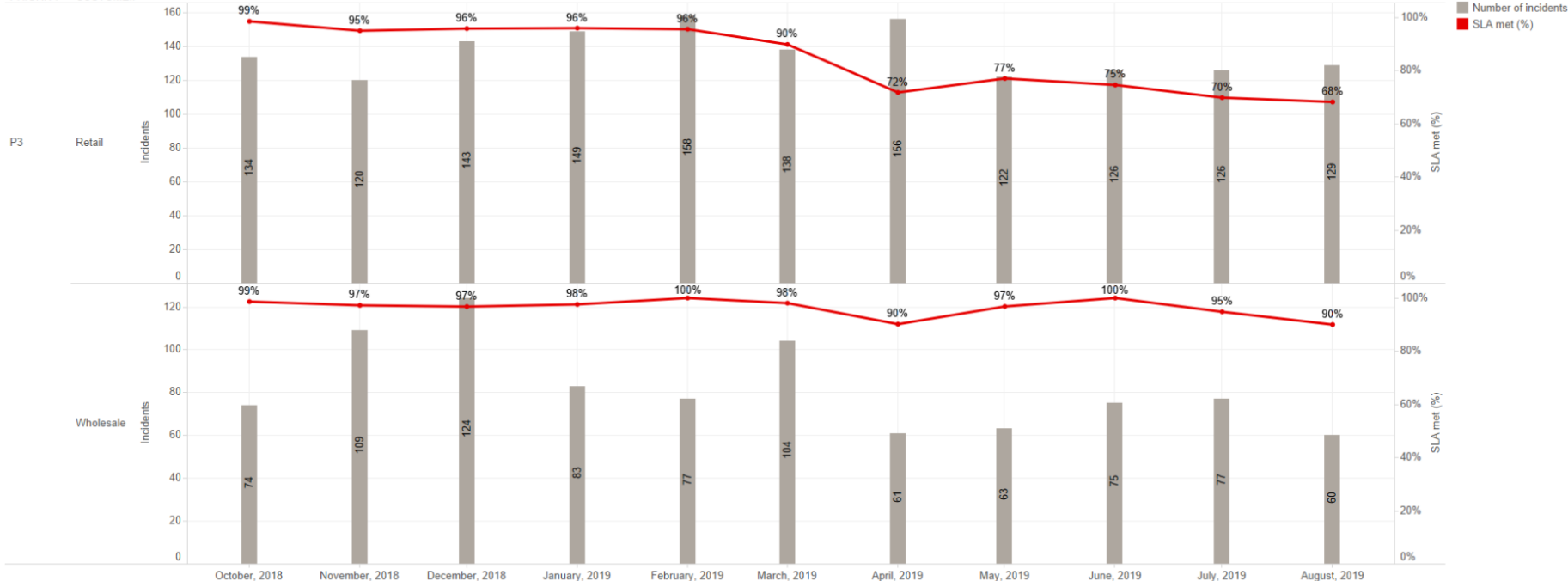


RBI Faults – Retail v Wholesale

None Monthly Incident Trend
Ticket count and time to resolve

PRIORITY CUSTOMER...



- Individual customer faults are logged as a Priority 3.
- Retail faults outnumber wholesale more than 2 to 1.
- The 'SLA met' for resolution of wholesale faults remains higher than 'SLA meet' for retail faults.

