



# REP020 - Quarterly Statistics on Availability and Performance of Dedicated Interfaces [help ?](#)

FRN : 900843 Firm Name : Tide Platform Limited

Reporting Period Information	
Reporting Period: 01/07/2020 to 30/09/2020	Due Date: 02/11/2020

## Special Instructions

Firms who do not operate a dedicated interface should respond 'Yes' to Question 1 and submit a nil return.

**For the reporting period between 1 July 2019 and 30 September 2019** - The SCA-RTS requires quarterly statistics to be published from 14 September 2019. Therefore for this reporting period, firms are only required to provide us with statistics between 14 September 2019 and 30 September 2019. These statistics for each PSU and dedicated interface must be entered in Days 76 to 92 and firms must enter 0 for all earlier days in the quarter (Days 1 to 75) except Uptime (%) which should be entered as 100.00.

**For all subsequent reporting periods** - The statistics must be entered from Day 1 and any surplus days at the end of the quarter (for example, Quarter 1 only contains 90 Days, and Quarter 2 contains 91 Days) can be left blank.

Percentage figures are to be provided to two decimal places, and milliseconds are to be provided as a whole number.

Multiple interface tables must be completed in Question 2 for each payment service user interface and dedicated interface for which the firm has published the daily statistics on its website. To add additional interface tables, please select the 'Number of interfaces to add' from the bottom of the form, then select 'Add'.

A

1. Do you wish to make a nil return?

2. **Daily statistics**  
This section must be completed for each payment service user interface and dedicated interface for which the firm has published the daily statistics on its website.

Day	Interface Name/Id		Interface type	Has exemption been granted for dedicated interface?			
	A		B	C			
	Tide API		PSU interface				
Availability statistics			Performance statistics				
		Payment services user interface		Dedicated interface			
Uptime (%)	Downtime (%)	Response (milliseconds)	AISP response (milliseconds)	PISP response (milliseconds)	CBPII / PISP Yes/No response (milliseconds)	Error response rate (%)	
D	E	F	G	H	I	J	
1	100.00	0.00	40				
2	100.00	0.00	39				
3	100.00	0.00	38				
4	100.00	0.00	39				
5	100.00	0.00	39				
6	100.00	0.00	40				
7	100.00	0.00	37				
8	100.00	0.00	38				
9	100.00	0.00	40				
10	100.00	0.00	40				
11	100.00	0.00	40				
12	100.00	0.00	41				
13	100.00	0.00	41				
14	100.00	0.00	41				
15	100.00	0.00	41				
16	100.00	0.00	41				
17	100.00	0.00	40				
18	100.00	0.00	42				
19	100.00	0.00	38				
20	100.00	0.00	43				
21	100.00	0.00	45				
22	100.00	0.00	44				
23	100.00	0.00	42				
24	100.00	0.00	41				
25	100.00	0.00	41				
26	100.00	0.00	43				
27	100.00	0.00	42				
28	100.00	0.00	43				
29	100.00	0.00	43				
30	100.00	0.00	43				
31	100.00	0.00	41				
32	100.00	0.00	40				



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33	100.00	0.00	40				
34	100.00	0.00	43				
35	99.94	0.06	47				
36	100.00	0.00	45				
37	100.00	0.00	44				
38	100.00	0.00	42				
39	100.00	0.00	42				
40	100.00	0.00	39				
41	100.00	0.00	41				
42	100.00	0.00	42				
43	100.00	0.00	44				
44	100.00	0.00	49				
45	100.00	0.00	69				
46	100.00	0.00	39				
47	100.00	0.00	41				
48	100.00	0.00	42				
49	100.00	0.00	42				
50	100.00	0.00	42				
51	100.00	0.00	43				
52	100.00	0.00	39				
53	100.00	0.00	38				
54	100.00	0.00	40				
55	100.00	0.00	41				
56	97.79	2.21	69				
57	100.00	0.00	46				
58	100.00	0.00	42				
59	100.00	0.00	40				
60	100.00	0.00	43				
61	100.00	0.00	39				
62	100.00	0.00	37				
63	100.00	0.00	41				
64	100.00	0.00	42				
65	100.00	0.00	39				
66	99.92	0.08	47				
67	100.00	0.00	38				
68	100.00	0.00	41				
69	100.00	0.00	40				
70	100.00	0.00	40				
71	100.00	0.00	41				
72	100.00	0.00	42				
73	99.99	0.01	50				
74	100.00	0.00	38				
75	100.00	0.00	38				
76	100.00	0.00	42				
77	100.00	0.00	42				
78	100.00	0.00	39				
79	99.99	0.01	39				
80	100.00	0.00	39				
81	100.00	0.00	42				
82	100.00	0.00	41				
83	100.00	0.00	41				
84	100.00	0.00	44				
85	100.00	0.00	41				
86	100.00	0.00	41				
87	100.00	0.00	42				
88	100.00	0.00	39				
89	100.00	0.00	41				

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90	100.00	0.00	42				
91	100.00	0.00	41				
92	100.00	0.00	43				
	Interface Name/Id		Interface type	Has exemption been granted for dedicated interface?			
	<b>A</b>		<b>B</b>	<b>C</b>			
	Tide Open Banking API		Dedicated interface	Yes			
	Availability statistics			Performance statistics			
			Payment services user interface	Dedicated interface			
	Uptime (%)	Downtime (%)	Response (milliseconds)	AISP response (milliseconds)	PISP response (milliseconds)	CBP/II / PISP Yes/No response (milliseconds)	Error response rate (%)
Day	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>
1	100.00	0.00		329	0	0	0.42
2	99.89	0.11		351	0	0	0.43
3	100.00	0.00		344	0	0	0.41
4	100.00	0.00		315	0	0	0.45
5	100.00	0.00		303	0	0	0.42
6	100.00	0.00		359	0	0	0.43
7	100.00	0.00		317	0	0	0.40
8	100.00	0.00		309	0	0	0.45
9	100.00	0.00		325	0	0	0.42
10	100.00	0.00		316	0	0	0.41
11	100.00	0.00		311	0	0	0.43
12	100.00	0.00		306	0	0	0.42
13	100.00	0.00		326	0	0	0.45
14	100.00	0.00		310	0	0	0.42
15	100.00	0.00		320	0	0	0.46
16	100.00	0.00		317	0	0	0.42
17	100.00	0.00		311	0	0	0.41
18	100.00	0.00		314	0	0	0.48
19	100.00	0.00		299	0	0	0.40
20	100.00	0.00		322	0	0	0.60
21	100.00	0.00		311	0	0	0.78
22	100.00	0.00		353	0	0	0.77
23	99.98	0.02		317	0	0	0.79
24	99.98	0.02		326	0	0	0.76
25	100.00	0.00		311	0	0	0.80
26	100.00	0.00		304	0	0	0.79
27	100.00	0.00		324	0	0	0.73
28	100.00	0.00		310	0	0	0.75
29	100.00	0.00		338	0	0	0.76
30	100.00	0.00		333	0	0	0.74
31	100.00	0.00		324	0	0	0.74
32	100.00	0.00		309	0	0	0.80
33	100.00	0.00		301	0	0	0.76
34	100.00	0.00		342	0	0	0.83
35	100.00	0.00		326	0	0	0.72
36	100.00	0.00		303	0	0	0.62
37	100.00	0.00		333	0	0	0.75
38	97.96	2.04		1016	0	0	1.49
39	100.00	0.00		283	0	0	0.88
40	100.00	0.00		276	0	0	0.86
41	100.00	0.00		294	0	0	0.85
42	100.00	0.00		283	0	0	0.69
43	100.00	0.00		282	0	0	0.90
44	99.54	0.46		386	0	0	1.02
45	100.00	0.00		271	0	0	0.93

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46	99.99	0.01		262	0	0	0.95
47	100.00	0.00		256	0	0	0.93
48	99.87	0.13		295	0	0	3.62
49	99.79	0.21		264	0	0	4.17
50	100.00	0.00		268	0	0	1.04
51	100.00	0.00		261	0	0	1.01
52	100.00	0.00		266	0	0	0.94
53	99.99	0.01		264	0	0	0.95
54	100.00	0.00		253	0	0	1.00
55	100.00	0.00		258	0	0	0.92
56	88.76	11.24		2642	0	0	11.76
57	98.31	1.69		1934	0	0	3.72
58	100.00	0.00		273	0	0	0.89
59	100.00	0.00		295	0	0	0.90
60	100.00	0.00		286	0	0	0.86
61	100.00	0.00		271	0	0	0.84
62	100.00	0.00		280	0	0	0.81
63	100.00	0.00		298	0	0	0.94
64	100.00	0.00		283	0	0	0.80
65	100.00	0.00		324	0	0	1.22
66	100.00	0.00		297	0	0	1.08
67	100.00	0.00		299	0	0	1.12
68	100.00	0.00		282	0	0	1.07
69	100.00	0.00		299	0	0	0.92
70	100.00	0.00		294	0	0	0.89
71	100.00	0.00		280	0	0	1.05
72	99.99	0.01		316	0	0	0.98
73	100.00	0.00		326	0	0	1.15
74	100.00	0.00		302	0	0	1.00
75	100.00	0.00		290	0	0	0.91
76	100.00	0.00		303	0	0	1.70
77	100.00	0.00		304	0	0	0.94
78	100.00	0.00		299	0	0	0.87
79	99.99	0.01		298	0	0	0.86
80	100.00	0.00		343	0	0	0.93
81	100.00	0.00		288	0	0	0.89
82	100.00	0.00		288	0	0	1.03
83	100.00	0.00		286	0	0	0.85
84	100.00	0.00		300	0	0	0.76
85	96.98	3.02		1943	0	0	1.31
86	100.00	0.00		303	0	0	0.04
87	100.00	0.00		324	0	0	0.02
88	100.00	0.00		311	0	0	0.02
89	100.00	0.00		285	0	0	0.01
90	100.00	0.00		305	0	0	0.02
91	100.00	0.00		312	0	0	0.02
92	100.00	0.00		332	0	0	0.01