

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 (milliseconds)	PISP response (milliseconds)	CBPI/PISP Yes/No response (milliseconds)	Error response rate (%)	Uptime (%)	Downtime (%)	Response (milliseconds)	Uptime (%)	Downtime (%)	Response (milliseconds)	Uptime (%)	Downtime (%)	Response (milliseconds)	Uptime (%)	Downtime (%)	Response (milliseconds)	Uptime (%)	Downtime (%)	Response (milliseconds)	Uptime (%)	Downtime (%)	Response (milliseconds)	
																									Payment services user interface
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	
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	
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	
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	
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	
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	
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	100.00%	0.00%	194	79.17%	20.83%	112	79.17%	20.83%	112	
08-Jul	100.00%	0.00%	142	135	158	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%	251	100.00%	0.00%	251	
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	
10-Jul	100.00%	0.00%	220	139	152	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	
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	
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	
13-Jul	100.00%	0.00%	145	130	216	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	
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	
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	
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	
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	
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	
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	
20-Jul	100.00%	0.00%	138	131	187	0.00%	100.00%	0.00%	210	100.00%	0.00%	210	100.00%	0.00%	210	100.00%	0.00%	210	100.00%	0.00%	95	100.00%	0.00%	95	
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	
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	
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	
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	
25-Jul	100.00%	0.00%	181	180	180	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%	116	100.00%	0.00%	116	
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	
27-Jul	100.00%	0.00%	137	126	197	0.00%	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	
28-Jul	100.00%	0.00%	139	126	166	0.01%	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	
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	
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	
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	
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	
02-Aug	100.00%	0.00%	142	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	
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	
04-Aug	100.00%	0.00%	157	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	
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	
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	
07-Aug	100.00%	0.00%	134	133	186	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%	103	100.00%	0.00%	103	
08-Aug	100.00%	0.00%	136	133	186	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%	105	100.00%	0.00%	105	
09-Aug	100.00%	0.00%	138	165	165	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%	105	100.00%	0.00%	105	
10-Aug	100.00%	0.00%	135	142	209	0.00%	100.00%	0.00%	228	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	
11-Aug	100.00%	0.00%	239	142	217	0.01%	100.00%	0.00%	199	100.00%	0.00%	199	100.00%	0.00%	199	100.00%	0.00%	199	100.00%	0.00%	99	100.00%	0.00%	99	
12-Aug	100.00%	0.00%	208	148	208	0.00%	100.00%	0.00%	212	100.00%	0.00%	212	100.00%	0.00%	212	100.00%	0.00%	212	100.00%	0.00%	101	100.00%	0.00%	101	
13-Aug	100.00%	0.00%	161	138	186	0.08%	100.00%	0.00%	219	100.00%	0.00%	219	100.00%	0.00%	219	100.00%	0.00%	219	100.00%	0.00%	99	100.00%	0.00%	99	
14-Aug	100.00%	0.00%	228	143	235	0.14%	100.00%	0.00%	217	100.00%	0.00%	217	100.00%	0.00%	217	100.00%	0.00%	217	100.00%	0.00%	100	100.00%	0.00%	100	
15-Aug	100.00%	0.00%	193	138	165	0.01%	100.00%	0.00%	220	100.00%	0.00%	220	100.00%	0.00%	220	100.00%	0.00%	220	100.00%	0.00%	102	100.00%	0.00%	102	
16-Aug	100.00%	0.00%	195	139	201	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%	103	100.00%	0.00%	103	
17-Aug	100.00%	0.00%	186	151	232	0.02%	100.00%	0.00%	223	100.00%	0.00%	223	100.00%	0.00%	223	100.00%	0.00%	223	100.00%	0.00%	91	100.00%	0.00%	91	
18-Aug	100.00%	0.00%	181	138	221	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	
19-Aug	100.00%	0.00%	187	155	193	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%	97	100.00%	0.00%	97	
20-Aug	100.00%	0.00%	163	153	195	0.00%	100.00%																		

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	223	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