

Coventry Building Society Availability & Performance Statistics

1 April 2022 to 30 June 2022

Here you can find out about the availability and performance of Online Services and our dedicated interface. These are reported and published online quarterly.

This report shows the availability of service via both our Online Services and our dedicated interface.

Where there are zeros for the service response times, it means that the service wasn't used by third party providers.



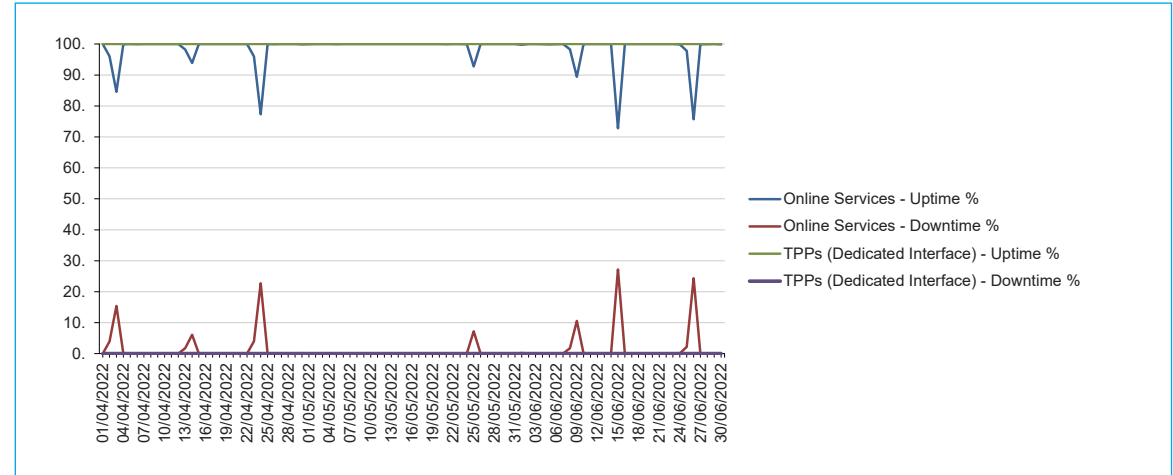
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Availability of service: Uptime and downtime

Downtime is the total number of seconds the interface (Online Services or dedicated interface) was down in a 24-hour period, starting and ending at midnight.

The percentage of uptime is 100% minus the percentage of downtime.



Date	Online Services - Uptime %	Online Services - Downtime %	TPP's (Dedicated Interface) - Uptime %	TPP's (Dedicated Interface) - Downtime %
01/04/2022	99.98	0.02	100.00	0.00
02/04/2022	96.05	3.95	100.00	0.00
03/04/2022	84.58	15.42	100.00	0.00
04/04/2022	99.99	0.01	100.00	0.00
05/04/2022	100.00	0.00	100.00	0.00
06/04/2022	99.94	0.06	100.00	0.00
07/04/2022	100.00	0.00	100.00	0.00
08/04/2022	100.00	0.00	100.00	0.00
09/04/2022	100.00	0.00	100.00	0.00
10/04/2022	100.00	0.00	100.00	0.00
11/04/2022	100.00	0.00	100.00	0.00
12/04/2022	100.00	0.00	100.00	0.00

Date	Online Services - Uptime %	Online Services - Downtime %	TPP's (Dedicated Interface) - Uptime %	TPP's (Dedicated Interface) - Downtime %
13/04/2022	98.25	1.75	100.00	0.00
14/04/2022	93.89	6.11	100.00	0.00
15/04/2022	100.00	0.00	100.00	0.00
16/04/2022	100.00	0.00	100.00	0.00
17/04/2022	100.00	0.00	100.00	0.00
18/04/2022	100.00	0.00	100.00	0.00
19/04/2022	100.00	0.00	100.00	0.00
20/04/2022	100.00	0.00	100.00	0.00
21/04/2022	100.00	0.00	100.00	0.00
22/04/2022	100.00	0.00	100.00	0.00
23/04/2022	95.99	4.01	100.00	0.00
24/04/2022	77.29	22.71	100.00	0.00
25/04/2022	100.00	0.00	100.00	0.00
26/04/2022	99.99	0.01	100.00	0.00
27/04/2022	100.00	0.00	100.00	0.00
28/04/2022	100.00	0.00	100.00	0.00
29/04/2022	100.00	0.00	100.00	0.00
30/04/2022	99.88	0.12	100.00	0.00
01/05/2022	99.95	0.05	100.00	0.00
02/05/2022	100.00	0.00	100.00	0.00
03/05/2022	100.00	0.00	100.00	0.00
04/05/2022	100.00	0.00	100.00	0.00
05/05/2022	99.94	0.06	100.00	0.00
06/05/2022	100.00	0.00	100.00	0.00

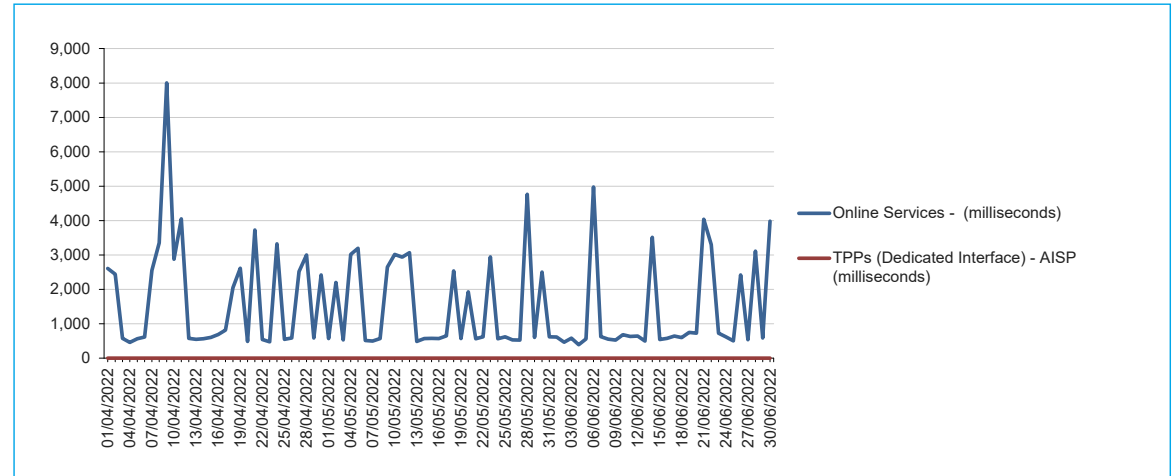
Date	Online Services - Uptime %	Online Services - Downtime %	TPP's (Dedicated Interface) - Uptime %	TPP's (Dedicated Interface) - Downtime %
07/05/2022	100.00	0.00	100.00	0.00
08/05/2022	100.00	0.00	100.00	0.00
09/05/2022	100.00	0.00	100.00	0.00
10/05/2022	100.00	0.00	100.00	0.00
11/05/2022	100.00	0.00	100.00	0.00
12/05/2022	100.00	0.00	100.00	0.00
13/05/2022	100.00	0.00	100.00	0.00
14/05/2022	100.00	0.00	100.00	0.00
15/05/2022	100.00	0.00	100.00	0.00
16/05/2022	100.00	0.00	100.00	0.00
17/05/2022	100.00	0.00	100.00	0.00
18/05/2022	100.00	0.00	100.00	0.00
19/05/2022	100.00	0.00	100.00	0.00
20/05/2022	100.00	0.00	100.00	0.00
21/05/2022	99.99	0.01	100.00	0.00
22/05/2022	100.00	0.00	100.00	0.00
23/05/2022	100.00	0.00	100.00	0.00
24/05/2022	99.99	0.01	100.00	0.00
25/05/2022	92.78	7.22	100.00	0.00
26/05/2022	100.00	0.00	100.00	0.00
27/05/2022	100.00	0.00	100.00	0.00
28/05/2022	100.00	0.00	100.00	0.00
29/05/2022	100.00	0.00	100.00	0.00
30/05/2022	100.00	0.00	100.00	0.00

Date	Online Services - Uptime %	Online Services - Downtime %	TPP's (Dedicated Interface) - Uptime %	TPP's (Dedicated Interface) - Downtime %
31/05/2022	100.00	0.00	100.00	0.00
01/06/2022	99.78	0.22	100.00	0.00
02/06/2022	100.00	0.00	100.00	0.00
03/06/2022	100.00	0.00	100.00	0.00
04/06/2022	99.97	0.03	100.00	0.00
05/06/2022	99.89	0.11	100.00	0.00
06/06/2022	99.98	0.02	100.00	0.00
07/06/2022	100.00	0.00	100.00	0.00
08/06/2022	98.26	1.74	100.00	0.00
09/06/2022	89.44	10.56	100.00	0.00
10/06/2022	100.00	0.00	100.00	0.00
11/06/2022	100.00	0.00	100.00	0.00
12/06/2022	100.00	0.00	100.00	0.00
13/06/2022	100.00	0.00	100.00	0.00
14/06/2022	100.00	0.00	100.00	0.00
15/06/2022	72.78	27.22	100.00	0.00
16/06/2022	100.00	0.00	100.00	0.00
17/06/2022	100.00	0.00	100.00	0.00
18/06/2022	100.00	0.00	100.00	0.00
19/06/2022	100.00	0.00	100.00	0.00
20/06/2022	100.00	0.00	100.00	0.00
21/06/2022	100.00	0.00	100.00	0.00
22/06/2022	100.00	0.00	100.00	0.00
23/06/2022	100.00	0.00	100.00	0.00

Date	Online Services - Uptime %	Online Services - Downtime %	TPP's (Dedicated Interface) - Uptime %	TPP's (Dedicated Interface) - Downtime %
24/06/2022	99.91	0.09	100.00	0.00
25/06/2022	97.81	2.19	100.00	0.00
26/06/2022	75.69	24.31	100.00	0.00
27/06/2022	99.98	0.02	100.00	0.00
28/06/2022	99.98	0.02	100.00	0.00
29/06/2022	100.00	0.00	100.00	0.00
30/06/2022	99.91	0.09	100.00	0.00

Performance: Account information average response time - Average time per request

This shows the daily average response time taken in milliseconds to provide account information to customers directly and through a dedicated interface.



Date	Online Services - (milliseconds)	TPPs (Dedicated Interface) - AISP (milliseconds)
01/04/2022	2,607	0
02/04/2022	2,440	0
03/04/2022	576	0
04/04/2022	461	0
05/04/2022	563	0
06/04/2022	614	0
07/04/2022	2,554	0
08/04/2022	3,352	0
09/04/2022	8,001	0
10/04/2022	2,876	0
11/04/2022	4,050	0

Date	Online Services - (milliseconds)	TPP's (Dedicated Interface) - AISP (milliseconds)
12/04/2022	576	0
13/04/2022	546	0
14/04/2022	566	0
15/04/2022	604	0
16/04/2022	687	0
17/04/2022	816	0
18/04/2022	2,049	0
19/04/2022	2,614	0
20/04/2022	489	0
21/04/2022	3,726	0
22/04/2022	542	0
23/04/2022	477	0
24/04/2022	3,323	0
25/04/2022	550	0
26/04/2022	590	0
27/04/2022	2,519	0
28/04/2022	3,000	0
29/04/2022	586	0
30/04/2022	2,422	0
01/05/2022	570	0
02/05/2022	2,203	0
03/05/2022	533	0
04/05/2022	3,016	0
05/05/2022	3,195	0

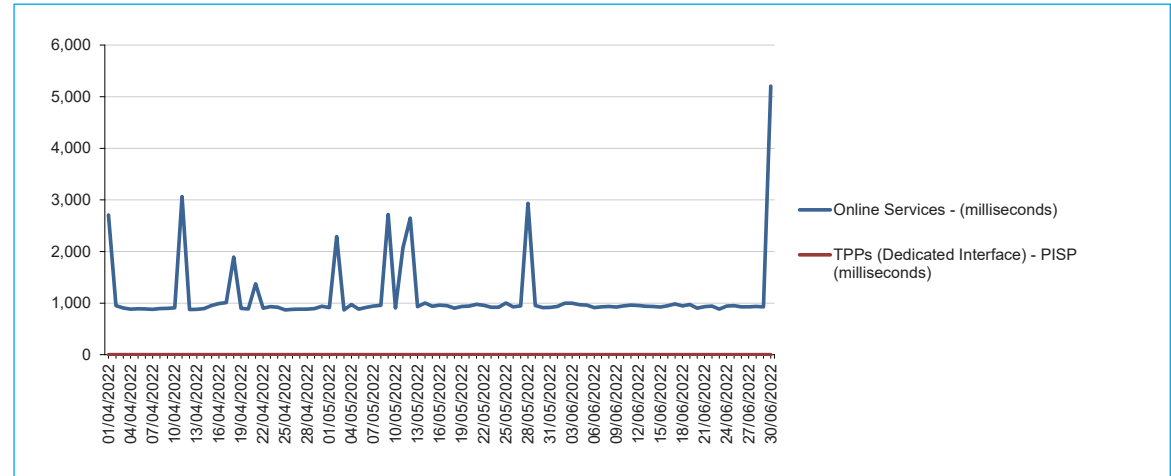
Date	Online Services - (milliseconds)	TPP's (Dedicated Interface) - AISP (milliseconds)
06/05/2022	516	0
07/05/2022	499	0
08/05/2022	569	0
09/05/2022	2,646	0
10/05/2022	3,017	0
11/05/2022	2,939	0
12/05/2022	3,069	0
13/05/2022	487	0
14/05/2022	571	0
15/05/2022	578	0
16/05/2022	572	0
17/05/2022	647	0
18/05/2022	2,539	0
19/05/2022	569	0
20/05/2022	1,929	0
21/05/2022	563	0
22/05/2022	621	0
23/05/2022	2,945	0
24/05/2022	566	0
25/05/2022	620	0
26/05/2022	533	0
27/05/2022	525	0
28/05/2022	4,764	0
29/05/2022	606	0

Date	Online Services - (milliseconds)	TPP's (Dedicated Interface) - AISP (milliseconds)
30/05/2022	2,505	0
31/05/2022	620	0
01/06/2022	616	0
02/06/2022	463	0
03/06/2022	585	0
04/06/2022	390	0
05/06/2022	560	0
06/06/2022	4,977	0
07/06/2022	627	0
08/06/2022	552	0
09/06/2022	527	0
10/06/2022	684	0
11/06/2022	634	0
12/06/2022	644	0
13/06/2022	498	0
14/06/2022	3,511	0
15/06/2022	545	0
16/06/2022	574	0
17/06/2022	641	0
18/06/2022	597	0
19/06/2022	749	0
20/06/2022	726	0
21/06/2022	4,040	0
22/06/2022	3,303	0

Date	Online Services - (milliseconds)	TPP's (Dedicated Interface) - AISP (milliseconds)
23/06/2022	725	0
24/06/2022	620	0
25/06/2022	506	0
26/06/2022	2,419	0
27/06/2022	538	0
28/06/2022	3,109	0
29/06/2022	587	0
30/06/2022	3,985	0

Performance: Payment transactions average response time - Average time per request

This shows the daily average response time taken in milliseconds to complete payment for customers within our Online Services and through a dedicated interface.



Date	Online Services - (milliseconds)	TPP's (Dedicated Interface) - PISP (milliseconds)
01/04/2022	2,706	0
02/04/2022	950	0
03/04/2022	907	0
04/04/2022	884	0
05/04/2022	889	0
06/04/2022	886	0
07/04/2022	878	0
08/04/2022	896	0
09/04/2022	899	0
10/04/2022	909	0
11/04/2022	3,063	0

Date	Online Services - (milliseconds)	TPP's (Dedicated Interface) - PISP (milliseconds)
12/04/2022	875	0
13/04/2022	881	0
14/04/2022	895	0
15/04/2022	953	0
16/04/2022	992	0
17/04/2022	1,008	0
18/04/2022	1,893	0
19/04/2022	898	0
20/04/2022	887	0
21/04/2022	1,373	0
22/04/2022	901	0
23/04/2022	931	0
24/04/2022	922	0
25/04/2022	869	0
26/04/2022	878	0
27/04/2022	884	0
28/04/2022	883	0
29/04/2022	894	0
30/04/2022	938	0
01/05/2022	914	0
02/05/2022	2,291	0
03/05/2022	867	0
04/05/2022	972	0
05/05/2022	884	0

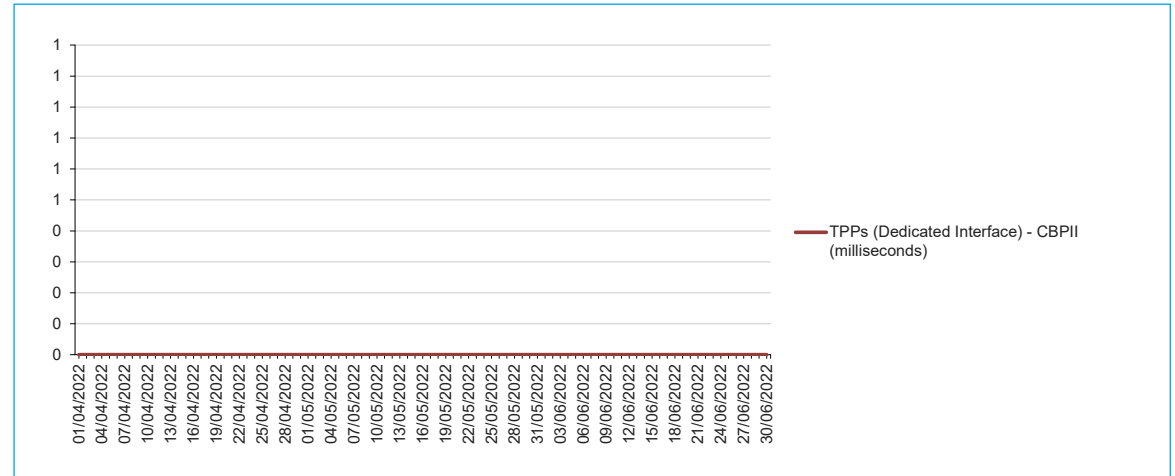
Date	Online Services - (milliseconds)	TPP's (Dedicated Interface) - PISP (milliseconds)
06/05/2022	917	0
07/05/2022	941	0
08/05/2022	957	0
09/05/2022	2,717	0
10/05/2022	905	0
11/05/2022	2,069	0
12/05/2022	2,648	0
13/05/2022	931	0
14/05/2022	1,004	0
15/05/2022	938	0
16/05/2022	961	0
17/05/2022	949	0
18/05/2022	903	0
19/05/2022	937	0
20/05/2022	944	0
21/05/2022	976	0
22/05/2022	956	0
23/05/2022	920	0
24/05/2022	920	0
25/05/2022	1,001	0
26/05/2022	928	0
27/05/2022	947	0
28/05/2022	2,935	0
29/05/2022	954	0

Date	Online Services - (milliseconds)	TPP's (Dedicated Interface) - PISP (milliseconds)
30/05/2022	913	0
31/05/2022	915	0
01/06/2022	935	0
02/06/2022	997	0
03/06/2022	998	0
04/06/2022	968	0
05/06/2022	961	0
06/06/2022	914	0
07/06/2022	928	0
08/06/2022	935	0
09/06/2022	923	0
10/06/2022	945	0
11/06/2022	963	0
12/06/2022	954	0
13/06/2022	938	0
14/06/2022	936	0
15/06/2022	925	0
16/06/2022	949	0
17/06/2022	984	0
18/06/2022	945	0
19/06/2022	974	0
20/06/2022	902	0
21/06/2022	932	0
22/06/2022	944	0

Date	Online Services - (milliseconds)	TPP's (Dedicated Interface) - PISP (milliseconds)
23/06/2022	885	0
24/06/2022	944	0
25/06/2022	951	0
26/06/2022	929	0
27/06/2022	929	0
28/06/2022	937	0
29/06/2022	927	0
30/06/2022	5,205	0

Performance: Confirmation of funds average response time - Average time per request

This shows the daily average response time taken in milliseconds to provide confirmation of available funds via our Online Services and through a dedicated interface.



Date	TPPs (Dedicated Interface) - CBPII (milliseconds)
01/04/2022	0
02/04/2022	0
03/04/2022	0
04/04/2022	0
05/04/2022	0
06/04/2022	0
07/04/2022	0
08/04/2022	0
09/04/2022	0
10/04/2022	0
11/04/2022	0

Date	TPP's (Dedicated Interface) - CBPII (milliseconds)
12/04/2022	0
13/04/2022	0
14/04/2022	0
15/04/2022	0
16/04/2022	0
17/04/2022	0
18/04/2022	0
19/04/2022	0
20/04/2022	0
21/04/2022	0
22/04/2022	0
23/04/2022	0
24/04/2022	0
25/04/2022	0
26/04/2022	0
27/04/2022	0
28/04/2022	0
29/04/2022	0
30/04/2022	0
01/05/2022	0
02/05/2022	0
03/05/2022	0
04/05/2022	0
05/05/2022	0

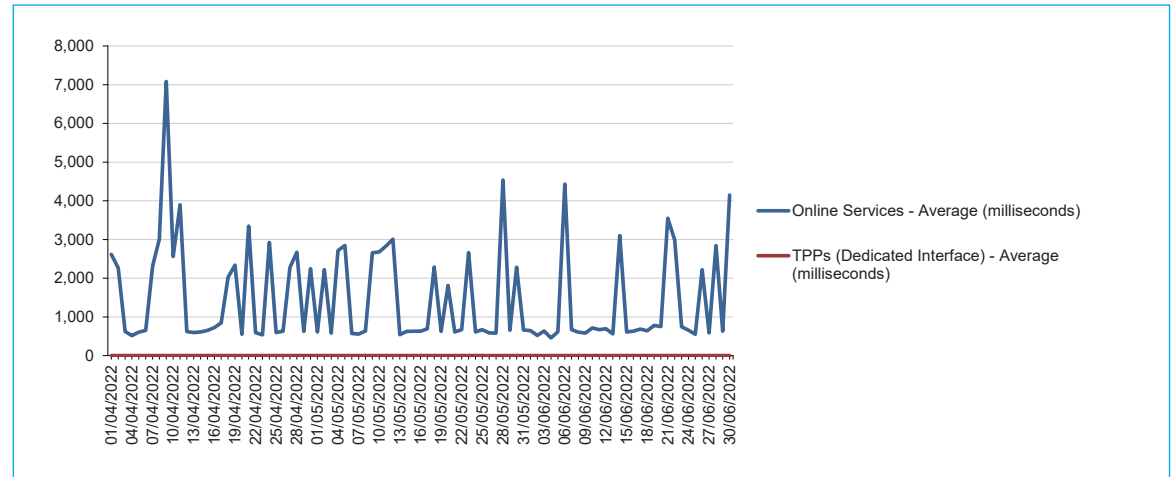
Date	TPP's (Dedicated Interface) - CBPII (milliseconds)
06/05/2022	0
07/05/2022	0
08/05/2022	0
09/05/2022	0
10/05/2022	0
11/05/2022	0
12/05/2022	0
13/05/2022	0
14/05/2022	0
15/05/2022	0
16/05/2022	0
17/05/2022	0
18/05/2022	0
19/05/2022	0
20/05/2022	0
21/05/2022	0
22/05/2022	0
23/05/2022	0
24/05/2022	0
25/05/2022	0
26/05/2022	0
27/05/2022	0
28/05/2022	0
29/05/2022	0

Date	TPP's (Dedicated Interface) - CBPII (milliseconds)
30/05/2022	0
31/05/2022	0
01/06/2022	0
02/06/2022	0
03/06/2022	0
04/06/2022	0
05/06/2022	0
06/06/2022	0
07/06/2022	0
08/06/2022	0
09/06/2022	0
10/06/2022	0
11/06/2022	0
12/06/2022	0
13/06/2022	0
14/06/2022	0
15/06/2022	0
16/06/2022	0
17/06/2022	0
18/06/2022	0
19/06/2022	0
20/06/2022	0
21/06/2022	0
22/06/2022	0

Date	TPP's (Dedicated Interface) - CBPII (milliseconds)
23/06/2022	0
24/06/2022	0
25/06/2022	0
26/06/2022	0
27/06/2022	0
28/06/2022	0
29/06/2022	0
30/06/2022	0

Performance: Average Response Time

This shows the daily average response time taken in milliseconds for all request types via our Online Services and dedicated interface.



Date	Online Sevices - Average (milliseconds)	TPP's (Dedicated Interface) - Average (milliseconds)
01/04/2022	2,619	0
02/04/2022	2,267	0
03/04/2022	621	0
04/04/2022	516	0
05/04/2022	607	0
06/04/2022	652	0
07/04/2022	2,312	0
08/04/2022	3,008	0
09/04/2022	7,086	0
10/04/2022	2,562	0
11/04/2022	3,897	0
12/04/2022	622	0
13/04/2022	598	0

Date	Online Sevices - Average (milliseconds)	TPP's (Dedicated Interface) - Average (milliseconds)
14/04/2022	613	0
15/04/2022	650	0
16/04/2022	728	0
17/04/2022	843	0
18/04/2022	2,024	0
19/04/2022	2,339	0
20/04/2022	553	0
21/04/2022	3,347	0
22/04/2022	591	0
23/04/2022	536	0
24/04/2022	2,926	0
25/04/2022	597	0
26/04/2022	634	0
27/04/2022	2,278	0
28/04/2022	2,673	0
29/04/2022	628	0
30/04/2022	2,245	0
01/05/2022	612	0
02/05/2022	2,218	0
03/05/2022	583	0
04/05/2022	2,718	0
05/05/2022	2,844	0
06/05/2022	572	0
07/05/2022	558	0

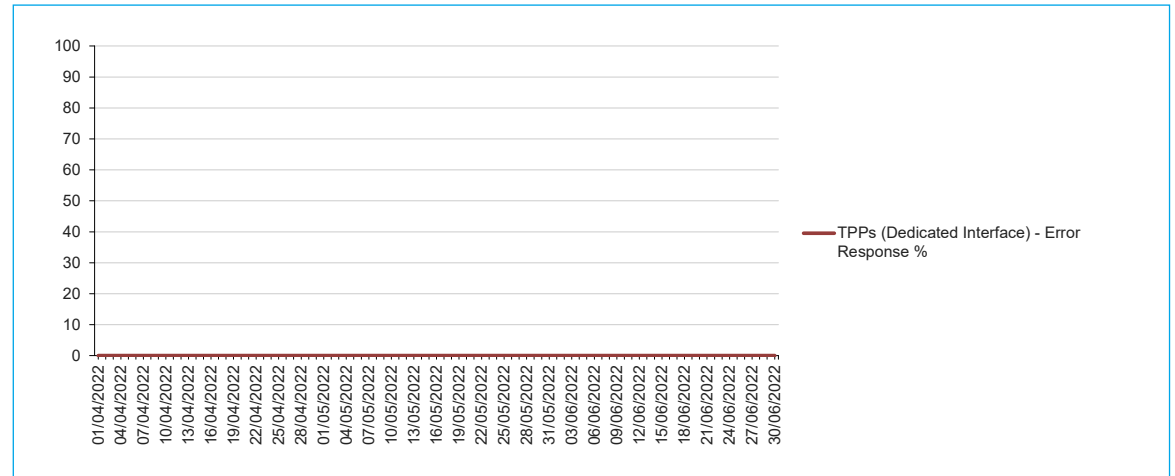
Date	Online Sevices - Average (milliseconds)	TPP's (Dedicated Interface) - Average (milliseconds)
08/05/2022	635	0
09/05/2022	2,657	0
10/05/2022	2,680	0
11/05/2022	2,837	0
12/05/2022	3,010	0
13/05/2022	543	0
14/05/2022	626	0
15/05/2022	632	0
16/05/2022	630	0
17/05/2022	692	0
18/05/2022	2,289	0
19/05/2022	626	0
20/05/2022	1,811	0
21/05/2022	614	0
22/05/2022	671	0
23/05/2022	2,661	0
24/05/2022	614	0
25/05/2022	670	0
26/05/2022	589	0
27/05/2022	582	0
28/05/2022	4,539	0
29/05/2022	656	0
30/05/2022	2,283	0
31/05/2022	660	0

Date	Online Sevices - Average (milliseconds)	TPP's (Dedicated Interface) - Average (milliseconds)
01/06/2022	649	0
02/06/2022	523	0
03/06/2022	635	0
04/06/2022	460	0
05/06/2022	617	0
06/06/2022	4,436	0
07/06/2022	669	0
08/06/2022	606	0
09/06/2022	584	0
10/06/2022	718	0
11/06/2022	673	0
12/06/2022	695	0
13/06/2022	564	0
14/06/2022	3,103	0
15/06/2022	614	0
16/06/2022	634	0
17/06/2022	687	0
18/06/2022	640	0
19/06/2022	782	0
20/06/2022	753	0
21/06/2022	3,551	0
22/06/2022	2,987	0
23/06/2022	745	0
24/06/2022	657	0

Date	Online Services - Average (milliseconds)	TPP's (Dedicated Interface) - Average (milliseconds)
25/06/2022	554	0
26/06/2022	2,222	0
27/06/2022	587	0
28/06/2022	2,840	0
29/06/2022	630	0
30/06/2022	4,153	0

Performance: Error Response Rate

This shows the daily volume (in percentage) where there was an error by Coventry Building Society when giving a response to a request by customers or a TPP.



Date	Error response rate (%)
01/04/2022	0.00
02/04/2022	0.00
03/04/2022	0.00
04/04/2022	0.00
05/04/2022	0.00
06/04/2022	0.00
07/04/2022	0.00
08/04/2022	0.00
09/04/2022	0.00
10/04/2022	0.00
11/04/2022	0.00
12/04/2022	0.00
13/04/2022	0.00

Date	Error response rate (%)
14/04/2022	0.00
15/04/2022	0.00
16/04/2022	0.00
17/04/2022	0.00
18/04/2022	0.00
19/04/2022	0.00
20/04/2022	0.00
21/04/2022	0.00
22/04/2022	0.00
23/04/2022	0.00
24/04/2022	0.00
25/04/2022	0.00
26/04/2022	0.00
27/04/2022	0.00
28/04/2022	0.00
29/04/2022	0.00
30/04/2022	0.00
01/05/2022	0.00
02/05/2022	0.00
03/05/2022	0.00
04/05/2022	0.00
05/05/2022	0.00
06/05/2022	0.00
07/05/2022	0.00
08/05/2022	0.00

Date	Error response rate (%)
09/05/2022	0.00
10/05/2022	0.00
11/05/2022	0.00
12/05/2022	0.00
13/05/2022	0.00
14/05/2022	0.00
15/05/2022	0.00
16/05/2022	0.00
17/05/2022	0.00
18/05/2022	0.00
19/05/2022	0.00
20/05/2022	0.00
21/05/2022	0.00
22/05/2022	0.00
23/05/2022	0.00
24/05/2022	0.00
25/05/2022	0.00
26/05/2022	0.00
27/05/2022	0.00
28/05/2022	0.00
29/05/2022	0.00
30/05/2022	0.00
31/05/2022	0.00
01/06/2022	0.00
02/06/2022	0.00

Date	Error response rate (%)
03/06/2022	0.00
04/06/2022	0.00
05/06/2022	0.00
06/06/2022	0.00
07/06/2022	0.00
08/06/2022	0.00
09/06/2022	0.00
10/06/2022	0.00
11/06/2022	0.00
12/06/2022	0.00
13/06/2022	0.00
14/06/2022	0.00
15/06/2022	0.00
16/06/2022	0.00
17/06/2022	0.00
18/06/2022	0.00
19/06/2022	0.00
20/06/2022	0.00
21/06/2022	0.00
22/06/2022	0.00
23/06/2022	0.00
24/06/2022	0.00
25/06/2022	0.00
26/06/2022	0.00
27/06/2022	0.00

Date	Error response rate (%)
28/06/2022	0.00
29/06/2022	0.00
30/06/2022	0.00