

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 (%)	Response (milliseconds)	Payment services user interface	Uptime (%)	Downtime (%)	Response (milliseconds)	Payment services user interface	Uptime (%)	Downtime (%)	Response (milliseconds)	Payment services user interface	Uptime (%)	Downtime (%)	Response (milliseconds)	Payment services user interface	Uptime (%)	Downtime (%)	Response (milliseconds)	Payment services user interface	
			AISP response (milliseconds)	PISP response (milliseconds)	CBPII/PIS P Yes/No response (milliseconds)	Error response rate (%)																					
01-Apr	100.00%	0.00%	347	173	1314	0.01%	100.00%	0.00%	192	100.00%	0.00%	192	100.00%	0.00%	192	100.00%	0.00%	153	100.00%	0.00%	153	100.00%	0.00%	153	100.00%	0.00%	153
02-Apr	100.00%	0.00%	253	238	419	0.04%	100.00%	0.00%	170	100.00%	0.00%	170	100.00%	0.00%	170	100.00%	0.00%	148	100.00%	0.00%	148	100.00%	0.00%	148	100.00%	0.00%	148
03-Apr	100.00%	0.00%	496	331	925	0.02%	100.00%	0.00%	168	100.00%	0.00%	168	100.00%	0.00%	168	100.00%	0.00%	148	100.00%	0.00%	148	100.00%	0.00%	148	100.00%	0.00%	148
04-Apr	100.00%	0.00%	484	260	592	0.01%	100.00%	0.00%	168	100.00%	0.00%	168	100.00%	0.00%	168	100.00%	0.00%	151	100.00%	0.00%	151	100.00%	0.00%	151	100.00%	0.00%	151
05-Apr	100.00%	0.00%	183	138	890	0.00%	100.00%	0.00%	176	100.00%	0.00%	176	100.00%	0.00%	176	100.00%	0.00%	155	100.00%	0.00%	155	100.00%	0.00%	155	100.00%	0.00%	155
06-Apr	100.00%	0.00%	218	145	1280	0.00%	100.00%	0.00%	155	100.00%	0.00%	155	100.00%	0.00%	155	100.00%	0.00%	127	100.00%	0.00%	127	100.00%	0.00%	127	100.00%	0.00%	127
07-Apr	100.00%	0.00%	213	154	1207	0.01%	100.00%	0.00%	159	100.00%	0.00%	159	100.00%	0.00%	159	100.00%	0.00%	126	100.00%	0.00%	126	100.00%	0.00%	126	100.00%	0.00%	126
08-Apr	100.00%	0.00%	254	166	1184	0.02%	98.26%	1.74%	180	98.26%	1.74%	180	100.00%	0.00%	180	100.00%	0.00%	143	100.00%	0.00%	143	100.00%	0.00%	143	100.00%	0.00%	143
09-Apr	100.00%	0.00%	376	145	550	0.01%	100.00%	0.00%	169	100.00%	0.00%	169	100.00%	0.00%	169	100.00%	0.00%	151	100.00%	0.00%	151	100.00%	0.00%	151	100.00%	0.00%	151
10-Apr	100.00%	0.00%	324	140	598	0.01%	100.00%	0.00%	168	100.00%	0.00%	168	100.00%	0.00%	168	100.00%	0.00%	148	100.00%	0.00%	148	100.00%	0.00%	148	100.00%	0.00%	148
11-Apr	100.00%	0.00%	291	157	319	0.00%	100.00%	0.00%	169	100.00%	0.00%	169	100.00%	0.00%	169	100.00%	0.00%	152	100.00%	0.00%	152	100.00%	0.00%	152	100.00%	0.00%	152
12-Apr	100.00%	0.00%	292	140	460	0.01%	100.00%	0.00%	176	100.00%	0.00%	176	100.00%	0.00%	176	100.00%	0.00%	154	100.00%	0.00%	154	100.00%	0.00%	154	100.00%	0.00%	154
13-Apr	100.00%	0.00%	334	231	888	0.01%	100.00%	0.00%	157	100.00%	0.00%	157	100.00%	0.00%	157	100.00%	0.00%	120	100.00%	0.00%	120	100.00%	0.00%	120	100.00%	0.00%	120
14-Apr	100.00%	0.00%	273	395	342	0.00%	100.00%	0.00%	162	100.00%	0.00%	162	100.00%	0.00%	162	100.00%	0.00%	132	100.00%	0.00%	132	100.00%	0.00%	132	100.00%	0.00%	132
15-Apr	100.00%	0.00%	284	332	868	0.01%	100.00%	0.00%	169	100.00%	0.00%	169	100.00%	0.00%	169	100.00%	0.00%	139	100.00%	0.00%	139	100.00%	0.00%	139	100.00%	0.00%	139
16-Apr	100.00%	0.00%	286	207	675	0.00%	100.00%	0.00%	170	100.00%	0.00%	170	100.00%	0.00%	170	100.00%	0.00%	145	100.00%	0.00%	145	100.00%	0.00%	145	100.00%	0.00%	145
17-Apr	100.00%	0.00%	297	141	730	0.01%	100.00%	0.00%	170	100.00%	0.00%	170	100.00%	0.00%	170	100.00%	0.00%	149	100.00%	0.00%	149	100.00%	0.00%	149	100.00%	0.00%	149
18-Apr	100.00%	0.00%	242	140	398	0.02%	100.00%	0.00%	172	100.00%	0.00%	172	100.00%	0.00%	172	100.00%	0.00%	152	100.00%	0.00%	152	100.00%	0.00%	152	100.00%	0.00%	152
19-Apr	100.00%	0.00%	482	293	945	0.01%	100.00%	0.00%	161	100.00%	0.00%	161	100.00%	0.00%	161	100.00%	0.00%	124	100.00%	0.00%	124	100.00%	0.00%	124	100.00%	0.00%	124
20-Apr	100.00%	0.00%	277	134	469	0.01%	100.00%	0.00%	155	100.00%	0.00%	155	100.00%	0.00%	155	100.00%	0.00%	126	100.00%	0.00%	126	100.00%	0.00%	126	100.00%	0.00%	126
21-Apr	100.00%	0.00%	312	141	408	0.15%	100.00%	0.00%	154	100.00%	0.00%	154	100.00%	0.00%	154	100.00%	0.00%	124	100.00%	0.00%	124	100.00%	0.00%	124	100.00%	0.00%	124
22-Apr	100.00%	0.00%	263	471	470	0.01%	100.00%	0.00%	162	100.00%	0.00%	162	100.00%	0.00%	162	100.00%	0.00%	127	100.00%	0.00%	127	100.00%	0.00%	127	100.00%	0.00%	127
23-Apr	100.00%	0.00%	249	159	1178	0.01%	100.00%	0.00%	171	100.00%	0.00%	171	100.00%	0.00%	171	100.00%	0.00%	141	100.00%	0.00%	141	100.00%	0.00%	141	100.00%	0.00%	141
24-Apr	100.00%	0.00%	421	297	438	0.00%	100.00%	0.00%	172	100.00%	0.00%	172	100.00%	0.00%	172	100.00%	0.00%	147	100.00%	0.00%	147	100.00%	0.00%	147	100.00%	0.00%	147
25-Apr	100.00%	0.00%	230	142	310	0.01%	100.00%	0.00%	170	100.00%	0.00%	170	100.00%	0.00%	170	75.00%	25.00%	153	75.00%	25.00%	153	100.00%	0.00%	153	100.00%	0.00%	153
26-Apr	100.00%	0.00%	267	154	685	0.00%	100.00%	0.00%	275	100.00%	0.00%	275	100.00%	0.00%	275	100.00%	0.00%	150	100.00%	0.00%	150	100.00%	0.00%	150	100.00%	0.00%	150
27-Apr	100.00%	0.00%	262	170	521	0.01%	100.00%	0.00%	162	100.00%	0.00%	162	100.00%	0.00%	162	100.00%	0.00%	125	100.00%	0.00%	125	100.00%	0.00%	125	100.00%	0.00%	125
28-Apr	100.00%	0.00%	315	143	967	0.01%	100.00%	0.00%	164	100.00%	0.00%	164	100.00%	0.00%	164	100.00%	0.00%	124	100.00%	0.00%	124	100.00%	0.00%	124	100.00%	0.00%	124
29-Apr	100.00%	0.00%	203	401	532	0.01%	100.00%	0.00%	171	100.00%	0.00%	171	100.00%	0.00%	171	100.00%	0.00%	138	100.00%	0.00%	138	100.00%	0.00%	138	100.00%	0.00%	138
30-Apr	100.00%	0.00%	310	137	869	0.01%	100.00%	0.00%	172	100.00%	0.00%	172	100.00%	0.00%	172	100.00%	0.00%	146	100.00%	0.00%	146	100.00%	0.00%	146	100.00%	0.00%	146
01-May	100.00%	0.00%	274	140	474	0.01%	100.00%	0.00%	186	100.00%	0.00%	186	100.00%	0.00%	186	91.67%	8.33%	150	91.67%	8.33%	150	100.00%	0.00%	150	100.00%	0.00%	150
02-May	100.00%	0.00%	204	140	806	0.01%	100.00%	0.00%	175	100.00%	0.00%	175	100.00%	0.00%	175	100.00%	0.00%	149	100.00%	0.00%	149	100.00%	0.00%	149	100.00%	0.00%	149
03-May	100.00%	0.00%	238	134	812	0.00%	100.00%	0.00%	171	100.00%	0.00%	171	100.00%	0.00%	171	100.00%	0.00%	155	100.00%	0.00%	155	100.00%	0.00%	155	100.00%	0.00%	155
04-May	100.00%	0.00%	285	139	849	0.01%	100.00%	0.00%	158	100.00%	0.00%	158	100.00%	0.00%	158	100.00%	0.00%	128	100.00%	0.00%	128	100.00%	0.00%	128	100.00%	0.00%	128
05-May	100.00%	0.00%	293	147	1067	0.00%	100.00%	0.00%	155	100.00%	0.00%	155	100.00%	0.00%	155	100.00%	0.00%	138	100.00%	0.00%	138	100.00%	0.00%	138	100.00%	0.00%	138
06-May	100.00%	0.00%	265	143	610	0.01%	100.00%	0.00%	169	100.00%	0.00%	169	100.00%	0.00%	169	100.00%	0.00%	131	100.00%	0.00%	131	100.00%	0.00%	131	100.00%	0.00%	131
07-May	100.00%	0.00%	233	137	619	0.06%	100.00%	0.00%	178	100.00%	0.00%	178	100.00%	0.00%	178	100.00%	0.00%	154	100.00%	0.00%	154	100.00%	0.00%	154	100.00%	0.00%	154
08-May	100.00%	0.00%	223	133	763	0.01%	100.00%	0.00%	171	100.00%	0.00%	171	100.00%	0.00%	171	100.00%	0.00%	152	100.00%	0.00%	152	100.00%	0.00%	152	100.00%	0.00%	152

15-Jun	100.00%	0.00%	249	113	1218	0.00%	100.00%	0.00%	151	100.00%	0.00%	151	100.00%	0.00%	151	100.00%	0.00%	100	100.00%	0.00%	100
16-Jun	100.00%	0.00%	182	123	1133	0.00%	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
17-Jun	100.00%	0.00%	187	130	1781	0.01%	100.00%	0.00%	170	100.00%	0.00%	170	100.00%	0.00%	170	100.00%	0.00%	111	100.00%	0.00%	111
18-Jun	100.00%	0.00%	188	126	1269	0.01%	100.00%	0.00%	164	100.00%	0.00%	164	100.00%	0.00%	164	100.00%	0.00%	108	100.00%	0.00%	108
19-Jun	100.00%	0.00%	228	125	279	0.00%	100.00%	0.00%	167	100.00%	0.00%	167	100.00%	0.00%	167	100.00%	0.00%	117	100.00%	0.00%	117
20-Jun	100.00%	0.00%	201	127	597	0.01%	100.00%	0.00%	165	100.00%	0.00%	165	100.00%	0.00%	165	100.00%	0.00%	113	100.00%	0.00%	113
21-Jun	100.00%	0.00%	348	135	519	0.01%	100.00%	0.00%	175	100.00%	0.00%	175	100.00%	0.00%	175	100.00%	0.00%	107	100.00%	0.00%	107
22-Jun	100.00%	0.00%	222	134	498	0.00%	100.00%	0.00%	151	100.00%	0.00%	151	100.00%	0.00%	151	100.00%	0.00%	101	100.00%	0.00%	101
23-Jun	100.00%	0.00%	186	119	331	0.01%	100.00%	0.00%	157	100.00%	0.00%	157	100.00%	0.00%	157	100.00%	0.00%	102	100.00%	0.00%	102
24-Jun	100.00%	0.00%	355	126	538	0.01%	100.00%	0.00%	163	100.00%	0.00%	163	100.00%	0.00%	163	100.00%	0.00%	110	100.00%	0.00%	110
25-Jun	100.00%	0.00%	191	127	290	0.00%	100.00%	0.00%	163	100.00%	0.00%	163	100.00%	0.00%	163	100.00%	0.00%	113	100.00%	0.00%	113
26-Jun	100.00%	0.00%	197	115	430	0.01%	100.00%	0.00%	167	100.00%	0.00%	167	100.00%	0.00%	167	100.00%	0.00%	115	100.00%	0.00%	115
27-Jun	100.00%	0.00%	370	115	1076	0.00%	100.00%	0.00%	167	100.00%	0.00%	167	100.00%	0.00%	167	100.00%	0.00%	121	100.00%	0.00%	121
28-Jun	100.00%	0.00%	288	126	501	0.00%	100.00%	0.00%	173	100.00%	0.00%	173	100.00%	0.00%	173	100.00%	0.00%	115	100.00%	0.00%	115
29-Jun	100.00%	0.00%	192	114	607	0.01%	100.00%	0.00%	149	100.00%	0.00%	149	100.00%	0.00%	149	100.00%	0.00%	103	100.00%	0.00%	103
30-Jun	100.00%	0.00%	235	116	387	0.00%	100.00%	0.00%	158	100.00%	0.00%	158	100.00%	0.00%	158	100.00%	0.00%	106	100.00%	0.00%	106