

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					
Date	Uptime (%)	Downtime (%)	Dedicated Interface				Uptime (%)	Downtime (%)	Payment services user interface	Uptime (%)	Downtime (%)	Payment services user interface	Uptime (%)	Downtime (%)	Payment services user interface	Uptime (%)	Downtime (%)	Payment services user interface	Uptime (%)	Downtime (%)	Payment services user interface					
			AISP response (milliseconds)	PISP response (milliseconds)	CBPII/PISP Yes/No response (milliseconds)	Error response rate (%)																Response (milliseconds)	Response (milliseconds)	Response (milliseconds)	Response (milliseconds)	
01-Jul	99.99%	0.01%	194	107	174	0.02%	100.00%	0.00%	260	100.00%	0.00%	260	100.00%	0.00%	260	100.00%	0.00%	135	100.00%	0.00%	135					
02-Jul	100.00%	0.00%	154	109	242	0.00%	100.00%	0.00%	221	100.00%	0.00%	221	100.00%	0.00%	221	86.81%	13.19%	117	86.81%	13.19%	117					
03-Jul	100.00%	0.00%	146	125	214	0.00%	100.00%	0.00%	227	100.00%	0.00%	227	100.00%	0.00%	227	100.00%	0.00%	112	100.00%	0.00%	112					
04-Jul	100.00%	0.00%	154	114	345	0.01%	100.00%	0.00%	231	100.00%	0.00%	231	100.00%	0.00%	231	99.93%	0.07%	118	99.93%	0.07%	118					
05-Jul	100.00%	0.00%	161	126	212	0.00%	100.00%	0.00%	238	100.00%	0.00%	238	100.00%	0.00%	238	99.86%	0.14%	104	99.86%	0.14%	104					
06-Jul	100.00%	0.00%	143	109	250	0.00%	100.00%	0.00%	210	100.00%	0.00%	210	100.00%	0.00%	210	100.00%	0.00%	130	100.00%	0.00%	130					
07-Jul	100.00%	0.00%	133	110	170	0.00%	100.00%	0.00%	209	100.00%	0.00%	209	100.00%	0.00%	209	99.93%	0.07%	121	99.93%	0.07%	121					
08-Jul	100.00%	0.00%	176	106	180	0.01%	100.00%	0.00%	213	100.00%	0.00%	213	100.00%	0.00%	213	100.00%	0.00%	116	100.00%	0.00%	116					
09-Jul	100.00%	0.00%	155	110	412	0.01%	56.11%	43.89%	191	56.11%	43.89%	191	100.00%	0.00%	191	87.50%	12.50%	114	87.50%	12.50%	114					
10-Jul	100.00%	0.00%	166	114	208	0.00%	100.00%	0.00%	204	100.00%	0.00%	204	100.00%	0.00%	204	100.00%	0.00%	118	100.00%	0.00%	118					
11-Jul	100.00%	0.00%	138	113	404	0.00%	100.00%	0.00%	209	100.00%	0.00%	209	100.00%	0.00%	209	100.00%	0.00%	107	100.00%	0.00%	107					
12-Jul	100.00%	0.00%	130	108	328	0.00%	100.00%	0.00%	236	100.00%	0.00%	236	100.00%	0.00%	236	100.00%	0.00%	105	100.00%	0.00%	105					
13-Jul	100.00%	0.00%	140	115	189	0.01%	100.00%	0.00%	203	100.00%	0.00%	203	100.00%	0.00%	203	100.00%	0.00%	107	100.00%	0.00%	107					
14-Jul	100.00%	0.00%	142	111	204	0.00%	100.00%	0.00%	212	100.00%	0.00%	212	100.00%	0.00%	212	100.00%	0.00%	110	100.00%	0.00%	110					
15-Jul	100.00%	0.00%	146	113	439	0.00%	100.00%	0.00%	216	100.00%	0.00%	216	100.00%	0.00%	216	100.00%	0.00%	105	100.00%	0.00%	105					
16-Jul	100.00%	0.00%	158	104	564	0.00%	100.00%	0.00%	203	100.00%	0.00%	203	100.00%	0.00%	203	100.00%	0.00%	120	100.00%	0.00%	120					
17-Jul	100.00%	0.00%	139	125	181	0.01%	100.00%	0.00%	201	100.00%	0.00%	201	100.00%	0.00%	201	100.00%	0.00%	109	100.00%	0.00%	109					
18-Jul	100.00%	0.00%	140	115	175	0.01%	100.00%	0.00%	213	100.00%	0.00%	213	100.00%	0.00%	213	100.00%	0.00%	107	100.00%	0.00%	107					
19-Jul	100.00%	0.00%	142	111	239	0.01%	99.31%	0.69%	211	99.31%	0.69%	211	100.00%	0.00%	211	100.00%	0.00%	106	100.00%	0.00%	106					
20-Jul	100.00%	0.00%	159	136	211	0.31%	100.00%	0.00%	214	100.00%	0.00%	214	97.90%	2.10%	214	83.33%	16.67%	106	83.33%	16.67%	106					
21-Jul	100.00%	0.00%	204	153	178	0.18%	100.00%	0.00%	218	100.00%	0.00%	218	100.00%	0.00%	218	100.00%	0.00%	110	100.00%	0.00%	110					
22-Jul	100.00%	0.00%	147	118	443	0.00%	100.00%	0.00%	221	100.00%	0.00%	221	100.00%	0.00%	221	100.00%	0.00%	105	100.00%	0.00%	105					
23-Jul	100.00%	0.00%	138	116	220	0.00%	100.00%	0.00%	189	100.00%	0.00%	189	100.00%	0.00%	189	100.00%	0.00%	113	100.00%	0.00%	113					
24-Jul	100.00%	0.00%	139	117	144	0.07%	100.00%	0.00%	201	100.00%	0.00%	201	100.00%	0.00%	201	100.00%	0.00%	111	100.00%	0.00%	111					
25-Jul	100.00%	0.00%	295	112	153	0.14%	100.00%	0.00%	209	100.00%	0.00%	209	100.00%	0.00%	209	100.00%	0.00%	111	100.00%	0.00%	111					
26-Jul	100.00%	0.00%	158	116	150	0.02%	100.00%	0.00%	203	100.00%	0.00%	203	100.00%	0.00%	203	100.00%	0.00%	109	100.00%	0.00%	109					
27-Jul	100.00%	0.00%	138	112	174	0.00%	100.00%	0.00%	209	100.00%	0.00%	209	100.00%	0.00%	209	100.00%	0.00%	110	100.00%	0.00%	110					
28-Jul	100.00%	0.00%	177	119	160	0.01%	100.00%	0.00%	208	100.00%	0.00%	208	100.00%	0.00%	208	100.00%	0.00%	112	100.00%	0.00%	112					
29-Jul	100.00%	0.00%	140	115	207	0.00%	100.00%	0.00%	209	100.00%	0.00%	209	100.00%	0.00%	209	100.00%	0.00%	117	100.00%	0.00%	117					
30-Jul	100.00%	0.00%	139	119	185	0.01%	100.00%	0.00%	185	100.00%	0.00%	185	100.00%	0.00%	185	100.00%	0.00%	121	100.00%	0.00%	121					
31-Jul	100.00%	0.00%	149	115	140	0.01%	100.00%	0.00%	197	100.00%	0.00%	197	100.00%	0.00%	197	99.93%	0.07%	122	99.93%	0.07%	122					
01-Aug	100.00%	0.00%	143	124	169	0.05%	100.00%	0.00%	222	100.00%	0.00%	222	100.00%	0.00%	222	100.00%	0.00%	129	100.00%	0.00%	129					
02-Aug	100.00%	0.00%	151	124	313	0.01%	100.00%	0.00%	212	100.00%	0.00%	212	100.00%	0.00%	212	100.00%	0.00%	120	100.00%	0.00%	120					
03-Aug	100.00%	0.00%	147	161	178	0.01%	100.00%	0.00%	211	100.00%	0.00%	211	100.00%	0.00%	211	100.00%	0.00%	116	100.00%	0.00%	116					
04-Aug	100.00%	0.00%	129	172	181	0.01%	100.00%	0.00%	211	100.00%	0.00%	211	100.00%	0.00%	211	100.00%	0.00%	119	100.00%	0.00%	119					
05-Aug	100.00%	0.00%	153	117	168	0.01%	100.00%	0.00%	210	100.00%	0.00%	210	100.00%	0.00%	210	100.00%	0.00%	108	100.00%	0.00%	108					
06-Aug	100.00%	0.00%	154	123	170	0.01%	100.00%	0.00%	193	100.00%	0.00%	193	100.00%	0.00%	193	100.00%	0.00%	118	100.00%	0.00%	118					
07-Aug	100.00%	0.00%	156	119	156	0.01%	100.00%	0.00%	192	100.00%	0.00%	192	100.00%	0.00%	192	100.00%	0.00%	128	100.00%	0.00%	128					
08-Aug	100.00%	0.00%	145	126	198	0.02%	100.00%	0.00%	205	100.00%	0.00%	205	100.00%	0.00%	205	100.00%	0.00%	118	100.00%	0.00%	118					
09-Aug	100.00%	0.00%	167	117	185	0.01%	100.00%	0.00%	203	100.00%	0.00%	203	100.00%	0.00%	203	100.00%	0.00%	115	100.00%	0.00%	115					
10-Aug	100.00%	0.00%	132	120	171	0.00%	100.00%	0.00%	202	100.00%	0.00%	202	100.00%	0.00%	202	99.92%	0.08%	118	99.92%	0.08%	118					
11-Aug	100.00%	0.00%	134	121	149	0.00%	100.00%	0.00%	207	100.00%	0.00%	207	100.00%	0.00%	207	100.00%	0.00%	127	100.00%	0.00%	127					
12-Aug	100.00%	0.00%	144	122	201	0.00%	100.00%	0.00%	207	100.00%	0.00%	207	100.00%	0.00%	207	100.00%	0.00%	111	100.00%	0.00%	111					
13-Aug	100.00%	0.00%	140	114	305	0.00%	100.00%	0.00%	184	100.00%	0.00%	184	100.00%	0.00%	184	66.67%	33.33%	114	66.67%	33.33%	114					
14-Aug	100.00%	0.00%	144	123	241	0.00%	100.00%	0.00%	197	100.00%	0.00%	197	100.00%	0.00%	197	100.00%	0.00%	124	100.00%	0.00%	124					
15-Aug	100.00%	0.00%	140	132	289	0.00%	100.00%	0.00%	204	100.00%	0.00%	204	100.00%	0.00%	204	100.00%	0.00%	122	100.00%	0.00%	122					
16-Aug	100.00%	0.00%	147	131	158	0.00%	100.00%	0.00%	204	100.00%	0.00%	204	100.00%	0.00%	204	100.00%	0.00%	116	100.00%	0.00%	116					
17-Aug	100.00%	0.00%	139	128	202	0.01%	100.00%	0.00%	203	100.00%	0.00%	203	100.00%	0.00%	203	100.00%	0.00%	118	100.00%	0.00%	118					
18-Aug	100.00%	0.00%	143	121	158	0.00%	100.00%	0.00%	204	100.00%	0.00%	204	100.00%	0.00%	204	100.00%	0.00%	115	100.00%	0.00%	115					
19-Aug	100.00%	0.00%	226	121	212	0.02%	100.00%	0.00%	210	100.00%	0.00%	210	100.00%	0.00%	210	100.00%	0.00%	107	100.00%	0.00%	107					
20-Aug	100.00%	0.00%	138	109	210	0.23%	100.00%	0.00%	180	100.00%	0.00%	180	100.00%	0.00%	180	69.03%	30.97%	117	69.03%	30.97%	117					

21-Aug	100.00%	0.00%	139	110	182	0.21%	100.00%	0.00%	194	100.00%	0.00%	194	100.00%	0.00%	194	100.00%	0.00%	116	100.00%	0.00%	116
22-Aug	100.00%	0.00%	146	131	204	0.00%	100.00%	0.00%	200	100.00%	0.00%	200	100.00%	0.00%	200	99.93%	0.07%	114	99.93%	0.07%	114
23-Aug	100.00%	0.00%	134	125	225	0.01%	100.00%	0.00%	199	100.00%	0.00%	199	100.00%	0.00%	199	100.00%	0.00%	115	100.00%	0.00%	115
24-Aug	100.00%	0.00%	151	119	242	0.06%	100.00%	0.00%	209	100.00%	0.00%	209	97.90%	2.10%	209	100.00%	0.00%	116	100.00%	0.00%	116
25-Aug	100.00%	0.00%	162	141	175	0.22%	100.00%	0.00%	207	100.00%	0.00%	207	100.00%	0.00%	207	100.00%	0.00%	117	100.00%	0.00%	117
26-Aug	100.00%	0.00%	130	118	214	0.02%	100.00%	0.00%	210	100.00%	0.00%	210	100.00%	0.00%	210	100.00%	0.00%	113	100.00%	0.00%	113
27-Aug	100.00%	0.00%	159	114	451	0.00%	100.00%	0.00%	191	100.00%	0.00%	191	100.00%	0.00%	191	100.00%	0.00%	114	100.00%	0.00%	114
28-Aug	100.00%	0.00%	133	115	160	0.00%	100.00%	0.00%	199	100.00%	0.00%	199	100.00%	0.00%	199	100.00%	0.00%	116	100.00%	0.00%	116
29-Aug	100.00%	0.00%	145	134	159	0.01%	100.00%	0.00%	198	100.00%	0.00%	198	100.00%	0.00%	198	99.93%	0.07%	114	99.93%	0.07%	114
30-Aug	100.00%	0.00%	160	127	158	0.00%	100.00%	0.00%	205	100.00%	0.00%	205	100.00%	0.00%	205	100.00%	0.00%	118	100.00%	0.00%	118
31-Aug	100.00%	0.00%	144	133	171	0.02%	100.00%	0.00%	205	100.00%	0.00%	205	100.00%	0.00%	205	100.00%	0.00%	117	100.00%	0.00%	117
01-Sep	100.00%	0.00%	135	122	168	0.00%	100.00%	0.00%	221	100.00%	0.00%	221	100.00%	0.00%	221	100.00%	0.00%	117	100.00%	0.00%	117
02-Sep	100.00%	0.00%	137	122	218	0.00%	100.00%	0.00%	215	100.00%	0.00%	215	100.00%	0.00%	215	100.00%	0.00%	106	100.00%	0.00%	106
03-Sep	100.00%	0.00%	148	119	162	0.01%	100.00%	0.00%	191	100.00%	0.00%	191	100.00%	0.00%	191	100.00%	0.00%	116	100.00%	0.00%	116
04-Sep	100.00%	0.00%	134	120	175	0.00%	100.00%	0.00%	204	100.00%	0.00%	204	100.00%	0.00%	204	100.00%	0.00%	125	100.00%	0.00%	125
05-Sep	100.00%	0.00%	133	119	165	0.00%	100.00%	0.00%	207	100.00%	0.00%	207	100.00%	0.00%	207	100.00%	0.00%	120	100.00%	0.00%	120
06-Sep	100.00%	0.00%	138	124	180	0.01%	100.00%	0.00%	205	100.00%	0.00%	205	100.00%	0.00%	205	100.00%	0.00%	114	100.00%	0.00%	114
07-Sep	100.00%	0.00%	133	119	157	0.01%	100.00%	0.00%	197	100.00%	0.00%	197	97.90%	2.10%	197	100.00%	0.00%	118	100.00%	0.00%	118
08-Sep	100.00%	0.00%	132	128	157	0.02%	100.00%	0.00%	205	100.00%	0.00%	205	100.00%	0.00%	205	100.00%	0.00%	117	100.00%	0.00%	117
09-Sep	100.00%	0.00%	136	149	283	0.01%	100.00%	0.00%	210	100.00%	0.00%	210	100.00%	0.00%	210	100.00%	0.00%	103	100.00%	0.00%	103
10-Sep	100.00%	0.00%	138	122	183	0.00%	100.00%	0.00%	206	100.00%	0.00%	206	100.00%	0.00%	206	75.35%	24.65%	104	75.35%	24.65%	104
11-Sep	100.00%	0.00%	132	131	177	0.00%	100.00%	0.00%	198	100.00%	0.00%	198	100.00%	0.00%	198	99.93%	0.07%	109	99.93%	0.07%	109
12-Sep	100.00%	0.00%	138	126	154	0.00%	100.00%	0.00%	204	100.00%	0.00%	204	100.00%	0.00%	204	100.00%	0.00%	112	100.00%	0.00%	112
13-Sep	100.00%	0.00%	143	123	161	0.05%	100.00%	0.00%	206	100.00%	0.00%	206	100.00%	0.00%	206	100.00%	0.00%	110	100.00%	0.00%	110
14-Sep	100.00%	0.00%	137	125	169	0.07%	100.00%	0.00%	227	100.00%	0.00%	227	100.00%	0.00%	227	100.00%	0.00%	113	100.00%	0.00%	113
15-Sep	100.00%	0.00%	136	129	135	0.05%	100.00%	0.00%	205	100.00%	0.00%	205	100.00%	0.00%	205	100.00%	0.00%	113	100.00%	0.00%	113
16-Sep	100.00%	0.00%	139	128	145	0.07%	100.00%	0.00%	206	100.00%	0.00%	206	100.00%	0.00%	206	100.00%	0.00%	102	100.00%	0.00%	102
17-Sep	100.00%	0.00%	145	142	172	0.07%	100.00%	0.00%	186	100.00%	0.00%	186	100.00%	0.00%	186	100.00%	0.00%	105	100.00%	0.00%	105
18-Sep	100.00%	0.00%	139	127	135	0.05%	100.00%	0.00%	193	100.00%	0.00%	193	100.00%	0.00%	193	100.00%	0.00%	108	100.00%	0.00%	108
19-Sep	100.00%	0.00%	139	127	142	0.09%	98.19%	1.81%	202	98.19%	1.81%	202	100.00%	0.00%	202	100.00%	0.00%	108	100.00%	0.00%	108
20-Sep	100.00%	0.00%	166	170	178	0.25%	100.00%	0.00%	207	100.00%	0.00%	207	100.00%	0.00%	207	100.00%	0.00%	110	100.00%	0.00%	110
21-Sep	100.00%	0.00%	137	145	146	0.14%	100.00%	0.00%	201	100.00%	0.00%	201	100.00%	0.00%	201	100.00%	0.00%	111	100.00%	0.00%	111
22-Sep	100.00%	0.00%	229	131	190	0.41%	100.00%	0.00%	200	100.00%	0.00%	200	100.00%	0.00%	200	100.00%	0.00%	117	100.00%	0.00%	117
23-Sep	100.00%	0.00%	221	125	179	0.19%	100.00%	0.00%	215	100.00%	0.00%	215	100.00%	0.00%	215	100.00%	0.00%	112	100.00%	0.00%	112
24-Sep	100.00%	0.00%	136	136	354	0.19%	100.00%	0.00%	193	100.00%	0.00%	193	100.00%	0.00%	193	100.00%	0.00%	110	100.00%	0.00%	110
25-Sep	100.00%	0.00%	138	141	204	0.17%	100.00%	0.00%	207	100.00%	0.00%	207	100.00%	0.00%	207	100.00%	0.00%	116	100.00%	0.00%	116
26-Sep	100.00%	0.00%	164	137	153	0.18%	100.00%	0.00%	209	100.00%	0.00%	209	100.00%	0.00%	209	99.79%	0.21%	116	99.79%	0.21%	116
27-Sep	100.00%	0.00%	155	131	174	0.22%	100.00%	0.00%	205	100.00%	0.00%	205	100.00%	0.00%	205	100.00%	0.00%	116	100.00%	0.00%	116
28-Sep	100.00%	0.00%	139	202	161	0.18%	100.00%	0.00%	288	100.00%	0.00%	288	100.00%	0.00%	288	100.00%	0.00%	117	100.00%	0.00%	117
29-Sep	100.00%	0.00%	161	146	1206	0.19%	100.00%	0.00%	207	100.00%	0.00%	207	100.00%	0.00%	207	100.00%	0.00%	117	100.00%	0.00%	117
30-Sep	100.00%	0.00%	136	124	165	0.19%	100.00%	0.00%	224	100.00%	0.00%	224	100.00%	0.00%	224	100.00%	0.00%	104	100.00%	0.00%	104