



Neustar National Thousands-Block Pooling

FCC CONTRACT NO. FCC13C0007

ROUTING NUMBER ADMINISTRATION SYSTEM (RNAS) PERFORMANCE REPORT

PERIOD OF PERFORMANCE: May 1 through May 31, 2014

Percent of <i>Scheduled</i> Time RNAS was available this month:	100
Hours and Minutes of Possible RNAS Availability:	744 hours
Hours and Minutes of Actual RNAS Availability:	743 hrs. 22 min.
Hours and Minutes of RNAS Unavailability:	38 min.
Number of Instances of RNAS Unavailability:	1
Hours and Minutes of Scheduled Downtime:	0
Hours and Minutes of Unscheduled Downtime:	38 min.
Percent of Time RNAS was available in last 12 months:	99.98

NOTES:

- 1) Maintenance was performed on RNAS on Friday, May 16. While we requested and were approved for 3 hours of scheduled downtime, there was no unavailability for this maintenance activity.
- 2) An unexpected server disruption at 6:26 pm Eastern Time on May 19, 2014, caused 38 minutes of unscheduled RNAS unavailability before the unplanned failover to the Charlotte location was completed. There were 0 customer reports of inability to reach RNAS during this time.