/A	N/A	4423	5553	N/A	N/A	N/A	N/A
06/01/2023	100.00%	100.00%	0.00%	0.00%	144	N/A	N/A	N/A	5581	N/A	N/A	N/A	N/A	N/A
07/01/2023	100.00%	100.00%	0.00%	0.00%	55	285	N/A	N/A	5468	N/A	N/A	N/A	N/A	N/A
08/01/2023	100.00%	100.00%	0.00%	0.00%	84	135	N/A	N/A	5597	6253	N/A	N/A	N/A	N/A
09/01/2023	100.00%	100.00%	0.00%	0.00%	205	199	N/A	N/A	4771	4030	N/A	N/A	N/A	N/A
10/01/2023	100.00%	100.00%	0.00%	0.00%	149	54	N/A	N/A	4724	N/A	N/A	N/A	N/A	N/A
11/01/2023	100.00%	100.00%	0.00%	0.00%	151	181	N/A	N/A	4842	4516	N/A	N/A	N/A	N/A
12/01/2023	100.00%	100.00%	0.00%	0.00%	176	136	N/A	N/A	4221	4248	N/A	N/A	N/A	N/A
13/01/2023	100.00%	100.00%	0.00%	0.00%	247	277	N/A	N/A	6803	4466	N/A	N/A	N/A	N/A
14/01/2023	100.00%	100.00%	0.00%	0.00%	N/A	51	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
15/01/2023	100.00%	100.00%	0.00%	0.00%	271	N/A	N/A	N/A	4841	N/A	N/A	N/A	N/A	N/A
16/01/2023	100.00%	100.00%	0.00%	0.00%	165	167	N/A	N/A	6723	4041	N/A	N/A	N/A	N/A
17/01/2023	100.00%	100.00%	0.00%	0.00%	170	124	N/A	N/A	4350	4434	N/A	N/A	N/A	N/A
18/01/2023	100.00%	100.00%	0.00%	0.00%	125	238	N/A	N/A	4885	3864	N/A	N/A	N/A	N/A
19/01/2023	100.00%	100.00%	0.00%	0.00%	210	169	N/A	N/A	5109	4971	N/A	N/A	N/A	N/A
20/01/2023	100.00%	100.00%	0.00%	0.00%	219	217	N/A	N/A	4575	9699	N/A	N/A	N/A	N/A
21/01/2023	99.93%	100.00%	0.07%	0.00%	265	N/A	N/A	N/A	4104	N/A	N/A	N/A	N/A	N/A
22/01/2023	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
23/01/2023	100.00%	100.00%	0.00%	0.00%	171	200	N/A	N/A	5213	5116	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
24/01/2023	100.00%	100.00%	0.00%	0.00%	188	228	N/A	N/A	5375	4708	N/A	N/A	N/A	N/A
25/01/2023	100.00%	100.00%	0.00%	0.00%	127	117	N/A	N/A	7202	N/A	N/A	N/A	N/A	N/A
26/01/2023	100.00%	100.00%	0.00%	0.00%	161	169	N/A	N/A	4745	4827	N/A	N/A	N/A	N/A
27/01/2023	100.00%	100.00%	0.00%	0.00%	132	146	N/A	N/A	5062	5001	N/A	N/A	N/A	N/A
28/01/2023	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
29/01/2023	100.00%	100.00%	0.00%	0.00%	56	N/A	N/A	N/A	6238	N/A	N/A	N/A	N/A	N/A
30/01/2023	100.00%	100.00%	0.00%	0.00%	193	82	N/A	N/A	4642	4204	N/A	N/A	N/A	N/A
31/01/2023	100.00%	100.00%	0.00%	0.00%	184	137	N/A	N/A	4499	5464	N/A	N/A	N/A	N/A
01/02/2023	100.00%	100.00%	0.00%	0.00%	137	218	N/A	N/A	5210	4419	N/A	N/A	N/A	N/A
02/02/2023	100.00%	100.00%	0.00%	0.00%	143	52	N/A	N/A	5337	4252	N/A	N/A	N/A	N/A
03/02/2023	100.00%	100.00%	0.00%	0.00%	307	212	N/A	N/A	4495	4574	N/A	N/A	N/A	N/A
04/02/2023	100.00%	100.00%	0.00%	0.00%	189	87	N/A	N/A	4484	5461	N/A	N/A	N/A	N/A
05/02/2023	100.00%	100.00%	0.00%	0.00%	53	76	N/A	N/A	3868	N/A	N/A	N/A	N/A	N/A
06/02/2023	100.00%	100.00%	0.00%	0.00%	123	158	N/A	N/A	4464	4766	N/A	N/A	N/A	N/A
07/02/2023	100.00%	100.00%	0.00%	0.00%	190	147	N/A	N/A	5297	3693	N/A	N/A	N/A	N/A
08/02/2023	100.00%	100.00%	0.00%	0.00%	103	110	N/A	N/A	4954	4197	N/A	N/A	N/A	N/A
09/02/2023	100.00%	100.00%	0.00%	0.00%	163	205	N/A	N/A	4897	4483	N/A	N/A	N/A	N/A
10/02/2023	100.00%	100.00%	0.00%	0.00%	198	102	N/A	N/A	5643	3979	N/A	N/A	N/A	N/A
11/02/2023	100.00%	100.00%	0.00%	0.00%	N/A	139	N/A	N/A	N/A	5882	N/A	N/A	N/A	N/A
12/02/2023	100.00%	100.00%	0.00%	0.00%	434	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
13/02/2023	100.00%	100.00%	0.00%	0.00%	181	226	N/A	N/A	4168	4261	N/A	N/A	N/A	N/A
14/02/2023	100.00%	100.00%	0.00%	0.00%	248	68	N/A	N/A	4845	4954	N/A	N/A	N/A	N/A
15/02/2023	100.00%	100.00%	0.00%	0.00%	2803	347	N/A	N/A	4621	N/A	N/A	N/A	N/A	N/A
16/02/2023	100.00%	100.00%	0.00%	0.00%	210	229	N/A	N/A	4855	4776	N/A	N/A	N/A	N/A
17/02/2023	100.00%	100.00%	0.00%	0.00%	278	141	N/A	N/A	5456	5558	N/A	N/A	N/A	N/A
18/02/2023	100.00%	100.00%	0.00%	0.00%	578	251	N/A	N/A	N/A	6746	N/A	N/A	N/A	N/A
19/02/2023	100.00%	100.00%	0.00%	0.00%	113	N/A	N/A	N/A	6436	N/A	N/A	N/A	N/A	N/A
20/02/2023	100.00%	100.00%	0.00%	0.00%	187	82	N/A	N/A	4895	N/A	N/A	N/A	N/A	N/A
21/02/2023	100.00%	100.00%	0.00%	0.00%	118	127	N/A	N/A	4546	4244	N/A	N/A	N/A	N/A
22/02/2023	100.00%	100.00%	0.00%	0.00%	148	155	N/A	N/A	4407	4343	N/A	N/A	N/A	N/A
23/02/2023	100.00%	100.00%	0.00%	0.00%	71	116	N/A	N/A	4700	6074	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
24/02/2023	100.00%	100.00%	0.00%	0.00%	70	119	N/A	N/A	4971	4692	N/A	N/A	N/A	N/A
25/02/2023	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
26/02/2023	100.00%	100.00%	0.00%	0.00%	47	N/A	N/A	N/A	5784	N/A	N/A	N/A	N/A	N/A
27/02/2023	100.00%	100.00%	0.00%	0.00%	125	1690	N/A	N/A	5548	4553	N/A	N/A	N/A	N/A
28/02/2023	100.00%	100.00%	0.00%	0.00%	204	235	N/A	N/A	6270	5649	N/A	N/A	N/A	N/A
01/03/2023	100.00%	100.00%	0.00%	0.00%	194	152	N/A	N/A	5121	4920	N/A	N/A	N/A	N/A
02/03/2023	100.00%	100.00%	0.00%	0.00%	177	151	N/A	N/A	4843	5046	N/A	N/A	N/A	N/A
03/03/2023	100.00%	100.00%	0.00%	0.00%	184	248	N/A	N/A	4670	4974	N/A	N/A	N/A	N/A
04/03/2023	100.00%	100.00%	0.00%	0.00%	N/A	225	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
05/03/2023	100.00%	93.00%	0.00%	7.00%	205	194	N/A	N/A	5518	N/A	N/A	N/A	N/A	N/A
06/03/2023	100.00%	100.00%	0.00%	0.00%	228	216	N/A	N/A	12094	5571	N/A	N/A	N/A	N/A
07/03/2023	100.00%	100.00%	0.00%	0.00%	134	159	N/A	N/A	8161	4899	N/A	N/A	N/A	N/A
08/03/2023	100.00%	100.00%	0.00%	0.00%	280	200	N/A	N/A	5092	5285	N/A	N/A	N/A	N/A
09/03/2023	100.00%	100.00%	0.00%	0.00%	151	151	N/A	N/A	4873	4692	N/A	N/A	N/A	N/A
10/03/2023	100.00%	100.00%	0.00%	0.00%	75	229	N/A	N/A	5697	5384	N/A	N/A	N/A	N/A
11/03/2023	100.00%	100.00%	0.00%	0.00%	86	45	N/A	N/A	6101	6652	N/A	N/A	N/A	N/A
12/03/2023	100.00%	95.10%	0.00%	4.90%	49	116	N/A	N/A	5824	4699	N/A	N/A	N/A	N/A
13/03/2023	100.00%	100.00%	0.00%	0.00%	140	178	N/A	N/A	4960	7806	N/A	N/A	N/A	N/A
14/03/2023	100.00%	100.00%	0.00%	0.00%	230	718	N/A	N/A	6057	7439	N/A	N/A	N/A	N/A
15/03/2023	100.00%	100.00%	0.00%	0.00%	141	355	N/A	N/A	5319	4609	N/A	N/A	N/A	N/A
16/03/2023	100.00%	100.00%	0.00%	0.00%	128	175	N/A	N/A	5188	4369	N/A	N/A	N/A	N/A
17/03/2023	100.00%	100.00%	0.00%	0.00%	99	116	N/A	N/A	4691	4651	N/A	N/A	N/A	N/A
18/03/2023	100.00%	100.00%	0.00%	0.00%	N/A	36	N/A	N/A	N/A	5876	N/A	N/A	N/A	N/A
19/03/2023	100.00%	100.00%	0.00%	0.00%	56	338	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
20/03/2023	100.00%	100.00%	0.00%	0.00%	170	172	N/A	N/A	5800	6428	N/A	N/A	N/A	N/A
21/03/2023	100.00%	100.00%	0.00%	0.00%	151	226	N/A	N/A	4623	4729	N/A	N/A	N/A	N/A
22/03/2023	100.00%	100.00%	0.00%	0.00%	118	146	N/A	N/A	4856	5398	N/A	N/A	N/A	N/A
23/03/2023	100.00%	100.00%	0.00%	0.00%	175	169	N/A	N/A	4878	4649	N/A	N/A	N/A	N/A
24/03/2023	100.00%	100.00%	0.00%	0.00%	187	97	N/A	N/A	5022	4924	N/A	N/A	N/A	N/A
25/03/2023	99.93%	100.00%	0.07%	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
26/03/2023	100.00%	100.00%	0.00%	0.00%	127	N/A	N/A	N/A	5575	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
27/03/2023	100.00%	96.50%	0.00%	3.50%	840	252	N/A	N/A	4972	5457	N/A	N/A	N/A	N/A
28/03/2023	100.00%	100.00%	0.00%	0.00%	173	353	N/A	N/A	5471	4245	N/A	N/A	N/A	N/A
29/03/2023	100.00%	100.00%	0.00%	0.00%	153	213	N/A	N/A	5265	5843	N/A	N/A	N/A	N/A
30/03/2023	100.00%	100.00%	0.00%	0.00%	169	460	N/A	N/A	5141	N/A	N/A	N/A	N/A	N/A
31/03/2023	100.00%	100.00%	0.00%	0.00%	167	490	N/A	N/A	5186	5130	N/A	N/A	N/A	N/A
01/04/2023	100.00%	100.00%	0.00%	0.00%	133	213	N/A	N/A	4921	N/A	N/A	N/A	N/A	N/A
02/04/2023	100.00%	100.00%	0.00%	0.00%	N/A	N/A	N/A	0%	N/A	N/A	N/A	0%	N/A	N/A
03/04/2023	100.00%	100.00%	0.00%	0.00%	192	115	N/A	0%	5352	4316	N/A	0%	N/A	N/A
04/04/2023	100.00%	100.00%	0.00%	0.00%	173	118	N/A	0%	4939	5035	N/A	0%	N/A	N/A
05/04/2023	100.00%	100.00%	0.00%	0.00%	250	85	N/A	0%	5702	6223	N/A	0%	N/A	N/A
06/04/2023	100.00%	100.00%	0.00%	0.00%	170	419	N/A	0%	5279	5522	N/A	0%	N/A	N/A
07/04/2023	100.00%	100.00%	0.00%	0.00%	81	N/A	N/A	0%	4934	N/A	N/A	0%	N/A	N/A
08/04/2023	100.00%	100.00%	0.00%	0.00%	209	351	N/A	0%	6356	N/A	N/A	0%	N/A	N/A
09/04/2023	100.00%	100.00%	0.00%	0.00%	152	218	N/A	0%	5606	N/A	N/A	0%	N/A	N/A
10/04/2023	100.00%	100.00%	0.00%	0.00%	288	N/A	N/A	0%	5449	N/A	N/A	0%	N/A	N/A
11/04/2023	100.00%	100.00%	0.00%	0.00%	159	218	N/A	0%	5295	5141	N/A	0%	N/A	N/A
12/04/2023	100.00%	100.00%	0.00%	0.00%	197	300	N/A	0%	5280	5091	N/A	0%	N/A	N/A
13/04/2023	100.00%	100.00%	0.00%	0.00%	224	151	N/A	0%	6876	5836	N/A	0%	N/A	N/A
14/04/2023	100.00%	100.00%	0.00%	0.00%	132	237	N/A	0%	5518	4634	N/A	0%	N/A	N/A
15/04/2023	100.00%	100.00%	0.00%	0.00%	235	N/A	N/A	0%	N/A	N/A	N/A	0%	N/A	N/A
16/04/2023	100.00%	100.00%	0.00%	0.00%	455	N/A	N/A	0%	5975	N/A	N/A	0%	N/A	N/A
17/04/2023	100.00%	100.00%	0.00%	0.00%	208	162	N/A	0%	5440	5606	N/A	0%	N/A	N/A
18/04/2023	100.00%	100.00%	0.00%	0.00%	167	197	N/A	0%	5531	5610	N/A	0%	N/A	N/A
19/04/2023	100.00%	100.00%	0.00%	0.00%	213	162	N/A	0%	5148	5708	N/A	0%	N/A	N/A
20/04/2023	100.00%	100.00%	0.00%	0.00%	180	286	N/A	0%	4573	4929	N/A	0%	N/A	N/A
21/04/2023	100.00%	100.00%	0.00%	0.00%	190	81	N/A	0%	5260	5129	N/A	0%	N/A	N/A
22/04/2023	100.00%	100.00%	0.00%	0.00%	351	61	N/A	0%	N/A	N/A	N/A	0%	N/A	N/A
23/04/2023	100.00%	100.00%	0.00%	0.00%	348	N/A	N/A	0%	9474	N/A	N/A	0%	N/A	N/A
24/04/2023	100.00%	100.00%	0.00%	0.00%	111	134	N/A	0%	7705	6651	N/A	0%	N/A	N/A
25/04/2023	100.00%	100.00%	0.00%	0.00%	154	207	N/A	0%	6912	7052	N/A	0%	N/A	N/A
26/04/2023	100.00%	100.00%	0.00%	0.00%	154	238	N/A	0%	6949	6879	N/A	0%	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
27/04/2023	100.00%	100.00%	0.00%	0.00%	263	187	N/A	0%	7768	6807	N/A	0%	N/A	N/A
28/04/2023	100.00%	100.00%	0.00%	0.00%	570	181	N/A	0%	8690	9022	N/A	0%	N/A	N/A
29/04/2023	100.00%	100.00%	0.00%	0.00%	140	38	N/A	0%	8767	N/A	N/A	0%	N/A	N/A
30/04/2023	100.00%	100.00%	0.00%	0.00%	49	541	N/A	0%	9937	N/A	N/A	0%	N/A	N/A
01/05/2023	100.00%	100.00%	0.00%	0.00%	158	216	N/A	0%	6939	6495	N/A	0%	N/A	N/A
02/05/2023	100.00%	100.00%	0.00%	0.00%	201	54	N/A	0%	8134	6557	N/A	0%	N/A	N/A
03/05/2023	100.00%	100.00%	0.00%	0.00%	172	188	N/A	0%	7350	7968	N/A	0%	N/A	N/A
04/05/2023	100.00%	100.00%	0.00%	0.00%	180	227	N/A	0%	7498	N/A	N/A	0%	N/A	N/A
05/05/2023	100.00%	100.00%	0.00%	0.00%	168	482	N/A	0%	7402	8202	N/A	0%	N/A	N/A
06/05/2023	100.00%	100.00%	0.00%	0.00%	333	N/A	N/A	0%	7756	N/A	N/A	0%	N/A	N/A
07/05/2023	100.00%	100.00%	0.00%	0.00%	N/A	141	N/A	0%	N/A	7505	N/A	0%	N/A	N/A
08/05/2023	100.00%	100.00%	0.00%	0.00%	291	310	N/A	0%	8454	7773	N/A	0%	N/A	N/A
09/05/2023	100.00%	100.00%	0.00%	0.00%	136	162	N/A	0%	7126	7582	N/A	0%	N/A	N/A
10/05/2023	100.00%	100.00%	0.00%	0.00%	220	167	N/A	0%	7429	6996	N/A	0%	N/A	N/A
11/05/2023	100.00%	100.00%	0.00%	0.00%	156	132	N/A	0%	7654	7707	N/A	0%	N/A	N/A
12/05/2023	100.00%	100.00%	0.00%	0.00%	195	188	N/A	0%	7495	N/A	N/A	0%	N/A	N/A
13/05/2023	100.00%	100.00%	0.00%	0.00%	1017	242	N/A	0%	9373	N/A	N/A	0%	N/A	N/A
14/05/2023	100.00%	100.00%	0.00%	0.00%	263	40	N/A	0%	8123	5671	N/A	0%	N/A	N/A
15/05/2023	100.00%	100.00%	0.00%	0.00%	135	250	N/A	0%	7018	7498	N/A	0%	N/A	N/A
16/05/2023	100.00%	100.00%	0.00%	0.00%	171	826	N/A	0%	7105	N/A	N/A	0%	N/A	N/A
17/05/2023	100.00%	100.00%	0.00%	0.00%	245	183	N/A	0%	7470	7628	N/A	0%	N/A	N/A
18/05/2023	100.00%	100.00%	0.00%	0.00%	176	51	N/A	0%	7366	N/A	N/A	0%	N/A	N/A
19/05/2023	100.00%	100.00%	0.00%	0.00%	192	351	N/A	0%	6829	13798	N/A	0%	N/A	N/A
20/05/2023	100.00%	100.00%	0.00%	0.00%	224	N/A	N/A	0%	6087	N/A	N/A	0%	N/A	N/A
21/05/2023	100.00%	100.00%	0.00%	0.00%	N/A	N/A	N/A	0%	N/A	N/A	N/A	0%	N/A	N/A
22/05/2023	100.00%	100.00%	0.00%	0.00%	956	135	N/A	0%	6819	5936	N/A	0%	N/A	N/A
23/05/2023	100.00%	100.00%	0.00%	0.00%	135	213	N/A	0%	7049	8340	N/A	0%	N/A	N/A
24/05/2023	100.00%	100.00%	0.00%	0.00%	224	196	N/A	0%	6990	6859	N/A	0%	N/A	N/A
25/05/2023	100.00%	100.00%	0.00%	0.00%	144	35	N/A	0%	8847	7018	N/A	0%	N/A	N/A
26/05/2023	100.00%	100.00%	0.00%	0.00%	197	266	N/A	0%	7541	7727	N/A	0%	N/A	N/A
27/05/2023	100.00%	100.00%	0.00%	0.00%	53	155	N/A	0%	N/A	N/A	N/A	0%	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
28/05/2023	100.00%	100.00%	0.00%	0.00%	488	N/A	N/A	0%	7941	N/A	N/A	0%	N/A	N/A
29/05/2023	100.00%	100.00%	0.00%	0.00%	145	29	N/A	0%	6298	N/A	N/A	0%	N/A	N/A
30/05/2023	100.00%	100.00%	0.00%	0.00%	179	171	N/A	0%	7183	6973	N/A	0%	N/A	N/A
31/05/2023	100.00%	100.00%	0.00%	0.00%	167	155	N/A	0%	7272	7311	N/A	0%	N/A	N/A
01/06/2023	100.00%	100.00%	0.00%	0.00%	178	50	N/A	0%	8074	6791	N/A	0%	N/A	N/A
02/06/2023	100.00%	100.00%	0.00%	0.00%	168	137	N/A	0%	6828	5680	N/A	0%	N/A	N/A
03/06/2023	100.00%	100.00%	0.00%	0.00%	N/A	38	N/A	0%	N/A	8740	N/A	0%	N/A	N/A
04/06/2023	100.00%	100.00%	0.00%	0.00%	191	676	N/A	0%	7474	N/A	N/A	0%	N/A	N/A
05/06/2023	100.00%	100.00%	0.00%	0.00%	123	124	N/A	0%	6095	6589	N/A	0%	N/A	N/A
06/06/2023	100.00%	100.00%	0.00%	0.00%	179	144	N/A	0%	7064	N/A	N/A	0%	N/A	N/A
07/06/2023	100.00%	100.00%	0.00%	0.00%	234	182	N/A	0%	7508	7302	N/A	0%	N/A	N/A
08/06/2023	100.00%	100.00%	0.00%	0.00%	147	231	N/A	0%	8727	9693	N/A	0%	N/A	N/A
09/06/2023	100.00%	100.00%	0.00%	0.00%	195	104	N/A	0%	7321	7305	N/A	0%	N/A	N/A
10/06/2023	100.00%	100.00%	0.00%	0.00%	N/A	N/A	N/A	0%	N/A	N/A	N/A	0%	N/A	N/A
11/06/2023	100.00%	100.00%	0.00%	0.00%	N/A	N/A	N/A	0%	N/A	N/A	N/A	0%	N/A	N/A
12/06/2023	100.00%	100.00%	0.00%	0.00%	327	N/A	N/A	0%	6476	N/A	N/A	0%	N/A	N/A
13/06/2023	100.00%	100.00%	0.00%	0.00%	127	56	N/A	0%	7516	6022	N/A	0%	N/A	N/A
14/06/2023	100.00%	100.00%	0.00%	0.00%	192	164	N/A	0%	6999	7129	N/A	0%	N/A	N/A
15/06/2023	100.00%	100.00%	0.00%	0.00%	148	193	N/A	0%	7159	6555	N/A	0%	N/A	N/A
16/06/2023	100.00%	100.00%	0.00%	0.00%	165	219	N/A	0%	8025	N/A	N/A	0%	N/A	N/A
17/06/2023	100.00%	100.00%	0.00%	0.00%	64	2063	N/A	0%	8141	7741	N/A	0%	N/A	N/A
18/06/2023	100.00%	100.00%	0.00%	0.00%	249	N/A	N/A	0%	8688	N/A	N/A	0%	N/A	N/A
19/06/2023	100.00%	100.00%	0.00%	0.00%	204	98	N/A	0%	8460	7718	N/A	0%	N/A	N/A
20/06/2023	100.00%	100.00%	0.00%	0.00%	212	143	N/A	0%	8006	8385	N/A	0%	N/A	N/A
21/06/2023	100.00%	100.00%	0.00%	0.00%	149	130	N/A	0%	6896	7601	N/A	0%	N/A	N/A
22/06/2023	100.00%	100.00%	0.00%	0.00%	178	140	N/A	0%	9744	8804	N/A	0%	N/A	N/A
23/06/2023	100.00%	100.00%	0.00%	0.00%	161	142	N/A	0%	6288	7578	N/A	0%	N/A	N/A
24/06/2023	100.00%	100.00%	0.00%	0.00%	32	N/A	N/A	0%	7360	N/A	N/A	0%	N/A	N/A
25/06/2023	100.00%	100.00%	0.00%	0.00%	N/A	N/A	N/A	0%	N/A	N/A	N/A	0%	N/A	N/A
26/06/2023	100.00%	100.00%	0.00%	0.00%	179	77	N/A	0%	6472	N/A	N/A	0%	N/A	N/A
27/06/2023	100.00%	100.00%	0.00%	0.00%	162	107	N/A	0%	7473	7278	N/A	0%	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
28/06/2023	100.00%	100.00%	0.00%	0.00%	256	76	N/A	0%	7381	6357	N/A	0%	N/A	N/A
29/06/2023	100.00%	100.00%	0.00%	0.00%	283	95	N/A	0%	8776	6853	N/A	0%	N/A	N/A
30/06/2023	100.00%	100.00%	0.00%	0.00%	186	232	N/A	0%	7401	8253	N/A	0%	N/A	N/A
01/07/2023	100.00%	100.00%	0.00%	0.00%	45	88	N/A	0%	N/A	6872	N/A	0%	N/A	N/A
02/07/2023	100.00%	100.00%	0.00%	0.00%	N/A	N/A	N/A	0%	N/A	N/A	N/A	0%	N/A	N/A
03/07/2023	100.00%	100.00%	0.00%	0.00%	149	162	N/A	0%	6711	6696	N/A	0%	N/A	N/A
04/07/2023	100.00%	100.00%	0.00%	0.00%	88	175	N/A	0%	7162	7400	N/A	0%	N/A	N/A
05/07/2023	100.00%	100.00%	0.00%	0.00%	199	200	N/A	0%	7537	7574	N/A	0%	N/A	N/A
06/07/2023	100.00%	100.00%	0.00%	0.00%	90	236	N/A	0%	7038	7533	N/A	0%	N/A	N/A
07/07/2023	100.00%	100.00%	0.00%	0.00%	111	120	N/A	0%	10749	8018	N/A	0%	N/A	N/A
08/07/2023	100.00%	100.00%	0.00%	0.00%	78	37	N/A	0%	N/A	9357	N/A	0%	N/A	N/A
09/07/2023	100.00%	100.00%	0.00%	0.00%	26	142	N/A	0%	N/A	9055	N/A	0%	N/A	N/A
10/07/2023	100.00%	100.00%	0.00%	0.00%	175	165	N/A	0%	6849	6491	N/A	0%	N/A	N/A
11/07/2023	100.00%	100.00%	0.00%	0.00%	345	158	N/A	0%	7571	7590	N/A	0%	N/A	N/A
12/07/2023	100.00%	100.00%	0.00%	0.00%	372	190	N/A	0%	N/A	7594	N/A	0%	N/A	N/A
13/07/2023	100.00%	100.00%	0.00%	0.00%	185	148	N/A	0%	7371	6950	N/A	0%	N/A	N/A
14/07/2023	100.00%	100.00%	0.00%	0.00%	172	147	N/A	0%	8576	7578	N/A	0%	N/A	N/A
15/07/2023	100.00%	100.00%	0.00%	0.00%	30	270	N/A	0%	8671	8397	N/A	0%	N/A	N/A
16/07/2023	100.00%	100.00%	0.00%	0.00%	25	99	N/A	0%	N/A	8256	N/A	0%	N/A	N/A
17/07/2023	100.00%	100.00%	0.00%	0.00%	88	141	N/A	0%	6719	7846	N/A	0%	N/A	N/A
18/07/2023	100.00%	100.00%	0.00%	0.00%	366	156	N/A	0%	7150	7185	N/A	0%	N/A	N/A
19/07/2023	100.00%	100.00%	0.00%	0.00%	226	144	N/A	0%	6613	7095	N/A	0%	N/A	N/A
20/07/2023	100.00%	100.00%	0.00%	0.00%	86	157	N/A	0%	7367	7980	N/A	0%	N/A	N/A
21/07/2023	100.00%	100.00%	0.00%	0.00%	175	140	N/A	0%	7264	7162	N/A	0%	N/A	N/A
22/07/2023	100.00%	100.00%	0.00%	0.00%	346	N/A	N/A	0%	N/A	N/A	N/A	0%	N/A	N/A
23/07/2023	100.00%	100.00%	0.00%	0.00%	71	N/A	N/A	0%	6287	N/A	N/A	0%	N/A	N/A
24/07/2023	100.00%	100.00%	0.00%	0.00%	60	160	N/A	0%	8811	6957	N/A	0%	N/A	N/A
25/07/2023	100.00%	100.00%	0.00%	0.00%	265	188	N/A	0%	6141	6781	N/A	0%	N/A	N/A
26/07/2023	100.00%	100.00%	0.00%	0.00%	55	101	N/A	0%	7122	7470	N/A	0%	N/A	N/A
27/07/2023	100.00%	100.00%	0.00%	0.00%	221	160	N/A	0%	8046	7438	N/A	0%	N/A	N/A
28/07/2023	100.00%	100.00%	0.00%	0.00%	157	157	N/A	0%	7029	7076	N/A	0%	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
29/07/2023	100.00%	100.00%	0.00%	0.00%	49	142	N/A	0%	7126	7301	N/A	0%	N/A	N/A
30/07/2023	100.00%	100.00%	0.00%	0.00%	98	177	N/A	0%	N/A	8594	N/A	0%	N/A	N/A
31/07/2023	100.00%	100.00%	0.00%	0.00%	187	254	N/A	0%	7769	7217	N/A	0%	N/A	N/A
01/08/2023	100.00%	100.00%	0.00%	0.00%	169	143	N/A	0%	7162	7508	N/A	0%	N/A	N/A
02/08/2023	100.00%	100.00%	0.00%	0.00%	223	222	N/A	0%	8638	8305	N/A	0%	N/A	N/A
03/08/2023	100.00%	100.00%	0.00%	0.00%	173	129	N/A	0%	7678	7492	N/A	0%	N/A	N/A
04/08/2023	100.00%	100.00%	0.00%	0.00%	121	141	N/A	0%	N/A	7292	N/A	0%	N/A	N/A
05/08/2023	100.00%	100.00%	0.00%	0.00%	N/A	100	N/A	0%	N/A	N/A	N/A	0%	N/A	N/A
06/08/2023	100.00%	100.00%	0.00%	0.00%	N/A	118	N/A	0%	N/A	N/A	N/A	0%	N/A	N/A
07/08/2023	100.00%	100.00%	0.00%	0.00%	59	122	N/A	0%	8122	7220	N/A	0%	N/A	N/A
08/08/2023	100.00%	100.00%	0.00%	0.00%	3847	63521	N/A	0%	6713	7155	N/A	0%	N/A	N/A
09/08/2023	100.00%	100.00%	0.00%	0.00%	199	150	N/A	0%	6774	8351	N/A	0%	N/A	N/A
10/08/2023	100.00%	100.00%	0.00%	0.00%	162	140	N/A	0%	6979	7094	N/A	0%	N/A	N/A
11/08/2023	100.00%	100.00%	0.00%	0.00%	105	162	N/A	0%	7097	7094	N/A	0%	N/A	N/A
12/08/2023	100.00%	100.00%	0.00%	0.00%	N/A	111	N/A	0%	N/A	7178	N/A	0%	N/A	N/A
13/08/2023	100.00%	100.00%	0.00%	0.00%	149	55	N/A	0%	6733	7406	N/A	0%	N/A	N/A
14/08/2023	100.00%	100.00%	0.00%	0.00%	62	164	N/A	0%	7304	7664	N/A	0%	N/A	N/A
15/08/2023	100.00%	100.00%	0.00%	0.00%	N/A	108	N/A	0%	N/A	6598	N/A	0%	N/A	N/A
16/08/2023	100.00%	100.00%	0.00%	0.00%	N/A	161	N/A	0%	N/A	7396	N/A	0%	N/A	N/A
17/08/2023	100.00%	100.00%	0.00%	0.00%	68	159	N/A	0%	N/A	8748	N/A	0%	N/A	N/A
18/08/2023	100.00%	100.00%	0.00%	0.00%	182	86	N/A	0%	6818	11285	N/A	0%	N/A	N/A
19/08/2023	100.00%	100.00%	0.00%	0.00%	N/A	255	N/A	0%	N/A	7867	N/A	0%	N/A	N/A
20/08/2023	100.00%	100.00%	0.00%	0.00%	30	137	N/A	0%	7006	6542	N/A	0%	N/A	N/A
21/08/2023	100.00%	100.00%	0.00%	0.00%	103	185	N/A	0%	7592	8052	N/A	0%	N/A	N/A
22/08/2023	100.00%	100.00%	0.00%	0.00%	145	216	N/A	0%	8665	7251	N/A	0%	N/A	N/A
23/08/2023	100.00%	100.00%	0.00%	0.00%	133	118	N/A	0%	7493	7321	N/A	0%	N/A	N/A
24/08/2023	100.00%	100.00%	0.00%	0.00%	144	95	N/A	0%	7690	8190	N/A	0%	N/A	N/A
25/08/2023	100.00%	100.00%	0.00%	0.00%	164	112	N/A	0%	7687	8366	N/A	0%	N/A	N/A
26/08/2023	100.00%	100.00%	0.00%	0.00%	69	733	N/A	0%	11498	N/A	N/A	0%	N/A	N/A
27/08/2023	100.00%	100.00%	0.00%	0.00%	N/A	136	N/A	0%	N/A	8317	N/A	0%	N/A	N/A
28/08/2023	100.00%	100.00%	0.00%	0.00%	65	156	N/A	0%	7025	7726	N/A	0%	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
29/08/2023	100.00%	100.00%	0.00%	0.00%	178	163	N/A	0%	7838	9035	N/A	0%	N/A	N/A
30/08/2023	100.00%	100.00%	0.00%	0.00%	154	138	N/A	0%	7397	7984	N/A	0%	N/A	N/A
31/08/2023	100.00%	100.00%	0.00%	0.00%	162	96	N/A	0%	8107	7452	N/A	0%	N/A	N/A
01/09/2023	100.00%	100.00%	0.00%	0.00%	208	164	N/A	0%	N/A	8259	N/A	0%	N/A	N/A
02/09/2023	100.00%	100.00%	0.00%	0.00%	90	N/A	N/A	0%	19232	N/A	N/A	0%	N/A	N/A
03/09/2023	100.00%	100.00%	0.00%	0.00%	190	N/A	N/A	0%	7815	N/A	N/A	0%	N/A	N/A
04/09/2023	100.00%	100.00%	0.00%	0.00%	170	163	N/A	0%	8762	7820	N/A	0%	N/A	N/A
05/09/2023	100.00%	100.00%	0.00%	0.00%	77	105	N/A	0%	10455	8772	N/A	0%	N/A	N/A
06/09/2023	100.00%	100.00%	0.00%	0.00%	518	215	N/A	0%	N/A	7413	N/A	0%	N/A	N/A
07/09/2023	100.00%	100.00%	0.00%	0.00%	273	180	N/A	0%	8747	7960	N/A	0%	N/A	N/A
08/09/2023	100.00%	100.00%	0.00%	0.00%	56	142	N/A	0%	N/A	8780	N/A	0%	N/A	N/A
09/09/2023	100.00%	100.00%	0.00%	0.00%	132	127	N/A	0%	N/A	9441	N/A	0%	N/A	N/A
10/09/2023	100.00%	100.00%	0.00%	0.00%	N/A	N/A	N/A	0%	N/A	N/A	N/A	0%	N/A	N/A
11/09/2023	100.00%	100.00%	0.00%	0.00%	181	125	N/A	0%	8350	7752	N/A	0%	N/A	N/A
12/09/2023	100.00%	100.00%	0.00%	0.00%	N/A	198	N/A	0%	N/A	8100	N/A	0%	N/A	N/A
13/09/2023	100.00%	100.00%	0.00%	0.00%	205	135	N/A	0%	9994	8389	N/A	0%	N/A	N/A
14/09/2023	100.00%	100.00%	0.00%	0.00%	86	192	N/A	0%	7957	7809	N/A	0%	N/A	N/A
15/09/2023	100.00%	100.00%	0.00%	0.00%	83	211	N/A	0%	7969	8165	N/A	0%	N/A	N/A
16/09/2023	100.00%	100.00%	0.00%	0.00%	N/A	375	N/A	0%	N/A	8129	N/A	0%	N/A	N/A
17/09/2023	100.00%	100.00%	0.00%	0.00%	N/A	42	N/A	0%	N/A	9144	N/A	0%	N/A	N/A
18/09/2023	100.00%	100.00%	0.00%	0.00%	N/A	169	N/A	0%	N/A	7480	N/A	0%	N/A	N/A
19/09/2023	100.00%	100.00%	0.00%	0.00%	142	242	N/A	0%	7025	8891	N/A	0%	N/A	N/A
20/09/2023	100.00%	100.00%	0.00%	0.00%	141	96	N/A	0%	7020	8542	N/A	0%	N/A	N/A
21/09/2023	100.00%	100.00%	0.00%	0.00%	215	110	N/A	0%	13848	8225	N/A	0%	N/A	N/A
22/09/2023	100.00%	100.00%	0.00%	0.00%	137	181	N/A	0%	8590	8957	N/A	0%	N/A	N/A
23/09/2023	100.00%	100.00%	0.00%	0.00%	42	N/A	N/A	0%	9948	N/A	N/A	0%	N/A	N/A
24/09/2023	100.00%	100.00%	0.00%	0.00%	47	128	N/A	0%	8838	7133	N/A	0%	N/A	N/A
25/09/2023	100.00%	100.00%	0.00%	0.00%	134	220	N/A	0%	10091	8876	N/A	0%	N/A	N/A
26/09/2023	100.00%	100.00%	0.00%	0.00%	118	175	N/A	0%	10802	9064	N/A	0%	N/A	N/A
27/09/2023	100.00%	100.00%	0.00%	0.00%	280	164	N/A	0%	8200	8641	N/A	0%	N/A	N/A
28/09/2023	100.00%	100.00%	0.00%	0.00%	192	146	N/A	0%	N/A	8004	N/A	0%	N/A	N/A

DATE	UPTIME		DOWNTIME		AISP RESPONSE TIME (MS)				PISP RESPONSE TIME (MS)				CBP II 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
29/09/2023	100.00%	100.00%	0.00%	0.00%	176	195	N/A	0%	9814	8051	N/A	0%	N/A	N/A
30/09/2023	100.00%	100.00%	0.00%	0.00%	40	N/A	N/A	0%	N/A	N/A	N/A	0%	N/A	N/A
01/10/2023	100.00%	100.00%	0.00%	0.00%	51	156	N/A	0%	N/A	8095	N/A	0%	N/A	N/A