

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			
	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		
			AISP response (milliseconds)	PISP response (milliseconds)	CBPII/PISP Yes/No (milliseconds)	Error response rate (%)																		
01-Oct	100.00%	0.00%	208	196	231	0.00%	100.00%	0.00%	226	100.00%	0.00%	226	100.00%	0.00%	226	100.00%	0.00%	96	100.00%	0.00%	96			
02-Oct	100.00%	0.00%	179	244	179	0.00%	100.00%	0.00%	209	100.00%	0.00%	209	100.00%	0.00%	209	100.00%	0.00%	108	100.00%	0.00%	108			
03-Oct	100.00%	0.00%	256	263	204	0.01%	100.00%	0.00%	245	100.00%	0.00%	245	100.00%	0.00%	245	100.00%	0.00%	103	100.00%	0.00%	103			
04-Oct	100.00%	0.00%	210	185	185	0.00%	100.00%	0.00%	205	100.00%	0.00%	205	100.00%	0.00%	205	75.00%	25.00%	84	75.00%	25.00%	84			
05-Oct	100.00%	0.00%	177	154	239	0.00%	100.00%	0.00%	219	100.00%	0.00%	219	100.00%	0.00%	219	100.00%	0.00%	103	100.00%	0.00%	103			
06-Oct	100.00%	0.00%	204	179	273	0.00%	100.00%	0.00%	192	100.00%	0.00%	192	100.00%	0.00%	192	100.00%	0.00%	77	100.00%	0.00%	77			
07-Oct	100.00%	0.00%	199	224	232	0.01%	100.00%	0.00%	196	100.00%	0.00%	196	100.00%	0.00%	196	100.00%	0.00%	97	100.00%	0.00%	97			
08-Oct	100.00%	0.00%	174	228	222	0.00%	97.57%	2.43%	207	97.57%	2.43%	207	100.00%	0.00%	207	100.00%	0.00%	79	100.00%	0.00%	79			
09-Oct	100.00%	0.00%	246	333	201	0.02%	100.00%	0.00%	206	100.00%	0.00%	206	100.00%	0.00%	206	100.00%	0.00%	73	100.00%	0.00%	73			
10-Oct	100.00%	0.00%	203	239	199	0.01%	100.00%	0.00%	206	100.00%	0.00%	206	100.00%	0.00%	206	100.00%	0.00%	101	100.00%	0.00%	101			
11-Oct	100.00%	0.00%	165	254	178	0.00%	100.00%	0.00%	209	100.00%	0.00%	209	100.00%	0.00%	209	100.00%	0.00%	86	100.00%	0.00%	86			
12-Oct	100.00%	0.00%	167	346	199	0.00%	100.00%	0.00%	231	100.00%	0.00%	231	100.00%	0.00%	231	100.00%	0.00%	91	100.00%	0.00%	91			
13-Oct	100.00%	0.00%	167	245	165	0.00%	100.00%	0.00%	198	100.00%	0.00%	198	100.00%	0.00%	198	100.00%	0.00%	79	100.00%	0.00%	79			
14-Oct	100.00%	0.00%	209	232	217	0.00%	100.00%	0.00%	206	100.00%	0.00%	206	100.00%	0.00%	206	100.00%	0.00%	85	100.00%	0.00%	85			
15-Oct	100.00%	0.00%	196	252	187	0.05%	100.00%	0.00%	205	100.00%	0.00%	205	100.00%	0.00%	205	100.00%	0.00%	55	100.00%	0.00%	55			
16-Oct	100.00%	0.00%	273	254	244	0.04%	100.00%	0.00%	209	100.00%	0.00%	209	100.00%	0.00%	209	100.00%	0.00%	91	100.00%	0.00%	91			
17-Oct	100.00%	0.00%	220	247	254	0.01%	100.00%	0.00%	209	100.00%	0.00%	209	100.00%	0.00%	209	100.00%	0.00%	95	100.00%	0.00%	95			
18-Oct	100.00%	0.00%	169	340	176	0.01%	100.00%	0.00%	212	100.00%	0.00%	212	100.00%	0.00%	212	100.00%	0.00%	96	100.00%	0.00%	96			
19-Oct	100.00%	0.00%	192	227	249	0.01%	100.00%	0.00%	213	100.00%	0.00%	213	100.00%	0.00%	213	100.00%	0.00%	85	100.00%	0.00%	85			
20-Oct	100.00%	0.00%	194	214	196	0.42%	100.00%	0.00%	207	100.00%	0.00%	207	100.00%	0.00%	207	75.35%	24.65%	108	75.35%	24.65%	108			
21-Oct	100.00%	0.00%	216	210	181	0.01%	100.00%	0.00%	199	100.00%	0.00%	199	100.00%	0.00%	199	100.00%	0.00%	88	100.00%	0.00%	88			
22-Oct	100.00%	0.00%	229	250	192	0.02%	100.00%	0.00%	203	100.00%	0.00%	203	100.00%	0.00%	203	100.00%	0.00%	95	100.00%	0.00%	95			
23-Oct	100.00%	0.00%	245	221	182	0.01%	100.00%	0.00%	199	100.00%	0.00%	199	100.00%	0.00%	199	100.00%	0.00%	78	100.00%	0.00%	78			
24-Oct	100.00%	0.00%	259	240	224	0.02%	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			
25-Oct	100.00%	0.00%	184	291	174	0.01%	100.00%	0.00%	204	100.00%	0.00%	204	100.00%	0.00%	204	100.00%	0.00%	128	100.00%	0.00%	128			
26-Oct	100.00%	0.00%	213	217	212	0.01%	100.00%	0.00%	205	100.00%	0.00%	205	100.00%	0.00%	205	100.00%	0.00%	78	100.00%	0.00%	78			
27-Oct	100.00%	0.00%	237	232	227	0.01%	100.00%	0.00%	188	100.00%	0.00%	188	100.00%	0.00%	188	100.00%	0.00%	263	100.00%	0.00%	263			
28-Oct	100.00%	0.00%	220	229	201	0.00%	100.00%	0.00%	186	100.00%	0.00%	186	100.00%	0.00%	186	100.00%	0.00%	78	100.00%	0.00%	78			
29-Oct	100.00%	0.00%	305	235	277	0.01%	100.00%	0.00%	203	100.00%	0.00%	203	100.00%	0.00%	203	100.00%	0.00%	99	100.00%	0.00%	99			
30-Oct	100.00%	0.00%	212	278	223	0.01%	100.00%	0.00%	201	100.00%	0.00%	201	100.00%	0.00%	201	100.00%	0.00%	96	100.00%	0.00%	96			
31-Oct	100.00%	0.00%	206	331	199	0.01%	100.00%	0.00%	204	100.00%	0.00%	204	100.00%	0.00%	204	100.00%	0.00%	95	100.00%	0.00%	95			
01-Nov	97.22%	2.78%	265	287	321	0.10%	97.22%	2.78%	227	97.22%	2.78%	227	97.22%	2.78%	227	78.47%	21.53%	106	78.47%	21.53%	106			
02-Nov	100.00%	0.00%	267	210	834	0.00%	100.00%	0.00%	202	100.00%	0.00%	202	100.00%	0.00%	202	100.00%	0.00%	102	100.00%	0.00%	102			
03-Nov	100.00%	0.00%	217	237	647	0.01%	100.00%	0.00%	440	100.00%	0.00%	440	100.00%	0.00%	440	100.00%	0.00%	99	100.00%	0.00%	99			
04-Nov	100.00%	0.00%	258	266	363	0.02%	100.00%	0.00%	200	100.00%	0.00%	200	100.00%	0.00%	200	100.00%	0.00%	105	100.00%	0.00%	105			
05-Nov	100.00%	0.00%	320	297	474	0.02%	100.00%	0.00%	214	100.00%	0.00%	214	100.00%	0.00%	214	100.00%	0.00%	109	100.00%	0.00%	109			
06-Nov	100.00%	0.00%	360	259	663	0.15%	100.00%	0.00%	206	100.00%	0.00%	206	100.00%	0.00%	206	100.00%	0.00%	108	100.00%	0.00%	108			
07-Nov	100.00%	0.00%	268	281	867	0.01%	98.96%	1.04%	225	98.96%	1.04%	225	100.00%	0.00%	225	100.00%	0.00%	107	100.00%	0.00%	107			
08-Nov	100.00%	0.00%	372	289	945	0.16%	100.00%	0.00%	211	100.00%	0.00%	211	100.00%	0.00%	211	100.00%	0.00%	114	100.00%	0.00%	114			
09-Nov	100.00%	0.00%	303	234	589	0.02%	100.00%	0.00%	212	100.00%	0.00%	212	100.00%	0.00%	212	100.00%	0.00%	110	100.00%	0.00%	110			
10-Nov	100.00%	0.00%	242	245	871	0.01%	100.00%	0.00%	192	100.00%	0.00%	192	100.00%	0.00%	192	100.00%	0.00%	104	100.00%	0.00%	104			
11-Nov	100.00%	0.00%	252	209	479	0.01%	100.00%	0.00%	206	100.00%	0.00%	206	100.00%	0.00%	206	100.00%	0.00%	109	100.00%	0.00%	109			
12-Nov	100.00%	0.00%	266	248	1004	0.26%	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			
13-Nov	100.00%	0.00%	231	299	631	0.42%	100.00%	0.00%	207	100.00%	0.00%	207	100.00%	0.00%	207	100.00%	0.00%	134	100.00%	0.00%	134			
14-Nov	100.00%	0.00%	300	255	643	0.06%	100.00%	0.00%	178	100.00%	0.00%	178	96.53%	3.47%	178	100.00%	0.00%	129	100.00%	0.00%	129			
15-Nov	100.00%	0.00%	233	273	732	0.06%	100.00%	0.00%	184	100.00%	0.00%	184	100.00%	0.00%	184	100.00%	0.00%	136	100.00%	0.00%	136			
16-Nov	100.00%	0.00%	302	277	1004	0.08%	100.00%	0.00%	196	100.00%	0.00%	196	100.00%	0.00%	196	100.00%	0.00%	130	100.00%	0.00%	130			
17-Nov	100.00%	0.00%	269	150	1187	0.29%	100.00%	0.00%	164	100.00%	0.00%	164	100.00%	0.00%	164	79.03%	20.97%	127	79.03%	20.97%	127			
18-Nov	100.00%	0.00%	294	233	456	0.13%	100.00%	0.00%	171	100.00%	0.00%	171	100.00%	0.00%	171	100.00%	0.00%	104	100.00%	0.00%	104			
19-Nov	100.00%	0.00%	250	264	609	0.83%	100.00%	0.00%	169	100.00%	0.00%	169	100.00%	0.00%	169	100.00%	0.00%	106	100.00%	0.00%	106			
20-Nov	100.00%	0.00%	264	196	967	0.29%	100.00%	0.00%	184	100.00%	0.00%	184	100.00%	0.00%	184	100.00%	0.00%	104	100.00%	0.00%	104			
21-Nov	100.00%	0.00%	272	264	539	0.00%	100.00%	0.00%	206	100.00%	0.00%	206	100.00%	0.00%	206	100.00%	0.00%	109	100.00%	0.00%	109			
22-Nov	100.00%	0.00%	247	354	760	0.00%	100.00%	0.00%	185	100.00%	0.00%	185	100.00%	0.00%	185	100.00%	0.00%	112	100.00%	0.00%	112			
23-Nov	100.00%	0.00%	268	259	1268	0.01%	100.00%	0.00%	192	100.00%	0.00%	192	100.00%	0.00%	192	100.00%	0.00%	123	100.00%	0.00%	123			

24-Nov	100.00%	0.00%	269	246	831	0.00%	100.00%	0.00%	159	100.00%	0.00%	159	100.00%	0.00%	159	100.00%	0.00%	107	100.00%	0.00%	107
25-Nov	100.00%	0.00%	229	293	447	0.12%	100.00%	0.00%	171	100.00%	0.00%	171	100.00%	0.00%	171	100.00%	0.00%	104	100.00%	0.00%	104
26-Nov	100.00%	0.00%	237	2222	868	0.01%	100.00%	0.00%	174	100.00%	0.00%	174	100.00%	0.00%	174	100.00%	0.00%	106	100.00%	0.00%	106
27-Nov	100.00%	0.00%	249	271	1233	0.02%	100.00%	0.00%	175	100.00%	0.00%	175	100.00%	0.00%	175	100.00%	0.00%	109	100.00%	0.00%	109
28-Nov	100.00%	0.00%	272	216	685	0.38%	100.00%	0.00%	177	100.00%	0.00%	177	100.00%	0.00%	177	100.00%	0.00%	113	100.00%	0.00%	113
29-Nov	100.00%	0.00%	249	237	496	0.16%	100.00%	0.00%	178	100.00%	0.00%	178	100.00%	0.00%	178	100.00%	0.00%	121	100.00%	0.00%	121
30-Nov	100.00%	0.00%	273	294	755	0.01%	100.00%	0.00%	204	100.00%	0.00%	204	100.00%	0.00%	204	100.00%	0.00%	114	100.00%	0.00%	114
01-Dec	100.00%	0.00%	254	258	1236	0.01%	100.00%	0.00%	169	100.00%	0.00%	169	100.00%	0.00%	169	100.00%	0.00%	95	100.00%	0.00%	95
02-Dec	100.00%	0.00%	261	271	545	0.11%	100.00%	0.00%	173	100.00%	0.00%	173	100.00%	0.00%	173	100.00%	0.00%	102	100.00%	0.00%	102
03-Dec	100.00%	0.00%	401	253	1987	0.01%	100.00%	0.00%	179	100.00%	0.00%	179	100.00%	0.00%	179	100.00%	0.00%	115	100.00%	0.00%	115
04-Dec	100.00%	0.00%	319	588	3236	0.01%	100.00%	0.00%	175	100.00%	0.00%	175	100.00%	0.00%	175	100.00%	0.00%	124	100.00%	0.00%	124
05-Dec	100.00%	0.00%	307	242	278	0.01%	100.00%	0.00%	183	100.00%	0.00%	183	100.00%	0.00%	183	100.00%	0.00%	104	100.00%	0.00%	104
06-Dec	100.00%	0.00%	257	329	333	0.01%	100.00%	0.00%	183	100.00%	0.00%	183	100.00%	0.00%	183	100.00%	0.00%	133	100.00%	0.00%	133
07-Dec	100.00%	0.00%	267	253	711	0.01%	100.00%	0.00%	187	100.00%	0.00%	187	100.00%	0.00%	187	100.00%	0.00%	128	100.00%	0.00%	128
08-Dec	100.00%	0.00%	306	211	893	0.01%	100.00%	0.00%	164	100.00%	0.00%	164	100.00%	0.00%	164	100.00%	0.00%	114	100.00%	0.00%	114
09-Dec	100.00%	0.00%	281	259	1068	0.01%	100.00%	0.00%	169	100.00%	0.00%	169	100.00%	0.00%	169	100.00%	0.00%	110	100.00%	0.00%	110
10-Dec	100.00%	0.00%	241	198	797	0.01%	100.00%	0.00%	173	100.00%	0.00%	173	100.00%	0.00%	173	100.00%	0.00%	103	100.00%	0.00%	103
11-Dec	100.00%	0.00%	281	280	1409	0.02%	100.00%	0.00%	173	100.00%	0.00%	173	100.00%	0.00%	173	100.00%	0.00%	105	100.00%	0.00%	105
12-Dec	100.00%	0.00%	217	371	674	0.00%	100.00%	0.00%	172	100.00%	0.00%	172	100.00%	0.00%	172	100.00%	0.00%	103	100.00%	0.00%	103
13-Dec	100.00%	0.00%	419	235	483	0.01%	100.00%	0.00%	172	100.00%	0.00%	172	100.00%	0.00%	172	100.00%	0.00%	104	100.00%	0.00%	104
14-Dec	100.00%	0.00%	265	234	1699	0.01%	100.00%	0.00%	189	100.00%	0.00%	189	100.00%	0.00%	189	100.00%	0.00%	118	100.00%	0.00%	118
15-Dec	100.00%	0.00%	251	158	894	0.00%	100.00%	0.00%	162	100.00%	0.00%	162	100.00%	0.00%	162	100.00%	0.00%	76	100.00%	0.00%	76
16-Dec	100.00%	0.00%	252	166	462	0.01%	100.00%	0.00%	172	100.00%	0.00%	172	100.00%	0.00%	172	100.00%	0.00%	143	100.00%	0.00%	143
17-Dec	100.00%	0.00%	265	183	1242	0.01%	100.00%	0.00%	174	100.00%	0.00%	174	100.00%	0.00%	174	100.00%	0.00%	111	100.00%	0.00%	111
18-Dec	100.00%	0.00%	334	173	1337	0.01%	100.00%	0.00%	175	100.00%	0.00%	175	100.00%	0.00%	175	100.00%	0.00%	114	100.00%	0.00%	114
19-Dec	100.00%	0.00%	262	220	673	0.00%	100.00%	0.00%	177	100.00%	0.00%	177	100.00%	0.00%	177	100.00%	0.00%	134	100.00%	0.00%	134
20-Dec	100.00%	0.00%	262	558	1629	0.01%	100.00%	0.00%	182	100.00%	0.00%	182	100.00%	0.00%	182	100.00%	0.00%	108	100.00%	0.00%	108
21-Dec	100.00%	0.00%	256	322	2073	0.01%	100.00%	0.00%	227	100.00%	0.00%	227	100.00%	0.00%	227	100.00%	0.00%	91	100.00%	0.00%	91
22-Dec	100.00%	0.00%	282	323	1376	0.01%	100.00%	0.00%	165	100.00%	0.00%	165	100.00%	0.00%	165	100.00%	0.00%	110	100.00%	0.00%	110
23-Dec	100.00%	0.00%	235	466	2107	0.01%	100.00%	0.00%	170	100.00%	0.00%	170	100.00%	0.00%	170	100.00%	0.00%	100	100.00%	0.00%	100
24-Dec	100.00%	0.00%	291	249	1934	0.02%	100.00%	0.00%	198	100.00%	0.00%	198	100.00%	0.00%	198	100.00%	0.00%	93	100.00%	0.00%	93
25-Dec	100.00%	0.00%	318	411	4823	0.02%	100.00%	0.00%	192	100.00%	0.00%	192	100.00%	0.00%	192	100.00%	0.00%	100	100.00%	0.00%	100
26-Dec	100.00%	0.00%	256	352	1572	0.01%	100.00%	0.00%	180	100.00%	0.00%	180	100.00%	0.00%	180	100.00%	0.00%	82	100.00%	0.00%	82
27-Dec	100.00%	0.00%	336	375	1064	0.01%	100.00%	0.00%	167	100.00%	0.00%	167	100.00%	0.00%	167	100.00%	0.00%	85	100.00%	0.00%	85
28-Dec	100.00%	0.00%	277	255	1201	0.00%	100.00%	0.00%	159	100.00%	0.00%	159	100.00%	0.00%	159	100.00%	0.00%	134	100.00%	0.00%	134
29-Dec	100.00%	0.00%	269	299	1362	0.01%	100.00%	0.00%	160	100.00%	0.00%	160	100.00%	0.00%	160	100.00%	0.00%	135	100.00%	0.00%	135
30-Dec	100.00%	0.00%	281	165	2259	0.01%	100.00%	0.00%	168	100.00%	0.00%	168	100.00%	0.00%	168	100.00%	0.00%	79	100.00%	0.00%	79
31-Dec	100.00%	0.00%	254	183	774	0.01%	100.00%	0.00%	187	100.00%	0.00%	187	100.00%	0.00%	187	100.00%	0.00%	99	100.00%	0.00%	99