

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			
Dedicated interface					Payment services user interface				Availability Statistics					Payment services user interface				Availability Statistics					Payment services user interface				Availability Statistics					Payment services user interface			
AISP response (milliseconds)					PISP response (milliseconds)				CBPI/PISP Yes/No response (milliseconds)					Error response rate (%)				Response (milliseconds)					Response (milliseconds)				Response (milliseconds)					Response (milliseconds)			
Date	Uptime (%)	Downtime (%)			Uptime (%)	Downtime (%)			Uptime (%)	Downtime (%)			Uptime (%)	Downtime (%)			Uptime (%)	Downtime (%)			Uptime (%)	Downtime (%)			Uptime (%)	Downtime (%)									
01-Jul	100.00%	0.00%	156	142	177	0.02%	100.00%	0.00%	202	100.00%	0.00%	202	100.00%	0.00%	202	100.00%	0.00%	202	100.00%	0.00%	146	100.00%	0.00%	146	100.00%	0.00%	146	100.00%							
02-Jul	100.00%	0.00%	153	139	175	0.02%	100.00%	0.00%	209	100.00%	0.00%	209	100.00%	0.00%	209	100.00%	0.00%	209	100.00%	0.00%	147	100.00%	0.00%	147	100.00%	0.00%	147	100.00%							
03-Jul	100.00%	0.00%	160	153	171	0.00%	100.00%	0.00%	209	100.00%	0.00%	209	100.00%	0.00%	209	100.00%	0.00%	209	100.00%	0.00%	146	100.00%	0.00%	146	100.00%	0.00%	146	100.00%							
04-Jul	100.00%	0.00%	145	151	178	0.01%	100.00%	0.00%	210	100.00%	0.00%	210	100.00%	0.00%	210	100.00%	0.00%	210	100.00%	0.00%	144	100.00%	0.00%	144	100.00%	0.00%	144	100.00%							
05-Jul	100.00%	0.00%	147	133	189	0.01%	100.00%	0.00%	211	100.00%	0.00%	211	100.00%	0.00%	211	100.00%	0.00%	211	100.00%	0.00%	139	100.00%	0.00%	139	100.00%	0.00%	139	100.00%							
06-Jul	100.00%	0.00%	172	139	213	0.02%	100.00%	0.00%	211	100.00%	0.00%	211	100.00%	0.00%	211	100.00%	0.00%	211	100.00%	0.00%	136	100.00%	0.00%	136	100.00%	0.00%	136	100.00%							
07-Jul	100.00%	0.00%	151	135	189	0.01%	100.00%	0.00%	194	100.00%	0.00%	194	100.00%	0.00%	194	79.17%	20.83%	112	79.17%	20.83%	112	100.00%	0.00%	112	100.00%	0.00%	112	100.00%							
08-Jul	100.00%	0.00%	142	135	158	0.00%	100.00%	0.00%	201	100.00%	0.00%	201	100.00%	0.00%	201	100.00%	0.00%	201	100.00%	0.00%	251	100.00%	0.00%	251	100.00%	0.00%	251	100.00%							
09-Jul	100.00%	0.00%	243	138	192	0.13%	100.00%	0.00%	208	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%	115	100.00%							
10-Jul	100.00%	0.00%	220	139	162	0.02%	100.00%	0.00%	211	100.00%	0.00%	211	100.00%	0.00%	211	100.00%	0.00%	211	100.00%	0.00%	108	100.00%	0.00%	108	100.00%	0.00%	108	100.00%							
11-Jul	100.00%	0.00%	161	152	184	0.00%	100.00%	0.00%	213	100.00%	0.00%	213	100.00%	0.00%	213	100.00%	0.00%	213	100.00%	0.00%	108	100.00%	0.00%	108	100.00%	0.00%	108	100.00%							
12-Jul	100.00%	0.00%	144	137	184	0.01%	100.00%	0.00%	221	100.00%	0.00%	221	100.00%	0.00%	221	100.00%	0.00%	221	100.00%	0.00%	103	100.00%	0.00%	103	100.00%	0.00%	103	100.00%							
13-Jul	100.00%	0.00%	216	145	130	0.00%	100.00%	0.00%	195	100.00%	0.00%	195	100.00%	0.00%	195	100.00%	0.00%	195	100.00%	0.00%	93	100.00%	0.00%	93	100.00%	0.00%	93	100.00%							
14-Jul	100.00%	0.00%	143	131	178	0.00%	100.00%	0.00%	190	100.00%	0.00%	190	100.00%	0.00%	190	100.00%	0.00%	190	100.00%	0.00%	96	100.00%	0.00%	96	100.00%	0.00%	96	100.00%							
15-Jul	100.00%	0.00%	139	136	200	0.01%	100.00%	0.00%	194	100.00%	0.00%	194	100.00%	0.00%	194	100.00%	0.00%	194	100.00%	0.00%	100	100.00%	0.00%	100	100.00%	0.00%	100	100.00%							
16-Jul	100.00%	0.00%	144	133	167	0.01%	100.00%	0.00%	201	100.00%	0.00%	201	100.00%	0.00%	201	100.00%	0.00%	201	100.00%	0.00%	100	100.00%	0.00%	100	100.00%	0.00%	100	100.00%							
17-Jul	100.00%	0.00%	179	153	167	0.01%	98.82%	1.18%	217	98.82%	1.18%	217	100.00%	0.00%	217	100.00%	0.00%	217	100.00%	0.00%	100	100.00%	0.00%	100	100.00%	0.00%	100	100.00%							
18-Jul	100.00%	0.00%	145	152	170	0.01%	100.00%	0.00%	223	100.00%	0.00%	223	100.00%	0.00%	223	100.00%	0.00%	223	100.00%	0.00%	102	100.00%	0.00%	102	100.00%	0.00%	102	100.00%							
19-Jul	100.00%	0.00%	170	170	234	0.01%	100.00%	0.00%	217	100.00%	0.00%	217	100.00%	0.00%	217	100.00%	0.00%	217	100.00%	0.00%	104	100.00%	0.00%	104	100.00%	0.00%	104	100.00%							
20-Jul	100.00%	0.00%	138	131	187	0.00%	100.00%	0.00%	220	100.00%	0.00%	220	100.00%	0.00%	220	100.00%	0.00%	220	100.00%	0.00%	95	100.00%	0.00%	95	100.00%	0.00%	95	100.00%							
21-Jul	100.00%	0.00%	145	128	192	0.00%	100.00%	0.00%	198	100.00%	0.00%	198	100.00%	0.00%	198	100.00%	0.00%	198	100.00%	0.00%	101	100.00%	0.00%	101	100.00%	0.00%	101	100.00%							
22-Jul	100.00%	0.00%	143	129	181	0.02%	100.00%	0.00%	182	100.00%	0.00%	182	100.00%	0.00%	182	100.00%	0.00%	182	100.00%	0.00%	111	100.00%	0.00%	111	100.00%	0.00%	111	100.00%							
23-Jul	100.00%	0.00%	152	137	167	0.00%	100.00%	0.00%	220	100.00%	0.00%	220	100.00%	0.00%	220	100.00%	0.00%	220	100.00%	0.00%	100	100.00%	0.00%	100	100.00%	0.00%	100	100.00%							
24-Jul	100.00%	0.00%	143	143	179	0.00%	100.00%	0.00%	219	100.00%	0.00%	219	100.00%	0.00%	219	100.00%	0.00%	219	100.00%	0.00%	101	100.00%	0.00%	101	100.00%	0.00%	101	100.00%							
25-Jul	100.00%	0.00%	161	136	180	0.01%	100.00%	0.00%	219	100.00%	0.00%	219	100.00%	0.00%	219	100.00%	0.00%	219	100.00%	0.00%	116	100.00%	0.00%	116	100.00%	0.00%	116	100.00%							
26-Jul	100.00%	0.00%	186	141	177	0.01%	100.00%	0.00%	222	100.00%	0.00%	222	100.00%	0.00%	222	100.00%	0.00%	222	100.00%	0.00%	116	100.00%	0.00%	116	100.00%	0.00%	116	100.00%							
27-Jul	100.00%	0.00%	137	126	197	0.01%	100.00%	0.00%	223	100.00%	0.00%	223	100.00%	0.00%	223	100.00%	0.00%	223	100.00%	0.00%	96	100.00%	0.00%	96	100.00%	0.00%	96	100.00%							
28-Jul	100.00%	0.00%	139	126	166	0.00%	100.00%	0.00%	202	100.00%	0.00%	202	100.00%	0.00%	202	100.00%	0.00%	202	100.00%	0.00%	97	100.00%	0.00%	97	100.00%	0.00%	97	100.00%							
29-Jul	100.00%	0.00%	134	134	161	0.00%	100.00%	0.00%	213	100.00%	0.00%	213	100.00%	0.00%	213	100.00%	0.00%	213	100.00%	0.00%	103	100.00%	0.00%	103	100.00%	0.00%	103	100.00%							
30-Jul	100.00%	0.00%	141	133	168	0.00%	100.00%	0.00%	218	100.00%	0.00%	218	100.00%	0.00%	218	100.00%	0.00%	218	100.00%	0.00%	118	100.00%	0.00%	118	100.00%	0.00%	118	100.00%							
31-Jul	100.00%	0.00%	167	148	202	0.01%	100.00%	0.00%	221	100.00%	0.00%	221	100.00%	0.00%	221	100.00%	0.00%	221	100.00%	0.00%	104	100.00%	0.00%	104	100.00%	0.00%	104	100.00%							
01-Aug	100.00%	0.00%	142	155	175	0.01%	100.00%	0.00%	233	100.00%	0.00%	233	100.00%	0.00%	233	100.00%	0.00%	233	100.00%	0.00%	106	100.00%	0.00%	106	100.00%	0.00%	106	100.00%							
02-Aug	100.00%	0.00%	146	166	186	0.00%	100.00%	0.00%	218	100.00%	0.00%	218	100.00%	0.00%	218	100.00%	0.00%	218	100.00%	0.00%	106	100.00%	0.00%	106	100.00%	0.00%	106	100.00%							
03-Aug	100.00%	0.00%	166	138	199	0.00%	100.00%	0.00%	224	100.00%	0.00%	224	100.00%	0.00%	224	100.00%	0.00%	224	100.00%	0.00%	93	100.00%	0.00%	93	100.00%	0.00%	93	100.00%							
04-Aug	100.00%	0.00%	152	137	214	0.00%	100.00%	0.00%	200	100.00%	0.00%	200	100.00%	0.00%	200	100.00%	0.00%	200	100.00%	0.00%	98	100.00%	0.00%	98	100.00%	0.00%	98	100.00%							
05-Aug	100.00%	0.00%	145	134	167	0.00%	100.00%	0.00%	200	100.00%	0.00%	200	100.00%	0.00%	200	100.00%	0.00%	200	100.00%	0.00%	99	100.00%	0.00%	99	100.00%	0.00%	99	100.00%							
06-Aug	100.00%	0.00%	142	161	198	0.00%	100.00%	0.00%	222	100.00%	0.00%	222	100.00%	0.00%	222	100.00%	0.00%	222	100.00%	0.00%	101	100.00%	0.00%	101	100.00%	0.00%	101	100.00%							
07-Aug	100.00%	0.00%	134	133	184	0.00%	100.00%	0.00%	220																										

26-Sep	100.00%	0.00%	231	223	208	0.03%	100.00%	0.00%	213	100.00%	0.00%	213	100.00%	0.00%	213	100.00%	0.00%	103	100.00%	0.00%	103
27-Sep	100.00%	0.00%	351	308	180	0.02%	100.00%	0.00%	209	100.00%	0.00%	209	100.00%	0.00%	209	100.00%	0.00%	104	100.00%	0.00%	104
28-Sep	100.00%	0.00%	664	195	198	0.06%	100.00%	0.00%	226	100.00%	0.00%	226	100.00%	0.00%	226	100.00%	0.00%	105	100.00%	0.00%	105
29-Sep	100.00%	0.00%	198	233	234	0.00%	100.00%	0.00%	228	100.00%	0.00%	228	100.00%	0.00%	228	100.00%	0.00%	100	100.00%	0.00%	100
30-Sep	100.00%	0.00%	206	196	272	0.00%	100.00%	0.00%	201	100.00%	0.00%	201	100.00%	0.00%	201	100.00%	0.00%	98	100.00%	0.00%	98