

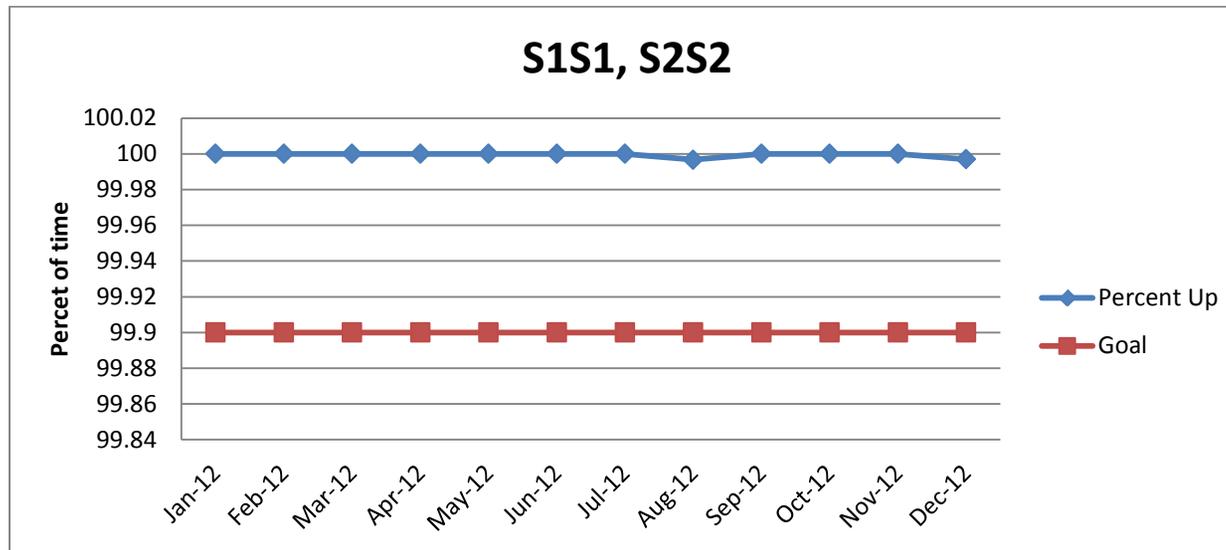
Mainframe Systems Availability Summary for the past year, January 2012 – December 2012

The Following table summarized availability for all shifts (24/7) of the OTech systems.
 OTech has established availability goals for each system (see table below).

System	Availability		Outages	Downtime Hr:Min:Sec
	Goal	Actual		
S1S1, S2S2 – Vacaville	99.90%	99.99%	11	09:10:00
SOC, SOCP – Vacaville	99.90%	99.99%	1	00:51:00
SY3 – Gold Camp	99.90%	99.99%	1	00:51:00
Triplex System – Gold Camp				
SY4	99.90%	99.99%	2	6:10:00
SY5	99.90%	99.99%	2	6:10:00
SY6	99.90%	99.99%	3	8:31:00

S1S1 and S2S2 Vacaville Systems Availability (24/7)

The following chart shows trend of the S1S1 and S2S2 systems availability for the 2012 calendar year. The year's actual availability was 99.99%



Exceptions:

8/2/2012 from 20:50 - 21:45, S1S1 & S2S2. Lost network connectivity to Vacaville Mainframe Systems. Network Engineering identified a defective part in a switch and took corrective action which restored network connectivity.

8/25/2012 from 03:00 - 06:00, S1S1. Processes associated with S1S1 may be unavailable. ZOS brought all offline devices back online. Availability for month of August was 99.99%

12/15/2012 from 11:45 – 13:30. S1S1 & S2S2 Mainframe Systems Inaccessible to Customers. An unscheduled IPL on both the S1S1 and S2S2 mainframe systems was performed to restore services. In the future, we will put each communication dataset on a different volume, to avoid a deadly embrace, per vendor recommendation.

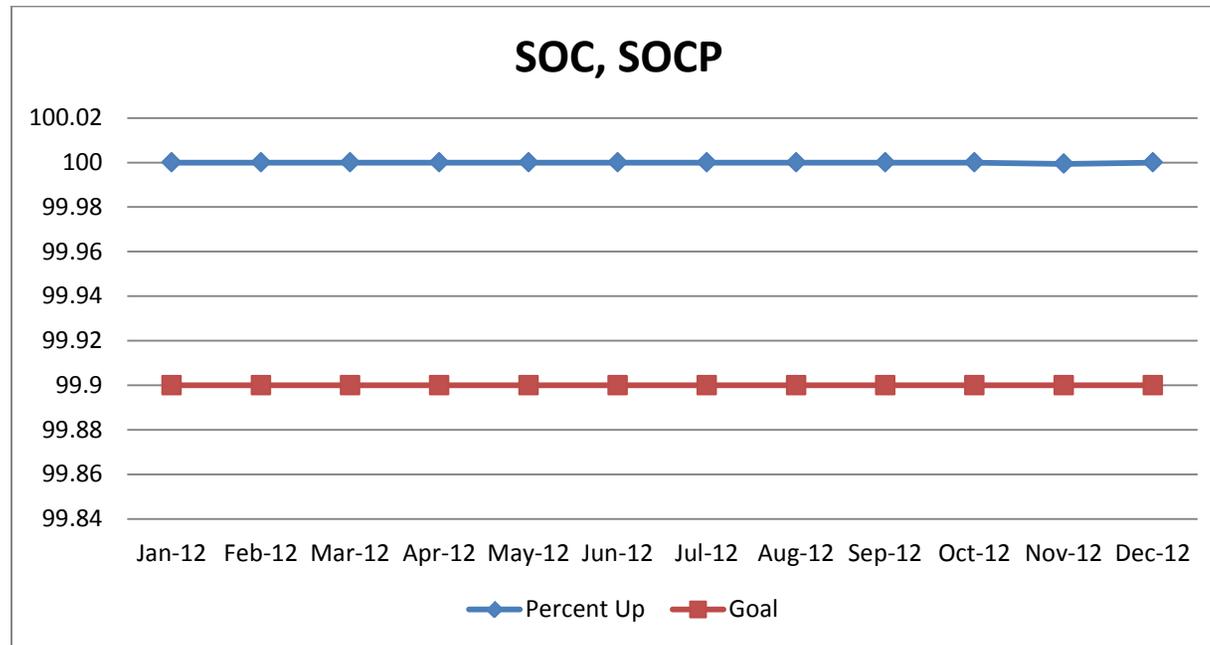
12/18/2012 from 16:43 - 16:53. S2S2, Customers lost IP connectivity to S2S2 system. Recycle HWTCP server on S2S2 system.

12/19/2012 from 12:10 – 12:18. S2S2, Customers reporting IP connectivity to S2S2 system unavailable. OTech recycled HWTCP server and TN3270 on S2S2 system. Services Restored.

12/20/2012 from 11:15 – 11:37. S2S2, Multiple Customers were reporting IP connectivity to S2S2 system was unavailable. OTech recycled HWTCP server and TN3270 on S2S2 system. Services Restored. Availability for month of December was 99.99%

SOC and SOCP Vacaville Systems Availability (24/7)

The following chart shows trend of the SOC AND SOCP systems availability for the 2012 calendar year. The year's actual availability was 99.99%

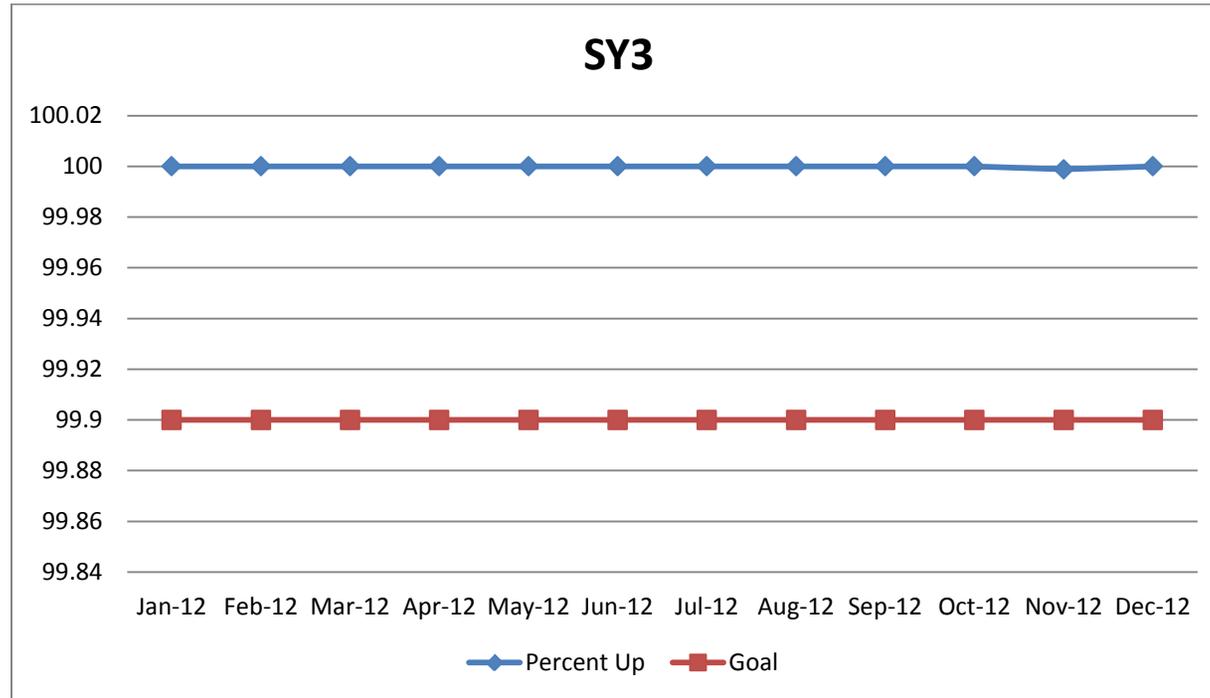


Exceptions:

11/4/2012 from 21:00 - 21:51, SOC. Completion of quarterly IML of SOC delayed by 51 minutes. Mainframe Operations provided correct load address to the command center.

SY3 Gold Camp System Availability (24/7)

The following chart shows trend of the SY3 system availability for the 2012 calendar year. The year's actual availability was 99.99%

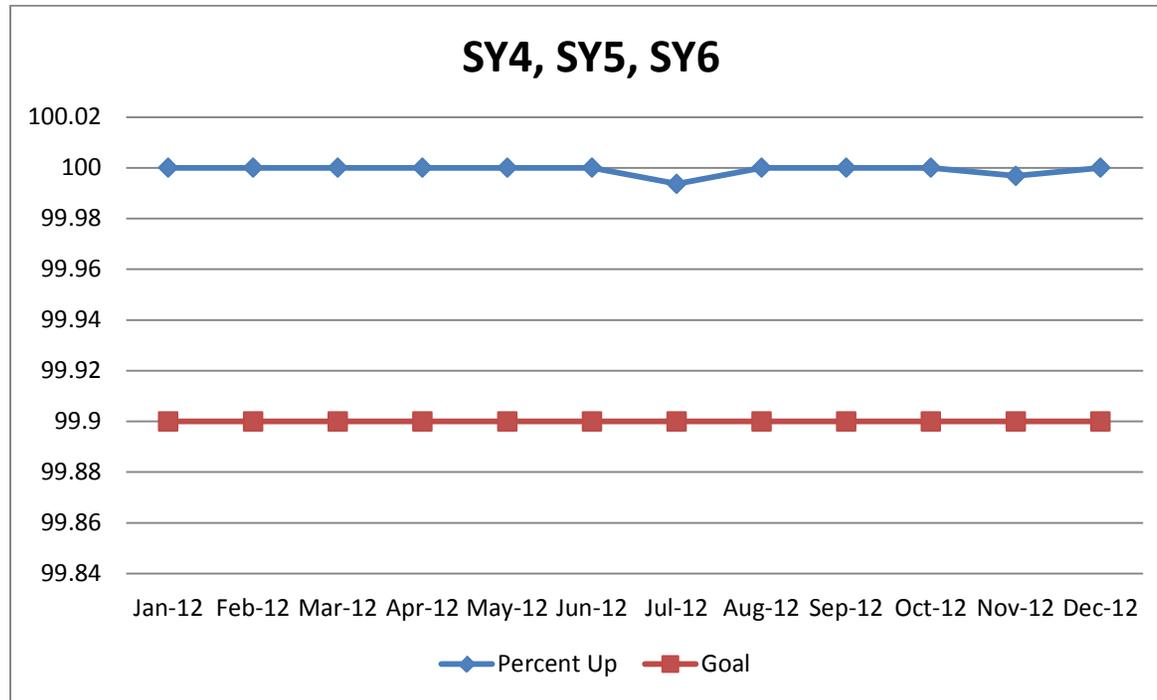


Exceptions:

11/4/2012 from 21:00 - 21:51, SY3. Completion of quarterly IML of SY3 delayed by 51 minutes. Mainframe Operations provided correct load address to the command center.

SY4, SY5, SY6 Gold Camps System Availability (24/7)

The following chart shows trend of the SY4, SY5, SY6 systems availability for the 2012 calendar year. The year's actual availability was 99.99%



Exceptions:

7/21/2012 from 11:50 – 7/21/2102 to 16:00 for SY4, SY5, and 7:21/2012 from 11:50 to 17:30 for SY6. Mainframe users are unable to access SY4, SY5, SY6 are unavailable due to an unplanned power event. Restored all Network connectivity, IPL'ed Mainframes and Rebooted Servers - All Services were up per Customers. Availability for month of July was 99.99%.

11/4/2012 from 21:00 - 21:51, SY6. Completion of quarterly IML of SY6 delayed by 51 minutes. Mainframe Operations provided correct load address to the command center.

11/20/2012 from 17:00 – 19:00. SY4, SY5, SY6. Customers unable to access mainframe. A customer requested cable change was rolled back by OTech Network Engineering . Related to CR # 45692. Availability for month of November was 99.99%