

Date	Dedicated interface				Internet Banking GB				Internet Banking NI				Mobile Banking NI				Internet Business Banking NI				Internet Business Banking GB				
	Availability Statistics		Performance Statistics		Availability Statistics		Performance Statistics		Availability Statistics		Performance Statistics		Availability Statistics		Performance Statistics		Availability Statistics		Performance Statistics		Availability Statistics		Performance Statistics		
Uptime (%)	Downtime (%)	AISP response (milliseconds)	PISP response (milliseconds)	CBPII/PIS P Yes/No response (milliseconds)	Error response rate (%)	Uptime (%)	Downtime (%)	Payment services user interface	Response (milliseconds)	Uptime (%)	Downtime (%)	Payment services user interface	Response (milliseconds)	Uptime (%)	Downtime (%)	Payment services user interface	Response (milliseconds)	Uptime (%)	Downtime (%)	Payment services user interface	Response (milliseconds)	Uptime (%)	Downtime (%)	Payment services user interface	Response (milliseconds)
01-Jul	100.00%	0.00%	204	112	392	0.00%	100.00%	0.00%	239	100.00%	0.00%	239	100.00%	0.00%	239	100.00%	0.00%	115	100.00%	0.00%	115	100.00%	0.00%	115	100.00%
02-Jul	100.00%	0.00%	214	114	845	0.01%	100.00%	0.00%	165	100.00%	0.00%	165	100.00%	0.00%	165	100.00%	0.00%	117	100.00%	0.00%	117	100.00%	0.00%	117	100.00%
03-Jul	100.00%	0.00%	254	124	425	0.00%	100.00%	0.00%	170	100.00%	0.00%	170	100.00%	0.00%	170	100.00%	0.00%	115	100.00%	0.00%	115	100.00%	0.00%	115	100.00%
04-Jul	100.00%	0.00%	150	118	282	0.01%	100.00%	0.00%	176	100.00%	0.00%	176	100.00%	0.00%	176	100.00%	0.00%	119	100.00%	0.00%	119	100.00%	0.00%	119	100.00%
05-Jul	100.00%	0.00%	185	120	1018	0.00%	100.00%	0.00%	171	100.00%	0.00%	171	100.00%	0.00%	171	100.00%	0.00%	112	100.00%	0.00%	112	100.00%	0.00%	112	100.00%
06-Jul	100.00%	0.00%	209	125	735	0.01%	100.00%	0.00%	151	100.00%	0.00%	151	100.00%	0.00%	151	100.00%	0.00%	97	100.00%	0.00%	97	100.00%	0.00%	97	100.00%
07-Jul	100.00%	0.00%	247	120	614	0.01%	100.00%	0.00%	157	100.00%	0.00%	157	100.00%	0.00%	157	100.00%	0.00%	104	100.00%	0.00%	104	100.00%	0.00%	104	100.00%
08-Jul	100.00%	0.00%	232	132	784	0.02%	100.00%	0.00%	163	100.00%	0.00%	163	98.96%	1.04%	163	100.00%	0.00%	110	100.00%	0.00%	110	100.00%	0.00%	110	100.00%
09-Jul	100.00%	0.00%	289	143	1386	0.00%	100.00%	0.00%	171	100.00%	0.00%	171	100.00%	0.00%	171	100.00%	0.00%	109	100.00%	0.00%	109	100.00%	0.00%	109	100.00%
10-Jul	100.00%	0.00%	294	129	611	0.01%	100.00%	0.00%	178	100.00%	0.00%	178	100.00%	0.00%	178	100.00%	0.00%	111	100.00%	0.00%	111	100.00%	0.00%	111	100.00%
11-Jul	100.00%	0.00%	457	132	497	0.01%	100.00%	0.00%	170	100.00%	0.00%	170	100.00%	0.00%	170	100.00%	0.00%	117	100.00%	0.00%	117	100.00%	0.00%	117	100.00%
12-Jul	100.00%	0.00%	182	122	1226	0.01%	100.00%	0.00%	188	100.00%	0.00%	188	100.00%	0.00%	188	100.00%	0.00%	113	100.00%	0.00%	113	100.00%	0.00%	113	100.00%
13-Jul	100.00%	0.00%	223	125	659	0.00%	100.00%	0.00%	151	100.00%	0.00%	151	100.00%	0.00%	151	100.00%	0.00%	99	100.00%	0.00%	99	100.00%	0.00%	99	100.00%
14-Jul	100.00%	0.00%	210	115	1385	0.06%	100.00%	0.00%	161	100.00%	0.00%	161	100.00%	0.00%	161	100.00%	0.00%	101	100.00%	0.00%	101	100.00%	0.00%	101	100.00%
15-Jul	100.00%	0.00%	201	129	943	0.01%	100.00%	0.00%	158	100.00%	0.00%	158	99.10%	0.90%	158	100.00%	0.00%	108	100.00%	0.00%	108	100.00%	0.00%	108	100.00%
16-Jul	100.00%	0.00%	194	128	788	0.01%	100.00%	0.00%	167	100.00%	0.00%	167	100.00%	0.00%	167	100.00%	0.00%	112	100.00%	0.00%	112	100.00%	0.00%	112	100.00%
17-Jul	100.00%	0.00%	354	129	223	0.01%	100.00%	0.00%	173	100.00%	0.00%	173	100.00%	0.00%	173	100.00%	0.00%	111	100.00%	0.00%	111	100.00%	0.00%	111	100.00%
18-Jul	100.00%	0.00%	223	128	402	0.01%	100.00%	0.00%	166	100.00%	0.00%	166	100.00%	0.00%	166	100.00%	0.00%	116	100.00%	0.00%	116	100.00%	0.00%	116	100.00%
19-Jul	100.00%	0.00%	306	201	520	0.02%	100.00%	0.00%	179	100.00%	0.00%	179	100.00%	0.00%	179	100.00%	0.00%	111	100.00%	0.00%	111	100.00%	0.00%	111	100.00%
20-Jul	100.00%	0.00%	207	141	466	0.13%	100.00%	0.00%	155	100.00%	0.00%	155	100.00%	0.00%	155	99.70%	0.30%	100	99.70%	0.30%	100	100.00%	0.30%	100	100.00%
21-Jul	100.00%	0.00%	176	128	604	0.01%	100.00%	0.00%	164	100.00%	0.00%	164	100.00%	0.00%	164	100.00%	0.00%	104	100.00%	0.00%	104	100.00%	0.00%	104	100.00%
22-Jul	100.00%	0.00%	248	125	368	0.01%	100.00%	0.00%	171	100.00%	0.00%	171	100.00%	0.00%	171	100.00%	0.00%	115	100.00%	0.00%	115	100.00%	0.00%	115	100.00%
23-Jul	100.00%	0.00%	226	280	666	0.01%	100.00%	0.00%	170	100.00%	0.00%	170	100.00%	0.00%	170	100.00%	0.00%	114	100.00%	0.00%	114	100.00%	0.00%	114	100.00%
24-Jul	100.00%	0.00%	770	124	697	0.01%	100.00%	0.00%	184	100.00%	0.00%	184	100.00%	0.00%	184	100.00%	0.00%	117	100.00%	0.00%	117	100.00%	0.00%	117	100.00%
25-Jul	100.00%	0.00%	238	140	506	0.01%	100.00%	0.00%	180	100.00%	0.00%	180	100.00%	0.00%	180	100.00%	0.00%	118	100.00%	0.00%	118	100.00%	0.00%	118	100.00%
26-Jul	100.00%	0.00%	187	134	533	0.01%	100.00%	0.00%	187	100.00%	0.00%	187	100.00%	0.00%	187	100.00%	0.00%	119	100.00%	0.00%	119	100.00%	0.00%	119	100.00%
27-Jul	100.00%	0.00%	215	129	307	0.01%	100.00%	0.00%	155	100.00%	0.00%	155	100.00%	0.00%	155	100.00%	0.00%	105	100.00%	0.00%	105	100.00%	0.00%	105	100.00%
28-Jul	100.00%	0.00%	239	129	452	0.01%	100.00%	0.00%	164	100.00%	0.00%	164	100.00%	0.00%	164	100.00%	0.00%	104	100.00%	0.00%	104	100.00%	0.00%	104	100.00%
29-Jul	100.00%	0.00%	193	138	395	0.01%	92.99%	7.01%	616	92.99%	7.01%	616	92.99%	7.01%	616	92.99%	7.01%	117	100.00%	0.00%	117	100.00%	0.00%	117	100.00%
30-Jul	100.00%	0.00%	198	274	711	0.01%	100.00%	0.00%	170	100.00%	0.00%	170	100.00%	0.00%	170	100.00%	0.00%	118	100.00%	0.00%	118	100.00%	0.00%	118	100.00%
31-Jul	100.00%	0.00%	186	154	507	0.01%	100.00%	0.00%	170	100.00%	0.00%	170	100.00%	0.00%	170	100.00%	0.00%	120	100.00%	0.00%	120	100.00%	0.00%	120	100.00%
01-Aug	100.00%	0.00%	692	143	496	0.01%	100.00%	0.00%	187	100.00%	0.00%	187	100.00%	0.00%	187	100.00%	0.00%	122	100.00%	0.00%	122	100.00%	0.00%	122	100.00%
02-Aug	100.00%	0.00%	200	136	824	0.01%	100.00%	0.00%	173	100.00%	0.00%	173	100.00%	0.00%	173	100.00%	0.00%	116	100.00%	0.00%	116	100.00%	0.00%	116	100.00%
03-Aug	100.00%	0.00%	212	143	1321	0.01%	100.00%	0.00%	155	100.00%	0.00%	155	100.00%	0.00%	155	100.00%	0.00%	105	100.00%	0.00%	105	100.00%	0.00%	105	100.00%
04-Aug	100.00%	0.00%	320	129	499	0.01%	100.00%	0.00%	155	100.00%	0.00%	155	100.00%	0.00%	155	100.00%	0.00%	109	100.00%	0.00%	109	100.00%	0.00%	109	100.00%
05-Aug	100.00%	0.00%	355	131	517	0.02%	100.00%	0.00%	169	100.00%	0.00%	169	100.00%	0.00%	169	100.00%	0.00%	109	100.00%	0.00%	109	100.00%	0.00%	109	100.00%
06-Aug	100.00%	0.00%	212	146	837	0.01%	100.00%	0.00%	170	100.00%	0.00%	170	100.00%	0.00%	170	100.00%	0.00%	117	100.00%	0.00%	117	100.00%	0.00%	117	100.00%
07-Aug	100.00%	0.00%	224	153	809	0.01%	100.00%	0.00%	171	100.00%	0.00%	171	98.26%	1.74%	171	95.83%	4.17%	121	95.83%	4.17%	121	100.00%	0.00%	121	100.00%
08-Aug	100.00%	0.00%	240	139	762	0.01%	100.00%	0.00%	171	100.00%	0.00%	171	100.00%	0.00%	171	100.00%	0.00%	124	100.00%	0.00%	124	100.00%	0.00%	124	100.00%
09-Aug	100.00%	0.00%	276	140	1143	0.01%	100.00%	0.00%	176	100.00%	0.00%	176	99.70%	0.30%	176	100.00%	0.00%	110	100.00%	0.00%	110	100.00%	0.00%	110	100.00%
10-Aug	100.00%	0.00%	248	139	1475	0.10%	100.00%	0.00%	159	100.00%	0.00%	159	100.00%	0.00%	159	80.90%	19.10%	104	80.90%	19.10%	104	100.00%	0.00%	104	100.00%
11-Aug	100.00%	0.00%	268	132	1501	0.01%	100.00%	0.00%	162	100.00%	0.00%	162	100.00%	0.00%	162	100.00%	0.00%	110	100.00%	0.00%	110	100.00%	0.00%	110	100.00%
12-Aug	100.00%	0.00%	251	197	732	0.01%	100.00%	0.00%	169	100.00%	0.00%	169	100												

14-Sep	100.00%	0.00%	242	127	169	0.30%	100.00%	0.00%	126	100.00%	0.00%	126	100.00%	0.00%	126	66.67%	33.33%	103	66.67%	33.33%	103
15-Sep	100.00%	0.00%	203	147	275	0.01%	100.00%	0.00%	135	100.00%	0.00%	135	100.00%	0.00%	135	100.00%	0.00%	105	100.00%	0.00%	105
16-Sep	100.00%	0.00%	279	136	208	0.01%	100.00%	0.00%	140	100.00%	0.00%	140	100.00%	0.00%	140	100.00%	0.00%	114	100.00%	0.00%	114
17-Sep	100.00%	0.00%	223	158	206	0.01%	100.00%	0.00%	139	100.00%	0.00%	139	100.00%	0.00%	139	100.00%	0.00%	114	100.00%	0.00%	114
18-Sep	100.00%	0.00%	226	137	207	0.01%	100.00%	0.00%	139	100.00%	0.00%	139	100.00%	0.00%	139	100.00%	0.00%	129	100.00%	0.00%	129
19-Sep	100.00%	0.00%	254	126	187	0.02%	100.00%	0.00%	151	100.00%	0.00%	151	100.00%	0.00%	151	100.00%	0.00%	120	100.00%	0.00%	120
20-Sep	100.00%	0.00%	301	148	265	0.01%	100.00%	0.00%	165	100.00%	0.00%	165	100.00%	0.00%	165	100.00%	0.00%	126	100.00%	0.00%	126
21-Sep	100.00%	0.00%	235	139	190	0.01%	100.00%	0.00%	134	100.00%	0.00%	134	100.00%	0.00%	134	100.00%	0.00%	109	100.00%	0.00%	109
22-Sep	100.00%	0.00%	222	141	337	0.01%	100.00%	0.00%	136	100.00%	0.00%	136	100.00%	0.00%	136	100.00%	0.00%	104	100.00%	0.00%	104
23-Sep	100.00%	0.00%	218	126	218	0.00%	100.00%	0.00%	143	100.00%	0.00%	143	100.00%	0.00%	143	100.00%	0.00%	114	100.00%	0.00%	114
24-Sep	100.00%	0.00%	469	134	212	0.01%	100.00%	0.00%	146	100.00%	0.00%	146	100.00%	0.00%	146	100.00%	0.00%	116	100.00%	0.00%	116
25-Sep	100.00%	0.00%	263	135	306	0.00%	100.00%	0.00%	142	100.00%	0.00%	142	100.00%	0.00%	142	100.00%	0.00%	122	100.00%	0.00%	122
26-Sep	100.00%	0.00%	234	157	249	0.01%	100.00%	0.00%	149	100.00%	0.00%	149	100.00%	0.00%	149	100.00%	0.00%	127	100.00%	0.00%	127
27-Sep	100.00%	0.00%	205	138	287	0.01%	100.00%	0.00%	149	100.00%	0.00%	149	100.00%	0.00%	149	100.00%	0.00%	122	100.00%	0.00%	122
28-Sep	100.00%	0.00%	240	137	257	0.00%	100.00%	0.00%	133	100.00%	0.00%	133	100.00%	0.00%	133	100.00%	0.00%	107	100.00%	0.00%	107
29-Sep	100.00%	0.00%	194	175	177	0.02%	100.00%	0.00%	145	100.00%	0.00%	145	100.00%	0.00%	145	100.00%	0.00%	109	100.00%	0.00%	109
30-Sep	100.00%	0.00%	195	215	226	0.01%	100.00%	0.00%	152	100.00%	0.00%	152	100.00%	0.00%	152	100.00%	0.00%	122	100.00%	0.00%	122