

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	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)
01-Oct	100.00%	0.00%	145	114	261	0.20%	100.00%	0.00%	203	100.00%	0.00%	203	100.00%	0.00%	203	100.00%	0.00%	111	100.00%	0.00%	111	100.00%	0.00%	126		
02-Oct	100.00%	0.00%	142	137	197	0.17%	100.00%	0.00%	206	100.00%	0.00%	206	100.00%	0.00%	206	100.00%	0.00%	126	100.00%	0.00%	126	100.00%	0.00%	144		
03-Oct	100.00%	0.00%	151	141	179	0.22%	100.00%	0.00%	209	100.00%	0.00%	209	100.00%	0.00%	209	100.00%	0.00%	144	100.00%	0.00%	144	100.00%	0.00%	105		
04-Oct	100.00%	0.00%	164	123	214	0.93%	100.00%	0.00%	208	100.00%	0.00%	208	100.00%	0.00%	208	100.00%	0.00%	105	100.00%	0.00%	105	100.00%	0.00%	131		
05-Oct	100.00%	0.00%	138	133	196	0.16%	100.00%	0.00%	210	100.00%	0.00%	210	100.00%	0.00%	210	100.00%	0.00%	131	100.00%	0.00%	131	100.00%	0.00%	120		
06-Oct	100.00%	0.00%	151	136	251	0.18%	100.00%	0.00%	210	100.00%	0.00%	210	100.00%	0.00%	210	100.00%	0.00%	120	100.00%	0.00%	120	100.00%	0.00%	93		
07-Oct	100.00%	0.00%	136	123	189	0.17%	100.00%	0.00%	225	100.00%	0.00%	225	100.00%	0.00%	225	100.00%	0.00%	93	100.00%	0.00%	93	100.00%	0.00%	120		
08-Oct	100.00%	0.00%	131	124	242	0.17%	100.00%	0.00%	199	100.00%	0.00%	199	100.00%	0.00%	199	100.00%	0.00%	120	100.00%	0.00%	120	100.00%	0.00%	108		
09-Oct	100.00%	0.00%	144	130	214	0.14%	100.00%	0.00%	201	100.00%	0.00%	201	100.00%	0.00%	201	99.93%	0.07%	108	99.93%	0.07%	108	100.00%	0.00%	122		
10-Oct	100.00%	0.00%	141	142	173	0.16%	100.00%	0.00%	206	100.00%	0.00%	206	100.00%	0.00%	206	100.00%	0.00%	122	100.00%	0.00%	122	100.00%	0.00%	120		
11-Oct	100.00%	0.00%	134	149	176	0.18%	100.00%	0.00%	204	100.00%	0.00%	204	100.00%	0.00%	204	100.00%	0.00%	120	100.00%	0.00%	120	100.00%	0.00%	115		
12-Oct	100.00%	0.00%	143	124	188	0.16%	100.00%	0.00%	208	100.00%	0.00%	208	100.00%	0.00%	208	100.00%	0.00%	115	100.00%	0.00%	115	100.00%	0.00%	107		
13-Oct	100.00%	0.00%	155	173	162	0.17%	100.00%	0.00%	217	100.00%	0.00%	217	100.00%	0.00%	217	100.00%	0.00%	107	100.00%	0.00%	107	100.00%	0.00%	122		
14-Oct	100.00%	0.00%	147	137	185	0.16%	100.00%	0.00%	255	100.00%	0.00%	255	100.00%	0.00%	255	100.00%	0.00%	122	100.00%	0.00%	122	100.00%	0.00%	116		
15-Oct	100.00%	0.00%	162	133	869	0.44%	100.00%	0.00%	201	100.00%	0.00%	201	100.00%	0.00%	201	100.00%	0.00%	116	100.00%	0.00%	116	100.00%	0.00%	120		
16-Oct	100.00%	0.00%	143	130	195	0.15%	100.00%	0.00%	204	100.00%	0.00%	204	100.00%	0.00%	204	100.00%	0.00%	120	100.00%	0.00%	120	100.00%	0.00%	118		
17-Oct	100.00%	0.00%	152	151	169	0.16%	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	100.00%	0.00%	127		
18-Oct	100.00%	0.00%	148	126	173	0.15%	100.00%	0.00%	209	100.00%	0.00%	209	100.00%	0.00%	209	100.00%	0.00%	127	100.00%	0.00%	127	100.00%	0.00%	117		
19-Oct	100.00%	0.00%	179	136	152	0.09%	100.00%	0.00%	207	100.00%	0.00%	207	100.00%	0.00%	207	99.86%	0.14%	117	99.86%	0.14%	117	100.00%	0.00%	138		
20-Oct	100.00%	0.00%	197	146	449	0.06%	100.00%	0.00%	207	100.00%	0.00%	207	100.00%	0.00%	207	75.35%	24.65%	113	75.35%	24.65%	113	100.00%	0.00%	137		
21-Oct	100.00%	0.00%	145	128	195	0.08%	100.00%	0.00%	213	100.00%	0.00%	213	100.00%	0.00%	213	100.00%	0.00%	137	100.00%	0.00%	137	100.00%	0.00%	138		
22-Oct	100.00%	0.00%	150	123	198	0.09%	100.00%	0.00%	191	100.00%	0.00%	191	100.00%	0.00%	191	100.00%	0.00%	138	100.00%	0.00%	138	100.00%	0.00%	141		
23-Oct	100.00%	0.00%	164	125	170	0.10%	98.40%	1.60%	201	98.40%	1.60%	201	100.00%	0.00%	201	99.65%	0.35%	141	99.65%	0.35%	141	100.00%	0.00%	136		
24-Oct	100.00%	0.00%	145	129	328	0.05%	100.00%	0.00%	200	100.00%	0.00%	200	100.00%	0.00%	200	100.00%	0.00%	136	100.00%	0.00%	136	100.00%	0.00%	184		
25-Oct	100.00%	0.00%	145	124	178	0.09%	100.00%	0.00%	206	100.00%	0.00%	206	100.00%	0.00%	206	100.00%	0.00%	184	100.00%	0.00%	184	100.00%	0.00%	121		
26-Oct	100.00%	0.00%	138	130	182	0.12%	100.00%	0.00%	217	99.37%	0.63%	217	100.00%	0.00%	217	100.00%	0.00%	121	100.00%	0.00%	121	100.00%	0.00%	108		
27-Oct	100.00%	0.00%	175	148	255	0.07%	100.00%	0.00%	214	100.00%	0.00%	214	98.96%	1.04%	214	100.00%	0.00%	108	100.00%	0.00%	108	100.00%	0.00%	111		
28-Oct	100.00%	0.00%	143	137	231	0.10%	100.00%	0.00%	220	100.00%	0.00%	220	100.00%	0.00%	220	100.00%	0.00%	111	100.00%	0.00%	111	100.00%	0.00%	104		
29-Oct	100.00%	0.00%	144	144	298	0.13%	100.00%	0.00%	198	100.00%	0.00%	198	100.00%	0.00%	198	100.00%	0.00%	104	100.00%	0.00%	104	100.00%	0.00%	115		
30-Oct	100.00%	0.00%	153	129	302	0.08%	100.00%	0.00%	192	100.00%	0.00%	192	100.00%	0.00%	192	100.00%	0.00%	115	100.00%	0.00%	115	100.00%	0.00%	121		
31-Oct	100.00%	0.00%	138	131	166	0.05%	100.00%	0.00%	213	100.00%	0.00%	213	100.00%	0.00%	213	99.93%	0.07%	121	99.93%	0.07%	121	100.00%	0.00%	126		
01-Nov	100.00%	0.00%	139	127	191	0.06%	100.00%	0.00%	271	100.00%	0.00%	271	100.00%	0.00%	271	100.00%	0.00%	126	100.00%	0.00%	126	100.00%	0.00%	189		
02-Nov	100.00%	0.00%	162	122	188	0.05%	100.00%	0.00%	215	100.00%	0.00%	215	100.00%	0.00%	215	100.00%	0.00%	189	100.00%	0.00%	189	100.00%	0.00%	120		
03-Nov	100.00%	0.00%	142	125	168	0.10%	100.00%	0.00%	216	100.00%	0.00%	216	100.00%	0.00%	216	100.00%	0.00%	120	100.00%	0.00%	120	100.00%	0.00%	109		
04-Nov	100.00%	0.00%	143	135	217	0.10%	100.00%	0.00%	229	100.00%	0.00%	229	100.00%	0.00%	229	100.00%	0.00%	109	100.00%	0.00%	109	100.00%	0.00%	112		
05-Nov	100.00%	0.00%	155	123	186	0.13%	100.00%	0.00%	195	100.00%	0.00%	195	100.00%	0.00%	195	100.00%	0.00%	112	100.00%	0.00%	112	100.00%	0.00%	124		
06-Nov	100.00%	0.00%	148	120	168	0.09%	100.00%	0.00%	211	100.00%	0.00%	211	100.00%	0.00%	211	100.00%	0.00%	124	100.00%	0.00%	124	100.00%	0.00%	125		
07-Nov	100.00%	0.00%	147	128	173	0.15%	100.00%	0.00%	211	100.00%	0.00%	211	100.00%	0.00%	211	100.00%	0.00%	125	100.00%	0.00%	125	100.00%	0.00%	122		
08-Nov	100.00%	0.00%	160	124	192	0.12%	100.00%	0.00%	229	100.00%	0.00%	229	100.00%	0.00%	229	100.00%	0.00%	122	100.00%	0.00%	122	100.00%	0.00%	126		
09-Nov	100.00%	0.00%	209	145	266	0.06%	100.00%	0.00%	259	100.00%	0.00%	259	100.00%	0.00%	259	100.00%	0.00%	126	100.00%	0.00%	126	100.00%	0.00%	122		
10-Nov	100.00%	0.00%	156	128	162	0.11%	100.00%	0.00%	218	97.78%	2.22%	218	100.00%	0.00%	218	100.00%	0.00%	122	100.00%	0.00%	122	100.00%	0.00%	112		
11-Nov	100.00%	0.00%	144	123	198	0.11%	100.00%	0.00%	215	100.00%	0.00%	215	100.00%	0.00%	215	100.00%	0.00%	1								

03-Dec	100.00%	0.00%	153	129	207	0.19%	100.00%	0.00%	193	100.00%	0.00%	193	100.00%	0.00%	193	100.00%	0.00%	115	100.00%	0.00%	115
04-Dec	100.00%	0.00%	160	126	194	0.14%	100.00%	0.00%	205	100.00%	0.00%	205	100.00%	0.00%	205	100.00%	0.00%	126	100.00%	0.00%	126
05-Dec	100.00%	0.00%	158	146	174	0.18%	100.00%	0.00%	209	100.00%	0.00%	209	100.00%	0.00%	209	100.00%	0.00%	129	100.00%	0.00%	129
06-Dec	100.00%	0.00%	164	143	169	0.18%	100.00%	0.00%	206	100.00%	0.00%	206	100.00%	0.00%	206	100.00%	0.00%	130	100.00%	0.00%	130
07-Dec	100.00%	0.00%	161	127	185	0.15%	100.00%	0.00%	212	100.00%	0.00%	212	100.00%	0.00%	212	100.00%	0.00%	138	100.00%	0.00%	138
08-Dec	100.00%	0.00%	153	129	176	0.07%	100.00%	0.00%	211	100.00%	0.00%	211	100.00%	0.00%	211	100.00%	0.00%	121	100.00%	0.00%	121
09-Dec	100.00%	0.00%	161	128	206	0.18%	100.00%	0.00%	216	100.00%	0.00%	216	100.00%	0.00%	216	100.00%	0.00%	111	100.00%	0.00%	111
10-Dec	100.00%	0.00%	158	125	191	0.18%	100.00%	0.00%	191	100.00%	0.00%	191	100.00%	0.00%	191	100.00%	0.00%	109	100.00%	0.00%	109
11-Dec	100.00%	0.00%	197	155	201	0.17%	100.00%	0.00%	202	100.00%	0.00%	202	100.00%	0.00%	202	99.93%	0.07%	134	99.93%	0.07%	134
12-Dec	100.00%	0.00%	151	127	174	0.17%	100.00%	0.00%	208	100.00%	0.00%	208	100.00%	0.00%	208	100.00%	0.00%	129	100.00%	0.00%	129
13-Dec	100.00%	0.00%	155	265	172	0.16%	94.65%	5.35%	540	100.00%	0.00%	540	97.85%	2.15%	540	94.65%	3.13%	127	96.87%	3.13%	127
14-Dec	100.00%	0.00%	159	137	197	0.11%	100.00%	0.00%	208	100.00%	0.00%	208	100.00%	0.00%	208	100.00%	0.00%	148	100.00%	0.00%	148
15-Dec	100.00%	0.00%	148	142	168	0.15%	100.00%	0.00%	212	100.00%	0.00%	212	100.00%	0.00%	212	100.00%	0.00%	128	100.00%	0.00%	128
16-Dec	100.00%	0.00%	171	127	189	0.19%	100.00%	0.00%	210	100.00%	0.00%	210	100.00%	0.00%	210	100.00%	0.00%	112	100.00%	0.00%	112
17-Dec	100.00%	0.00%	155	129	305	0.20%	100.00%	0.00%	195	100.00%	0.00%	195	100.00%	0.00%	195	100.00%	0.00%	107	100.00%	0.00%	107
18-Dec	100.00%	0.00%	144	124	172	0.23%	100.00%	0.00%	201	100.00%	0.00%	201	100.00%	0.00%	201	100.00%	0.00%	118	100.00%	0.00%	118
19-Dec	100.00%	0.00%	145	130	164	0.20%	100.00%	0.00%	211	100.00%	0.00%	211	100.00%	0.00%	211	100.00%	0.00%	126	100.00%	0.00%	126
20-Dec	100.00%	0.00%	148	127	185	0.17%	100.00%	0.00%	217	100.00%	0.00%	217	100.00%	0.00%	217	100.00%	0.00%	132	100.00%	0.00%	132
21-Dec	100.00%	0.00%	162	128	153	0.13%	100.00%	0.00%	217	100.00%	0.00%	217	100.00%	0.00%	217	100.00%	0.00%	143	100.00%	0.00%	143
22-Dec	100.00%	0.00%	150	129	193	0.17%	100.00%	0.00%	222	100.00%	0.00%	222	100.00%	0.00%	222	100.00%	0.00%	133	100.00%	0.00%	133
23-Dec	100.00%	0.00%	153	130	185	0.22%	100.00%	0.00%	217	100.00%	0.00%	217	100.00%	0.00%	217	100.00%	0.00%	108	100.00%	0.00%	108
24-Dec	100.00%	0.00%	157	129	272	0.23%	100.00%	0.00%	188	100.00%	0.00%	188	100.00%	0.00%	188	100.00%	0.00%	106	100.00%	0.00%	106
25-Dec	100.00%	0.00%	161	121	200	0.25%	100.00%	0.00%	189	100.00%	0.00%	189	100.00%	0.00%	189	100.00%	0.00%	122	100.00%	0.00%	122
26-Dec	100.00%	0.00%	156	127	207	0.25%	100.00%	0.00%	187	100.00%	0.00%	187	100.00%	0.00%	187	100.00%	0.00%	124	100.00%	0.00%	124
27-Dec	100.00%	0.00%	147	124	198	0.21%	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
28-Dec	100.00%	0.00%	154	128	173	0.19%	100.00%	0.00%	200	100.00%	0.00%	200	100.00%	0.00%	200	100.00%	0.00%	120	100.00%	0.00%	120
29-Dec	100.00%	0.00%	161	122	166	0.16%	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
30-Dec	100.00%	0.00%	149	142	235	0.23%	100.00%	0.00%	231	100.00%	0.00%	231	100.00%	0.00%	231	100.00%	0.00%	115	100.00%	0.00%	115
31-Dec	100.00%	0.00%	161	120	224	0.23%	100.00%	0.00%	190	100.00%	0.00%	190	100.00%	0.00%	190	100.00%	0.00%	110	100.00%	0.00%	110