

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 (milliseecs)	PISP response (milliseecs)	CBPII/PISP Yes/No response (milliseecs)	Error response rate (%)	Uptime (%)	Downtime (%)	Response (milliseecs)	Uptime (%)	Downtime (%)	Response (milliseecs)	Uptime (%)	Downtime (%)	Response (milliseecs)	Uptime (%)	Downtime (%)	Response (milliseecs)	Uptime (%)	Downtime (%)	Response (milliseecs)	Uptime (%)	Downtime (%)	Response (milliseecs)	
01-Jan	100.00%	0.00%		178	125	237	0.01%	100.00%	0.00%	2225	100.00%	0.00%	2225	100.00%	0.00%	2225	100.00%	0.00%	2225	100.00%	0.00%	2320	100.00%	0.00%	2320	
02-Jan	100.00%	0.00%		184	119	310	0.01%	100.00%	0.00%	2228	100.00%	0.00%	2228	100.00%	0.00%	2228	100.00%	0.00%	2228	100.00%	0.00%	1360	100.00%	0.00%	1360	
03-Jan	100.00%	0.00%		173	132	169	0.02%	100.00%	0.00%	2281	100.00%	0.00%	2281	100.00%	0.00%	2281	100.00%	0.00%	2281	100.00%	0.00%	740	100.00%	0.00%	740	
04-Jan	100.00%	0.00%		177	118	197	0.02%	100.00%	0.00%	2381	100.00%	0.00%	2381	100.00%	0.00%	2381	100.00%	0.00%	2381	100.00%	0.00%	1070	100.00%	0.00%	1070	
05-Jan	99.58%	0.42%		207	116	164	0.03%	99.58%	0.42%	2404	100.00%	0.00%	2404	99.58%	0.42%	2404	100.00%	0.00%	2404	100.00%	0.00%	790	100.00%	0.00%	790	
06-Jan	100.00%	0.00%		174	119	152	0.01%	100.00%	0.00%	2402	100.00%	0.00%	2402	100.00%	0.00%	2402	100.00%	0.00%	2402	100.00%	0.00%	610	100.00%	0.00%	610	
07-Jan	100.00%	0.00%		394	121	245	0.00%	100.00%	0.00%	2576	100.00%	0.00%	2576	100.00%	0.00%	2576	100.00%	0.00%	2576	100.00%	0.00%	990	100.00%	0.00%	990	
08-Jan	100.00%	0.00%		197	113	219	0.03%	100.00%	0.00%	2232	100.00%	0.00%	2232	100.00%	0.00%	2232	100.00%	0.00%	2232	100.00%	0.00%	960	100.00%	0.00%	960	
09-Jan	100.00%	0.00%		174	131	151	0.03%	100.00%	0.00%	2344	100.00%	0.00%	2344	100.00%	0.00%	2344	100.00%	0.00%	2344	100.00%	0.00%	1720	100.00%	0.00%	1720	
10-Jan	100.00%	0.00%		184	139	173	0.02%	100.00%	0.00%	2360	100.00%	0.00%	2360	100.00%	0.00%	2360	100.00%	0.00%	2360	100.00%	0.00%	760	100.00%	0.00%	760	
11-Jan	100.00%	0.00%		202	138	168	0.04%	100.00%	0.00%	2362	100.00%	0.00%	2362	100.00%	0.00%	2362	100.00%	0.00%	2362	100.00%	0.00%	720	100.00%	0.00%	720	
12-Jan	100.00%	0.00%		199	129	198	0.03%	100.00%	0.00%	2430	100.00%	0.00%	2430	100.00%	0.00%	2430	100.00%	0.00%	2430	100.00%	0.00%	860	100.00%	0.00%	860	
13-Jan	100.00%	0.00%		191	120	174	0.01%	100.00%	0.00%	2400	100.00%	0.00%	2400	100.00%	0.00%	2400	100.00%	0.00%	2400	100.00%	0.00%	650	100.00%	0.00%	650	
14-Jan	100.00%	0.00%		498	119	172	0.01%	100.00%	0.00%	2683	100.00%	0.00%	2683	100.00%	0.00%	2683	100.00%	0.00%	2683	100.00%	0.00%	1050	100.00%	0.00%	1050	
15-Jan	100.00%	0.00%		174	142	363	0.01%	100.00%	0.00%	2272	100.00%	0.00%	2272	100.00%	0.00%	2272	100.00%	0.00%	2272	100.00%	0.00%	1390	100.00%	0.00%	1390	
16-Jan	100.00%	0.00%		181	140	169	0.01%	100.00%	0.00%	2284	100.00%	0.00%	2284	100.00%	0.00%	2284	100.00%	0.00%	2284	100.00%	0.00%	670	100.00%	0.00%	670	
17-Jan	100.00%	0.00%		282	132	182	0.09%	100.00%	0.00%	2370	100.00%	0.00%	2370	100.00%	0.00%	2370	100.00%	0.00%	2370	100.00%	0.00%	950	100.00%	0.00%	950	
18-Jan	100.00%	0.00%		173	139	206	0.00%	100.00%	0.00%	2373	100.00%	0.00%	2373	100.00%	0.00%	2373	100.00%	0.00%	2373	100.00%	0.00%	510	100.00%	0.00%	510	
19-Jan	100.00%	0.00%		191	133	172	0.03%	100.00%	0.00%	2412	100.00%	0.00%	2412	100.00%	0.00%	2412	100.00%	0.00%	2412	100.00%	0.00%	1210	100.00%	0.00%	1210	
20-Jan	100.00%	0.00%		200	142	250	0.02%	100.00%	0.00%	2488	100.00%	0.00%	2488	100.00%	0.00%	2488	100.00%	0.00%	2488	100.00%	0.00%	580	100.00%	0.00%	580	
21-Jan	100.00%	0.00%		175	126	176	0.01%	100.00%	0.00%	2759	100.00%	0.00%	2759	100.00%	0.00%	2759	100.00%	0.00%	2759	100.00%	0.00%	770	100.00%	0.00%	770	
22-Jan	100.00%	0.00%		189	130	191	0.01%	100.00%	0.00%	2257	100.00%	0.00%	2257	100.00%	0.00%	2257	100.00%	0.00%	2257	100.00%	0.00%	1410	100.00%	0.00%	1410	
23-Jan	100.00%	0.00%		174	129	152	0.02%	100.00%	0.00%	2369	100.00%	0.00%	2369	100.00%	0.00%	2369	100.00%	0.00%	2369	100.00%	0.00%	1190	100.00%	0.00%	1190	
24-Jan	99.33%	0.67%		190	126	185	0.03%	100.00%	0.00%	2454	100.00%	0.00%	2454	99.33%	0.67%	2454	100.00%	0.00%	2454	99.33%	0.67%	690	99.33%	0.67%	690	
25-Jan	100.00%	0.00%		215	119	152	0.03%	100.00%	0.00%	2448	100.00%	0.00%	2448	100.00%	0.00%	2448	100.00%	0.00%	2448	100.00%	0.00%	800	100.00%	0.00%	800	
26-Jan	99.99%	0.01%		315	124	166	0.05%	100.00%	0.00%	2528	100.00%	0.00%	2528	100.00%	0.00%	2528	100.00%	0.00%	2528	100.00%	0.00%	800	100.00%	0.00%	800	
27-Jan	92.17%	7.83%		291	122	149	0.02%	92.17%	7.83%	2565	100.00%	0.00%	2565	100.00%	0.00%	2565	100.00%	0.00%	2565	100.00%	0.00%	510	100.00%	0.00%	510	
28-Jan	100.00%	0.00%		182	116	150	0.02%	100.00%	0.00%	2847	100.00%	0.00%	2847	100.00%	0.00%	2847	100.00%	0.00%	2847	100.00%	0.00%	710	100.00%	0.00%	710	
29-Jan	99.99%	0.01%		279	115	133	0.03%	100.00%	0.00%	2366	100.00%	0.00%	2366	100.00%	0.00%	2366	100.00%	0.00%	2366	100.00%	0.00%	1360	100.00%	0.00%	1360	
30-Jan	100.00%	0.00%		192	115	140	0.05%	100.00%	0.00%	2430	100.00%	0.00%	2430	100.00%	0.00%	2430	100.00%	0.00%	2430	100.00%	0.00%	530	100.00%	0.00%	530	
31-Jan	100.00%	0.00%		211	116	136	0.03%	100.00%	0.00%	2527	100.00%	0.00%	2527	100.00%	0.00%	2527	100.00%	0.00%	2527	100.00%	0.00%	550	100.00%	0.00%	550	
01-Feb	100.00%	0.00%		193	117	145	0.02%	100.00%	0.00%	2700	100.00%	0.00%	2700	100.00%	0.00%	2700	100.00%	0.00%	2700	100.00%	0.00%	870	100.00%	0.00%	870	
02-Feb	99.99%	0.01%		345	161	174	0.06%	100.00%	0.00%	2625	100.00%	0.00%	2625	100.00%	0.00%	2625	100.00%	0.00%	2625	100.00%	0.00%	870	100.00%	0.00%	870	
03-Feb	100.00%	0.00%		194	161	177	0.02%	100.00%	0.00%	2631	100.00%	0.00%	2631	100.00%	0.00%	2631	100.00%	0.00%	2631	100.00%	0.00%	480	100.00%	0.00%	480	
04-Feb	100.00%	0.00%		161	115	209	0.01%	100.00%	0.00%	2761	100.00%	0.00%	2761	100.00%	0.00%	2761	100.00%	0.00%	2761	100.00%	0.00%	1130	100.00%	0.00%	1130	
05-Feb	100.00%	0.00%		169	120	211	0.00%	100.00%	0.00%	2451	100.00%	0.00%	2451	100.00%	0.00%	2451	100.00%	0.00%	2451	100.00%	0.00%	980	100.00%	0.00%	980	
06-Feb	100.00%	0.00%		247	132	170	0.02%	100.00%	0.00%	2424	100.00%	0.00%	2424	100.00%	0.00%	2424	100.00%	0.00%	2424	100.00%	0.00%	620	100.00%	0.00%	620	
07-Feb	100.00%	0.00%		239	126	146	0.08%	100.00%	0.00%	2581	100.00%	0.00%	2581	100.00%	0.00%	2581	100.00%	0.00%	2581	100.00%	0.00%	610	100.00%	0.00%	610	
08-Feb	100.00%	0.00%		190	118	166	0.03%	100.00%	0.00%	2552	100.00%	0.00%	2552	100.00%	0.00%	2552	100.00%	0.00%	2552	100.00%	0.00%	600	100.00%	0.00%	600	
09-Feb	99.99%	0.01%		293	136	181	0.06%	100.00%	0.00%	2721	100.00%	0.00%	2721	100.00%	0.00%	2721	100.00%	0.00%	2721	100.00%	0.00%	820	100.00%	0.00%	820	
10-Feb	100.00%	0.00%		167	128	176	0.00%	100.00%	0.00%	2272	100.00%	0.00%	2272	100.00%	0.00%	2272	100.00%	0.00%	2272	100.00%	0.00%	680	100.00%	0.00%	680	
11-Feb	100.00%	0.00%		171	125	207	0.00%	100.00%	0.00%	2784	100.00%	0.00%	2784	100.00%	0.00%	2784	100.00%	0.00%	2784	100.00%	0.00%	660	100.00%	0.00%	660	
12-Feb	100.00%	0.00%		230	111	239	0.01%	100.00%	0.00%	2137	100.00%	0.00%	2137	100.00%	0.00%	2137	100.00%	0.00%	2137	100.00%	0.00%	780	100.00%	0.00%	780	
13-Feb	100.00%	0.00%		162	119	175	0.01%	100.00%	0.00%	2177	100.00%	0.00%	2177	100.00%	0.00%	2177	100.00%	0.00%	2177	100.00%	0.00%	690	100.00%	0.00%	690	
14-Feb	100.00%	0.00%		192	121	172	0.02%	100.00%	0.00%	2298	100.00%	0.00%	2298	100.00%	0.00%	2298	100.00%	0.00%	2298	100.00%	0.00%	640	100.00%	0.00%	640	
15-Feb	100.00%	0.00%		175	122	160	0.02%	100.00%	0.00%	2938	100.00%	0.00%	2938	100.00%	0.00%	2938	100.00%	0.00%	2938	100.00%	0.00%	910	100.00%	0.00%	910	
16-Feb	100.00%	0.00%		170	127	155	0.02%	100.00%	0.00%	3547	100.00%	0.00%	3547	100.00%	0.00%	3547	100.00%	0.00%	3547	100.00%	0.00%	780	100.00%	0.00%	780	
17-Feb	100.00%	0.00%		202	120	285	0.01%	100.00%	0.00%	3406	100.00%	0.00%	3406	100.00%	0.00%	3406	100.00%	0.00%	3406	100.00%	0.00%	690	100.00%	0.00%	690	
18-Feb	100.00%	0.00%		173	118	197	0.00%	100.00%	0.00%	3187	100.00%	0.00%	3187	100.00%	0.00%	3187	100.00%	0.00%	3187	100.00%	0.00%	1850	100.00%			

20-Feb	100.00%	0.00%	264	117	167	0.02%	100.00%	0.00%	3510	100.00%	0.00%	3510	100.00%	0.00%	3510	100.00%	0.00%	770	100.00%	0.00%	770
21-Feb	100.00%	0.00%	191	124	160	0.02%	100.00%	0.00%	3291	100.00%	0.00%	3291	100.00%	0.00%	3291	100.00%	0.00%	1340	100.00%	0.00%	1340
22-Feb	100.00%	0.00%	172	126	196	0.02%	100.00%	0.00%	3625	100.00%	0.00%	3625	99.92%	0.08%	3625	100.00%	0.00%	1110	100.00%	0.00%	1110
23-Feb	100.00%	0.00%	176	125	197	0.01%	100.00%	0.00%	2341	100.00%	0.00%	2341	100.00%	0.00%	2341	100.00%	0.00%	870	100.00%	0.00%	870
24-Feb	95.83%	4.17%	370	121	181	8.16%	100.00%	0.00%	2531	100.00%	0.00%	2531	100.00%	0.00%	2531	95.83%	4.17%	470	95.83%	4.17%	470
25-Feb	100.00%	0.00%	163	127	174	0.01%	100.00%	0.00%	2681	100.00%	0.00%	2681	100.00%	0.00%	2681	100.00%	0.00%	650	100.00%	0.00%	650
26-Feb	100.00%	0.00%	170	119	221	0.00%	100.00%	0.00%	2116	100.00%	0.00%	2116	100.00%	0.00%	2116	100.00%	0.00%	970	100.00%	0.00%	970
27-Feb	100.00%	0.00%	170	136	161	0.03%	100.00%	0.00%	2222	100.00%	0.00%	2222	100.00%	0.00%	2222	100.00%	0.00%	910	100.00%	0.00%	910
28-Feb	100.00%	0.00%	165	117	154	0.14%	100.00%	0.00%	2273	100.00%	0.00%	2273	100.00%	0.00%	2273	100.00%	0.00%	490	100.00%	0.00%	490
01-Mar	100.00%	0.00%	201	121	162	0.08%	100.00%	0.00%	2362	100.00%	0.00%	2362	100.00%	0.00%	2362	100.00%	0.00%	790	100.00%	0.00%	790
02-Mar	100.00%	0.00%	178	119	163	0.01%	100.00%	0.00%	2283	100.00%	0.00%	2283	100.00%	0.00%	2283	100.00%	0.00%	1050	100.00%	0.00%	1050
03-Mar	98.95%	1.05%	3277	124	169	0.26%	100.00%	0.00%	2255	100.00%	0.00%	2255	100.00%	0.00%	2255	100.00%	0.00%	520	100.00%	0.00%	520
04-Mar	100.00%	0.00%	177	116	151	0.01%	100.00%	0.00%	2637	100.00%	0.00%	2637	100.00%	0.00%	2637	100.00%	0.00%	420	100.00%	0.00%	420
05-Mar	99.99%	0.01%	209	131	199	0.04%	100.00%	0.00%	2008	100.00%	0.00%	2008	100.00%	0.00%	2008	100.00%	0.00%	1150	100.00%	0.00%	1150
06-Mar	100.00%	0.00%	263	124	137	0.03%	100.00%	0.00%	2161	100.00%	0.00%	2161	100.00%	0.00%	2161	100.00%	0.00%	1230	100.00%	0.00%	1230
07-Mar	100.00%	0.00%	164	118	159	0.01%	100.00%	0.00%	2240	100.00%	0.00%	2240	100.00%	0.00%	2240	100.00%	0.00%	590	100.00%	0.00%	590
08-Mar	100.00%	0.00%	259	129	181	0.01%	100.00%	0.00%	2184	100.00%	0.00%	2184	100.00%	0.00%	2184	100.00%	0.00%	430	100.00%	0.00%	430
09-Mar	99.99%	0.01%	298	142	178	0.05%	100.00%	0.00%	2157	100.00%	0.00%	2157	100.00%	0.00%	2157	100.00%	0.00%	650	100.00%	0.00%	650
10-Mar	100.00%	0.00%	187	153	164	0.02%	100.00%	0.00%	2232	100.00%	0.00%	2232	100.00%	0.00%	2232	100.00%	0.00%	670	100.00%	0.00%	670
11-Mar	100.00%	0.00%	706	130	203	0.11%	100.00%	0.00%	2541	100.00%	0.00%	2541	100.00%	0.00%	2541	100.00%	0.00%	1390	100.00%	0.00%	1390
12-Mar	99.99%	0.01%	316	120	202	0.08%	100.00%	0.00%	2210	100.00%	0.00%	2210	100.00%	0.00%	2210	100.00%	0.00%	560	100.00%	0.00%	560
13-Mar	99.99%	0.01%	559	121	152	0.19%	100.00%	0.00%	2178	100.00%	0.00%	2178	100.00%	0.00%	2178	100.00%	0.00%	720	100.00%	0.00%	720
14-Mar	100.00%	0.00%	238	121	155	0.05%	100.00%	0.00%	2207	100.00%	0.00%	2207	100.00%	0.00%	2207	100.00%	0.00%	380	100.00%	0.00%	380
15-Mar	100.00%	0.00%	486	121	177	0.08%	100.00%	0.00%	2321	100.00%	0.00%	2321	100.00%	0.00%	2321	100.00%	0.00%	690	100.00%	0.00%	690
16-Mar	100.00%	0.00%	195	129	183	0.04%	100.00%	0.00%	2364	100.00%	0.00%	2364	100.00%	0.00%	2364	100.00%	0.00%	770	100.00%	0.00%	770
17-Mar	99.99%	0.01%	241	129	207	0.06%	100.00%	0.00%	2422	100.00%	0.00%	2422	100.00%	0.00%	2422	100.00%	0.00%	460	100.00%	0.00%	460
18-Mar	100.00%	0.00%	168	114	186	0.02%	100.00%	0.00%	2069	100.00%	0.00%	2069	100.00%	0.00%	2069	100.00%	0.00%	960	100.00%	0.00%	960
19-Mar	100.00%	0.00%	259	111	284	0.02%	100.00%	0.00%	1710	100.00%	0.00%	1710	100.00%	0.00%	1710	100.00%	0.00%	510	100.00%	0.00%	510
20-Mar	100.00%	0.00%	363	115	180	0.05%	100.00%	0.00%	2303	100.00%	0.00%	2303	100.00%	0.00%	2303	100.00%	0.00%	560	100.00%	0.00%	560
21-Mar	100.00%	0.00%	218	121	159	0.03%	100.00%	0.00%	2331	100.00%	0.00%	2331	100.00%	0.00%	2331	100.00%	0.00%	810	100.00%	0.00%	810
22-Mar	100.00%	0.00%	219	120	149	0.05%	100.00%	0.00%	2259	100.00%	0.00%	2259	100.00%	0.00%	2259	100.00%	0.00%	690	100.00%	0.00%	690
23-Mar	100.00%	0.00%	189	135	179	0.01%	100.00%	0.00%	2376	100.00%	0.00%	2376	100.00%	0.00%	2376	100.00%	0.00%	830	100.00%	0.00%	830
24-Mar	100.00%	0.00%	324	129	174	0.03%	100.00%	0.00%	2438	100.00%	0.00%	2438	100.00%	0.00%	2438	100.00%	0.00%	600	100.00%	0.00%	600
25-Mar	100.00%	0.00%	174	116	N/A	0.01%	100.00%	0.00%	2513	100.00%	0.00%	2513	100.00%	0.00%	2513	100.00%	0.00%	1560	100.00%	0.00%	1560
26-Mar	100.00%	0.00%	186	127	190	0.33%	100.00%	0.00%	2121	100.00%	0.00%	2121	100.00%	0.00%	2121	100.00%	0.00%	1740	100.00%	0.00%	1740
27-Mar	100.00%	0.00%	256	127	170	0.04%	100.00%	0.00%	2234	100.00%	0.00%	2234	100.00%	0.00%	2234	100.00%	0.00%	540	100.00%	0.00%	540
28-Mar	100.00%	0.00%	175	124	153	0.01%	100.00%	0.00%	2296	100.00%	0.00%	2296	100.00%	0.00%	2296	100.00%	0.00%	660	100.00%	0.00%	660
29-Mar	100.00%	0.00%	249	115	166	0.04%	100.00%	0.00%	3902	100.00%	0.00%	3902	100.00%	0.00%	3902	100.00%	0.00%	480	100.00%	0.00%	480
30-Mar	99.99%	0.01%	448	126	148	0.10%	100.00%	0.00%	2327	100.00%	0.00%	2327	100.00%	0.00%	2327	100.00%	0.00%	680	100.00%	0.00%	680
31-Mar	100.00%	0.00%	171	125	180	0.01%	100.00%	0.00%	2321	100.00%	0.00%	2321	100.00%	0.00%	2321	100.00%	0.00%	540	100.00%	0.00%	540