

Coventry Building Society Availability & Performance Statistics

1 October 2023 to 31 December 2023

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.



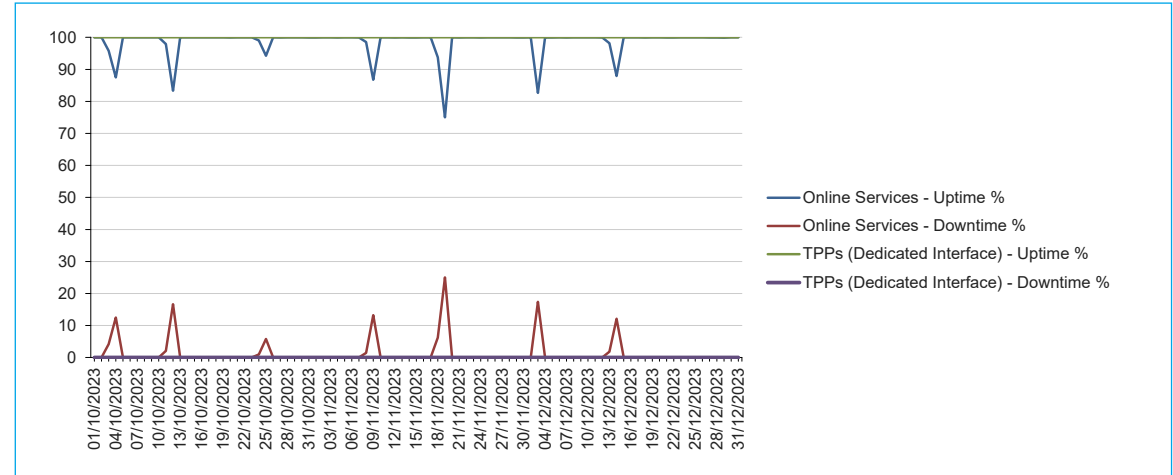
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Availability of service: Uptime and downtime

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 %
01/10/2023	100.00	0.00	100.00	0.00
02/10/2023	100.00	0.00	100.00	0.00
03/10/2023	95.83	4.17	100.00	0.00
04/10/2023	87.50	12.50	100.00	0.00
05/10/2023	100.00	0.00	100.00	0.00
06/10/2023	100.00	0.00	100.00	0.00
07/10/2023	100.00	0.00	100.00	0.00
08/10/2023	100.00	0.00	100.00	0.00
09/10/2023	100.00	0.00	100.00	0.00
10/10/2023	100.00	0.00	100.00	0.00
11/10/2023	97.92	2.08	100.00	0.00
12/10/2023	83.33	16.67	100.00	0.00

Date	Online Services - Uptime %	Online Services - Downtime %	TPP's (Dedicated Interface) - Uptime %	TPP's (Dedicated Interface) - Downtime %
13/10/2023	100.00	0.00	100.00	0.00
14/10/2023	100.00	0.00	100.00	0.00
15/10/2023	100.00	0.00	100.00	0.00
16/10/2023	100.00	0.00	100.00	0.00
17/10/2023	100.00	0.00	100.00	0.00
18/10/2023	100.00	0.00	100.00	0.00
19/10/2023	100.00	0.00	100.00	0.00
20/10/2023	99.96	0.04	100.00	0.00
21/10/2023	100.00	0.00	100.00	0.00
22/10/2023	100.00	0.00	100.00	0.00
23/10/2023	100.00	0.00	100.00	0.00
24/10/2023	99.03	0.97	100.00	0.00
25/10/2023	94.23	5.77	100.00	0.00
26/10/2023	100.00	0.00	100.00	0.00
27/10/2023	99.95	0.05	100.00	0.00
28/10/2023	100.00	0.00	100.00	0.00
29/10/2023	100.00	0.00	100.00	0.00
30/10/2023	100.00	0.00	100.00	0.00
31/10/2023	99.96	0.04	100.00	0.00
01/11/2023	99.96	0.04	100.00	0.00
02/11/2023	100.00	0.00	100.00	0.00
03/11/2023	100.00	0.00	100.00	0.00
04/11/2023	99.94	0.06	100.00	0.00
05/11/2023	100.00	0.00	100.00	0.00

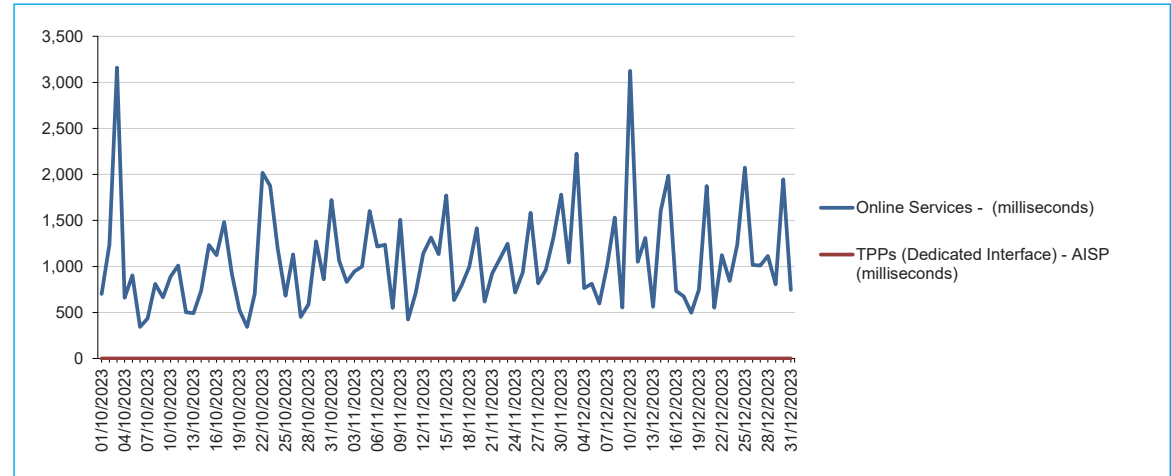
Date	Online Services - Uptime %	Online Services - Downtime %	TPP's (Dedicated Interface) - Uptime %	TPP's (Dedicated Interface) - Downtime %
06/11/2023	100.00	0.00	100.00	0.00
07/11/2023	99.99	0.01	100.00	0.00
08/11/2023	98.53	1.47	100.00	0.00
09/11/2023	86.74	13.26	100.00	0.00
10/11/2023	100.00	0.00	100.00	0.00
11/11/2023	100.00	0.00	100.00	0.00
12/11/2023	99.97	0.03	100.00	0.00
13/11/2023	100.00	0.00	100.00	0.00
14/11/2023	99.99	0.01	100.00	0.00
15/11/2023	99.99	0.01	100.00	0.00
16/11/2023	100.00	0.00	100.00	0.00
17/11/2023	100.00	0.00	100.00	0.00
18/11/2023	93.75	6.25	100.00	0.00
19/11/2023	75.00	25.00	100.00	0.00
20/11/2023	100.00	0.00	100.00	0.00
21/11/2023	99.99	0.01	100.00	0.00
22/11/2023	100.00	0.00	100.00	0.00
23/11/2023	100.00	0.00	100.00	0.00
24/11/2023	99.94	0.06	100.00	0.00
25/11/2023	100.00	0.00	100.00	0.00
26/11/2023	100.00	0.00	100.00	0.00
27/11/2023	100.00	0.00	100.00	0.00
28/11/2023	100.00	0.00	100.00	0.00
29/11/2023	99.99	0.01	100.00	0.00

Date	Online Services - Uptime %	Online Services - Downtime %	TPP's (Dedicated Interface) - Uptime %	TPP's (Dedicated Interface) - Downtime %
30/11/2023	99.98	0.02	100.00	0.00
01/12/2023	100.00	0.00	100.00	0.00
02/12/2023	97.92	2.08	100.00	0.00
03/12/2023	82.63	17.37	100.00	0.00
04/12/2023	99.97	0.03	100.00	0.00
05/12/2023	99.98	0.02	100.00	0.00
06/12/2023	100.00	0.00	100.00	0.00
07/12/2023	99.94	0.06	100.00	0.00
08/12/2023	100.00	0.00	100.00	0.00
09/12/2023	100.00	0.00	100.00	0.00
10/12/2023	100.00	0.00	100.00	0.00
11/12/2023	100.00	0.00	100.00	0.00
12/12/2023	99.97	0.03	100.00	0.00
13/12/2023	98.19	1.81	100.00	0.00
14/12/2023	87.91	12.09	100.00	0.00
15/12/2023	100.00	0.00	100.00	0.00
16/12/2023	100.00	0.00	100.00	0.00
17/12/2023	100.00	0.00	100.00	0.00
18/12/2023	99.99	0.01	100.00	0.00
19/12/2023	100.00	0.00	100.00	0.00
20/12/2023	100.00	0.00	100.00	0.00
21/12/2023	99.98	0.02	100.00	0.00
22/12/2023	99.97	0.03	100.00	0.00
23/12/2023	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 %
24/12/2023	100.00	0.00	100.00	0.00
25/12/2023	100.00	0.00	100.00	0.00
26/12/2023	100.00	0.00	100.00	0.00
27/12/2023	99.98	0.02	100.00	0.00
28/12/2023	99.99	0.01	100.00	0.00
29/12/2023	99.93	0.07	100.00	0.00
30/12/2023	100.00	0.00	100.00	0.00
31/12/2023	100.00	0.00	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)	TPP's (Dedicated Interface) - AISP (milliseconds)
01/10/2023	701	0
02/10/2023	1,239	0
03/10/2023	3,161	0
04/10/2023	661	0
05/10/2023	904	0
06/10/2023	343	0
07/10/2023	435	0
08/10/2023	810	0
09/10/2023	664	0
10/10/2023	890	0
11/10/2023	1,010	0

Date	Online Services - (milliseconds)	TPP's (Dedicated Interface) - AISP (milliseconds)
12/10/2023	503	0
13/10/2023	493	0
14/10/2023	737	0
15/10/2023	1,234	0
16/10/2023	1,123	0
17/10/2023	1,483	0
18/10/2023	915	0
19/10/2023	523	0
20/10/2023	344	0
21/10/2023	705	0
22/10/2023	2,017	0
23/10/2023	1,876	0
24/10/2023	1,193	0
25/10/2023	682	0
26/10/2023	1,131	0
27/10/2023	452	0
28/10/2023	590	0
29/10/2023	1,272	0
30/10/2023	861	0
31/10/2023	1,723	0
01/11/2023	1,064	0
02/11/2023	833	0
03/11/2023	947	0
04/11/2023	999	0

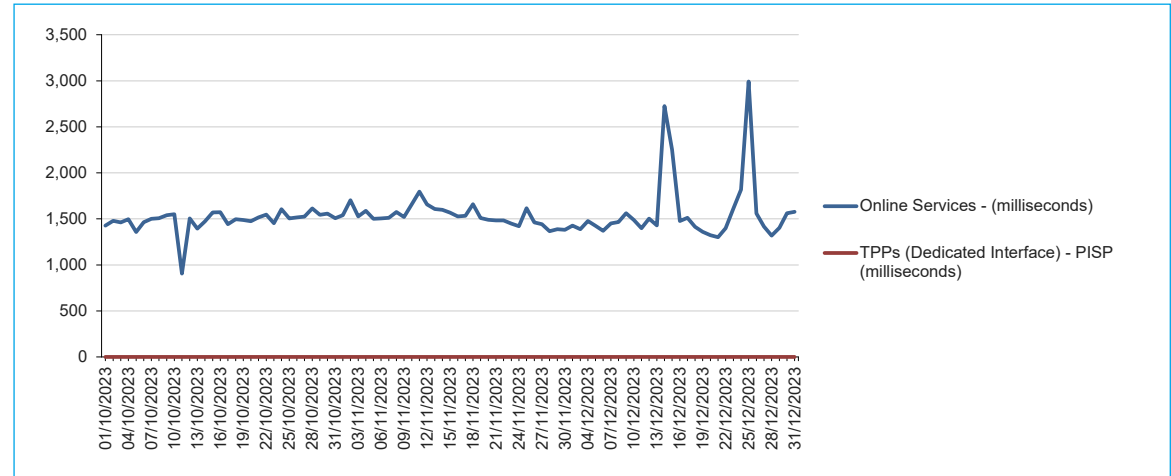
Date	Online Services - (milliseconds)	TPP's (Dedicated Interface) - AISP (milliseconds)
05/11/2023	1,604	0
06/11/2023	1,217	0
07/11/2023	1,237	0
08/11/2023	550	0
09/11/2023	1,508	0
10/11/2023	424	0
11/11/2023	710	0
12/11/2023	1,140	0
13/11/2023	1,314	0
14/11/2023	1,134	0
15/11/2023	1,773	0
16/11/2023	635	0
17/11/2023	795	0
18/11/2023	995	0
19/11/2023	1,417	0
20/11/2023	620	0
21/11/2023	926	0
22/11/2023	1,081	0
23/11/2023	1,248	0
24/11/2023	718	0
25/11/2023	937	0
26/11/2023	1,584	0
27/11/2023	817	0
28/11/2023	963	0

Date	Online Services - (milliseconds)	TPP's (Dedicated Interface) - AISP (milliseconds)
29/11/2023	1,320	0
30/11/2023	1,782	0
01/12/2023	1,043	0
02/12/2023	2,885	0
03/12/2023	2,226	0
04/12/2023	766	0
05/12/2023	813	0
06/12/2023	598	0
07/12/2023	1,008	0
08/12/2023	1,531	0
09/12/2023	554	0
10/12/2023	3,125	0
11/12/2023	1,051	0
12/12/2023	1,311	0
13/12/2023	563	0
14/12/2023	1,604	0
15/12/2023	1,985	0
16/12/2023	735	0
17/12/2023	676	0
18/12/2023	498	0
19/12/2023	747	0
20/12/2023	1,874	0
21/12/2023	553	0
22/12/2023	1,123	0

Date	Online Services - (milliseconds)	TPP's (Dedicated Interface) - AISP (milliseconds)
23/12/2023	843	0
24/12/2023	1,238	0
25/12/2023	2,075	0
26/12/2023	1,017	0
27/12/2023	1,010	0
28/12/2023	1,115	0
29/12/2023	807	0
30/12/2023	1,946	0
31/12/2023	745	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)
01/10/2023	1,428	0
02/10/2023	1,480	0
03/10/2023	1,461	0
04/10/2023	1,496	0
05/10/2023	1,358	0
06/10/2023	1,464	0
07/10/2023	1,500	0
08/10/2023	1,508	0
09/10/2023	1,540	0
10/10/2023	1,551	0
11/10/2023	905	0

Date	Online Services - (milliseconds)	TPP's (Dedicated Interface) - PISP (milliseconds)
12/10/2023	1,506	0
13/10/2023	1,395	0
14/10/2023	1,473	0
15/10/2023	1,571	0
16/10/2023	1,573	0
17/10/2023	1,442	0
18/10/2023	1,497	0
19/10/2023	1,487	0
20/10/2023	1,475	0
21/10/2023	1,517	0
22/10/2023	1,546	0
23/10/2023	1,454	0
24/10/2023	1,605	0
25/10/2023	1,506	0
26/10/2023	1,517	0
27/10/2023	1,526	0
28/10/2023	1,615	0
29/10/2023	1,544	0
30/10/2023	1,558	0
31/10/2023	1,508	0
01/11/2023	1,541	0
02/11/2023	1,704	0
03/11/2023	1,528	0
04/11/2023	1,588	0

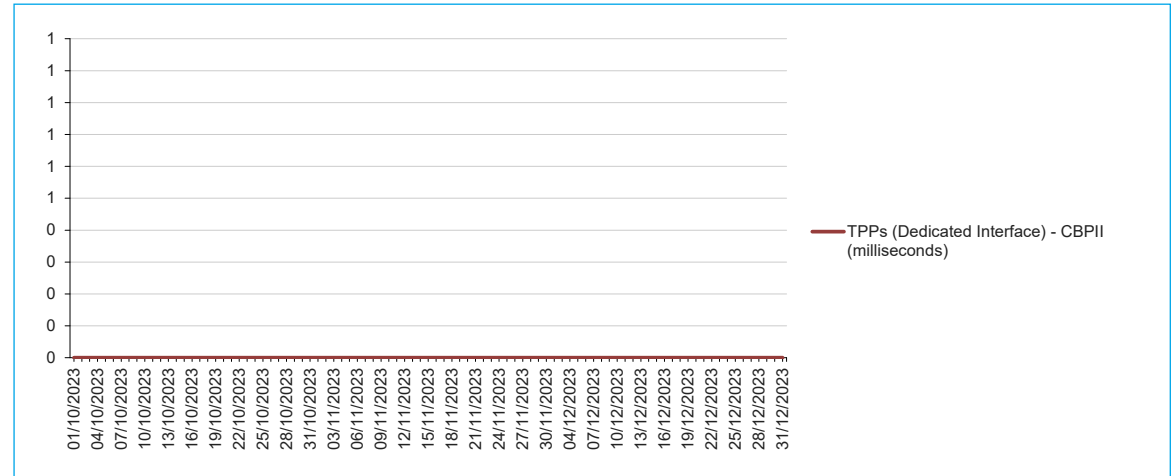
Date	Online Services - (milliseconds)	TPP's (Dedicated Interface) - PISP (milliseconds)
05/11/2023	1,501	0
06/11/2023	1,506	0
07/11/2023	1,511	0
08/11/2023	1,575	0
09/11/2023	1,521	0
10/11/2023	1,659	0
11/11/2023	1,796	0
12/11/2023	1,658	0
13/11/2023	1,608	0
14/11/2023	1,599	0
15/11/2023	1,568	0
16/11/2023	1,527	0
17/11/2023	1,534	0
18/11/2023	1,659	0
19/11/2023	1,510	0
20/11/2023	1,490	0
21/11/2023	1,484	0
22/11/2023	1,483	0
23/11/2023	1,448	0
24/11/2023	1,421	0
25/11/2023	1,616	0
26/11/2023	1,462	0
27/11/2023	1,443	0
28/11/2023	1,366	0

Date	Online Services - (milliseconds)	TPP's (Dedicated Interface) - PISP (milliseconds)
29/11/2023	1,388	0
30/11/2023	1,381	0
01/12/2023	1,427	0
02/12/2023	1,448	0
03/12/2023	1,389	0
04/12/2023	1,477	0
05/12/2023	1,425	0
06/12/2023	1,371	0
07/12/2023	1,452	0
08/12/2023	1,466	0
09/12/2023	1,562	0
10/12/2023	1,489	0
11/12/2023	1,398	0
12/12/2023	1,504	0
13/12/2023	1,429	0
14/12/2023	2,726	0
15/12/2023	2,252	0
16/12/2023	1,478	0
17/12/2023	1,512	0
18/12/2023	1,414	0
19/12/2023	1,359	0
20/12/2023	1,323	0
21/12/2023	1,301	0
22/12/2023	1,400	0

Date	Online Services - (milliseconds)	TPP's (Dedicated Interface) - PISP (milliseconds)
23/12/2023	1,614	0
24/12/2023	1,818	0
25/12/2023	2,992	0
26/12/2023	1,560	0
27/12/2023	1,417	0
28/12/2023	1,319	0
29/12/2023	1,403	0
30/12/2023	1,561	0
31/12/2023	1,576	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	TPP's (Dedicated Interface) - CBPII (milliseconds)
01/10/2023	0
02/10/2023	0
03/10/2023	0
04/10/2023	0
05/10/2023	0
06/10/2023	0
07/10/2023	0
08/10/2023	0
09/10/2023	0
10/10/2023	0
11/10/2023	0

Date	TPP's (Dedicated Interface) - CBPII (milliseconds)
12/10/2023	0
13/10/2023	0
14/10/2023	0
15/10/2023	0
16/10/2023	0
17/10/2023	0
18/10/2023	0
19/10/2023	0
20/10/2023	0
21/10/2023	0
22/10/2023	0
23/10/2023	0
24/10/2023	0
25/10/2023	0
26/10/2023	0
27/10/2023	0
28/10/2023	0
29/10/2023	0
30/10/2023	0
31/10/2023	0
01/11/2023	0
02/11/2023	0
03/11/2023	0
04/11/2023	0

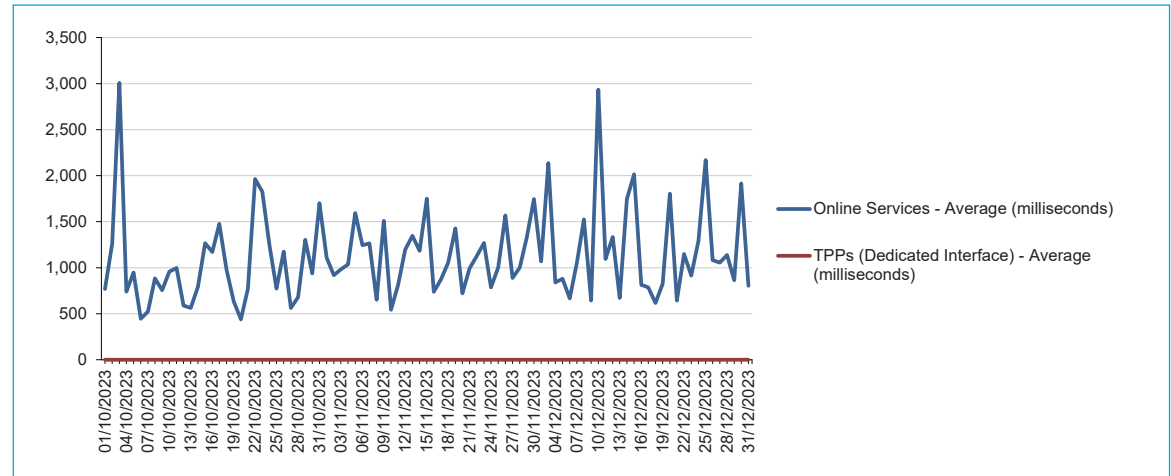
Date	TPP's (Dedicated Interface) - CBPII (milliseconds)
05/11/2023	0
06/11/2023	0
07/11/2023	0
08/11/2023	0
09/11/2023	0
10/11/2023	0
11/11/2023	0
12/11/2023	0
13/11/2023	0
14/11/2023	0
15/11/2023	0
16/11/2023	0
17/11/2023	0
18/11/2023	0
19/11/2023	0
20/11/2023	0
21/11/2023	0
22/11/2023	0
23/11/2023	0
24/11/2023	0
25/11/2023	0
26/11/2023	0
27/11/2023	0
28/11/2023	0

Date	TPP's (Dedicated Interface) - CBPII (milliseconds)
29/11/2023	0
30/11/2023	0
01/12/2023	0
02/12/2023	0
03/12/2023	0
04/12/2023	0
05/12/2023	0
06/12/2023	0
07/12/2023	0
08/12/2023	0
09/12/2023	0
10/12/2023	0
11/12/2023	0
12/12/2023	0
13/12/2023	0
14/12/2023	0
15/12/2023	0
16/12/2023	0
17/12/2023	0
18/12/2023	0
19/12/2023	0
20/12/2023	0
21/12/2023	0
22/12/2023	0

Date	TPP's (Dedicated Interface) - CBPII (milliseconds)
23/12/2023	0
24/12/2023	0
25/12/2023	0
26/12/2023	0
27/12/2023	0
28/12/2023	0
29/12/2023	0
30/12/2023	0
31/12/2023	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)
01/10/2023	769	0
02/10/2023	1,261	0
03/10/2023	3,008	0
04/10/2023	742	0
05/10/2023	948	0
06/10/2023	445	0
07/10/2023	524	0
08/10/2023	885	0
09/10/2023	757	0
10/10/2023	959	0
11/10/2023	997	0
12/10/2023	590	0
13/10/2023	562	0

Date	Online Sevices - Average (milliseconds)	TPP's (Dedicated Interface) - Average (milliseconds)
14/10/2023	794	0
15/10/2023	1,267	0
16/10/2023	1,171	0
17/10/2023	1,478	0
18/10/2023	979	0
19/10/2023	634	0
20/10/2023	440	0
21/10/2023	771	0
22/10/2023	1,963	0
23/10/2023	1,827	0
24/10/2023	1,242	0
25/10/2023	774	0
26/10/2023	1,176	0
27/10/2023	562	0
28/10/2023	681	0
29/10/2023	1,303	0
30/10/2023	939	0
31/10/2023	1,701	0
01/11/2023	1,107	0
02/11/2023	919	0
03/11/2023	982	0
04/11/2023	1,036	0
05/11/2023	1,595	0
06/11/2023	1,245	0

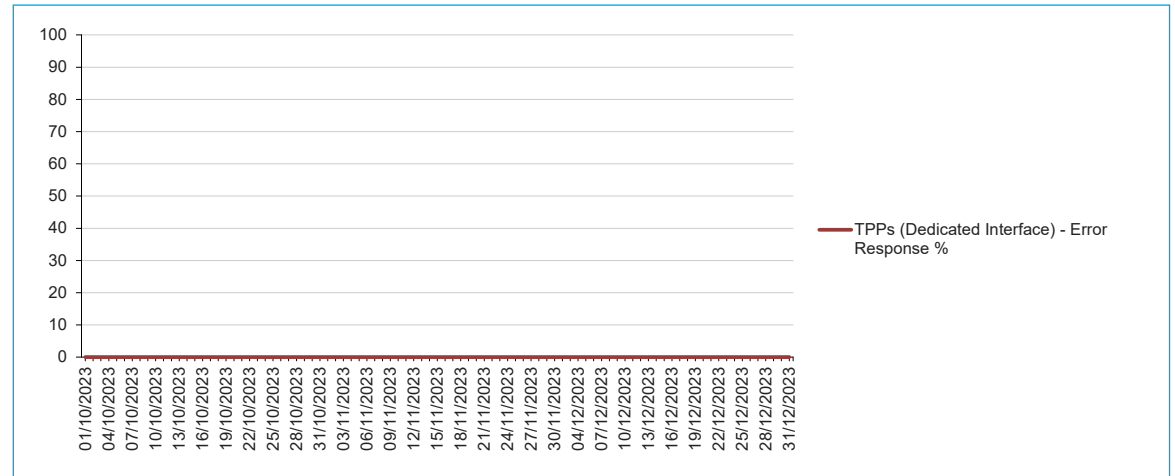
Date	Online Sevices - Average (milliseconds)	TPP's (Dedicated Interface) - Average (milliseconds)
07/11/2023	1,265	0
08/11/2023	653	0
09/11/2023	1,509	0
10/11/2023	544	0
11/11/2023	810	0
12/11/2023	1,196	0
13/11/2023	1,346	0
14/11/2023	1,184	0
15/11/2023	1,750	0
16/11/2023	738	0
17/11/2023	874	0
18/11/2023	1,056	0
19/11/2023	1,428	0
20/11/2023	722	0
21/11/2023	993	0
22/11/2023	1,128	0
23/11/2023	1,269	0
24/11/2023	787	0
25/11/2023	1,002	0
26/11/2023	1,569	0
27/11/2023	888	0
28/11/2023	1,002	0
29/11/2023	1,327	0
30/11/2023	1,746	0

Date	Online Sevices - Average (milliseconds)	TPP's (Dedicated Interface) - Average (milliseconds)
01/12/2023	1,069	0
02/12/2023	2,778	0
03/12/2023	2,138	0
04/12/2023	842	0
05/12/2023	880	0
06/12/2023	667	0
07/12/2023	1,055	0
08/12/2023	1,525	0
09/12/2023	644	0
10/12/2023	2,935	0
11/12/2023	1,095	0
12/12/2023	1,334	0
13/12/2023	671	0
14/12/2023	1,747	0
15/12/2023	2,015	0
16/12/2023	815	0
17/12/2023	786	0
18/12/2023	618	0
19/12/2023	826	0
20/12/2023	1,804	0
21/12/2023	644	0
22/12/2023	1,150	0
23/12/2023	915	0
24/12/2023	1,293	0

Date	Online Sevices - Average (milliseconds)	TPP's (Dedicated Interface) - Average (milliseconds)
25/12/2023	2,169	0
26/12/2023	1,082	0
27/12/2023	1,055	0
28/12/2023	1,139	0
29/12/2023	864	0
30/12/2023	1,916	0
31/12/2023	803	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 (%)
01/10/2023	0.00
02/10/2023	0.00
03/10/2023	0.00
04/10/2023	0.00
05/10/2023	0.00
06/10/2023	0.00
07/10/2023	0.00
08/10/2023	0.00
09/10/2023	0.00
10/10/2023	0.00
11/10/2023	0.00
12/10/2023	0.00
13/10/2023	0.00

Date	Error response rate (%)
14/10/2023	0.00
15/10/2023	0.00
16/10/2023	0.00
17/10/2023	0.00
18/10/2023	0.00
19/10/2023	0.00
20/10/2023	0.00
21/10/2023	0.00
22/10/2023	0.00
23/10/2023	0.00
24/10/2023	0.00
25/10/2023	0.00
26/10/2023	0.00
27/10/2023	0.00
28/10/2023	0.00
29/10/2023	0.00
30/10/2023	0.00
31/10/2023	0.00
01/11/2023	0.00
02/11/2023	0.00
03/11/2023	0.00
04/11/2023	0.00
05/11/2023	0.00
06/11/2023	0.00
07/11/2023	0.00

Date	Error response rate (%)
08/11/2023	0.00
09/11/2023	0.00
10/11/2023	0.00
11/11/2023	0.00
12/11/2023	0.00
13/11/2023	0.00
14/11/2023	0.00
15/11/2023	0.00
16/11/2023	0.00
17/11/2023	0.00
18/11/2023	0.00
19/11/2023	0.00
20/11/2023	0.00
21/11/2023	0.00
22/11/2023	0.00
23/11/2023	0.00
24/11/2023	0.00
25/11/2023	0.00
26/11/2023	0.00
27/11/2023	0.00
28/11/2023	0.00
29/11/2023	0.00
30/11/2023	0.00
01/12/2023	0.00
02/12/2023	0.00

Date	Error response rate (%)
03/12/2023	0.00
04/12/2023	0.00
05/12/2023	0.00
06/12/2023	0.00
07/12/2023	0.00
08/12/2023	0.00
09/12/2023	0.00
10/12/2023	0.00
11/12/2023	0.00
12/12/2023	0.00
13/12/2023	0.00
14/12/2023	0.00
15/12/2023	0.00
16/12/2023	0.00
17/12/2023	0.00
18/12/2023	0.00
19/12/2023	0.00
20/12/2023	0.00
21/12/2023	0.00
22/12/2023	0.00
23/12/2023	0.00
24/12/2023	0.00
25/12/2023	0.00
26/12/2023	0.00
27/12/2023	0.00

Date	Error response rate (%)
28/12/2023	0.00
29/12/2023	0.00
30/12/2023	0.00
31/12/2023	0.00