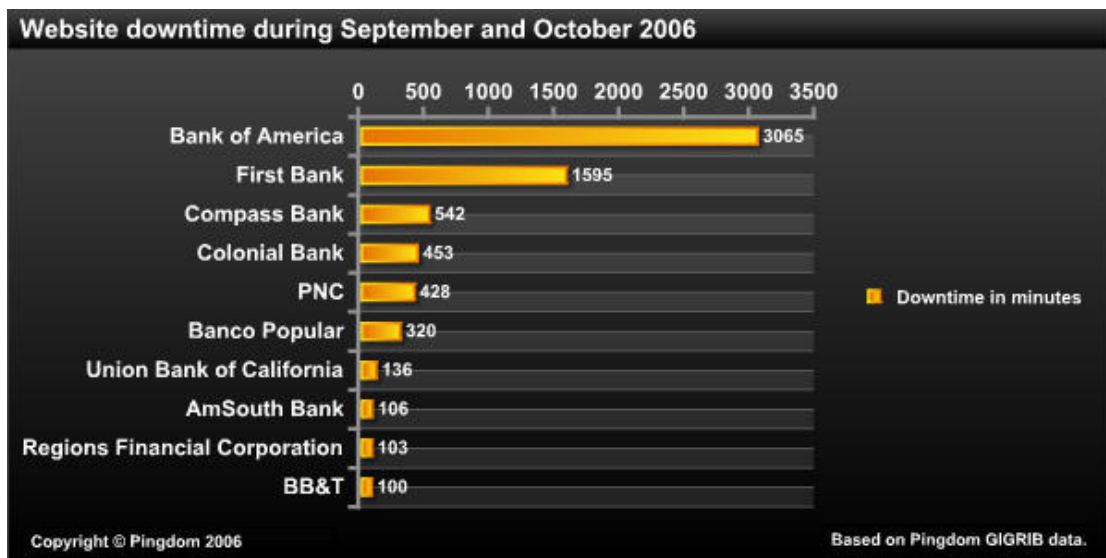


Best and worst US online banks revealed

In a revealing survey, website monitoring company Pingdom has measured the online availability, also known as uptime, of forty-three of the top US banks. The largest US bank, Bank of America, came in at last place.

Online banking has become the standard way to handle the majority of our every-day bank errands, and it is crucial for banks to provide their customers with a website that is always available. If the website is down, customers are unable access their bank accounts, pay bills, and other services commonly used online. Website monitoring company Pingdom has examined the website uptime of forty-three of the largest US banks during the months of September and October.

The biggest is not always the best, at least not when it comes to website availability. Out of the websites surveyed, the Bank of America website was by far the worst. During September and October, their website was unavailable for a total of more than two days and three hours. This is almost twice as much as the First Bank website, the second worst, and more than thirty times as much as BB&T in tenth place. Several long periods of downtime is what caused the Bank of America website to rank at the bottom of the list, the longest lasting close to ten hours.



The ten bank websites with the worst uptime were, in order, Bank of America (96.51 percent), First Bank (98.18 percent), Compass Bank (99.48 percent), Colonial Bank (99.48 percent), PNC (99.51 percent), Banco Popular (99.64 percent), Union Bank of California (99.85 percent), AmSouth Bank (99.88 percent), Regions (99.88 percent) and BB&T (99.89 percent).

On the other end of the spectrum, most bank websites had very little and in some cases no downtime. Comerica, KeyBank, Wachovia Bank, M&I Bank, National City Bank and Washington Mutual Bank stood out with 100.00 percent uptime during the measured time period. To give some perspective, 99.9 percent uptime is the equivalent of forty-three minutes of downtime in a thirty-day month.

This survey focused strictly on the online availability of the websites of these banks. It is not meant as a comment on the general quality of their banking services. Website uptime was measured by GIGRIB, a free, community-powered website monitoring system developed and managed by Pingdom.



Press release
13 November 2006

The full list of the forty-three banks and their website uptime data can be found in Excel format at the Pingdom website: <http://www.pingdom.com/about/pressroom/>

About Pingdom:

Pingdom is an uptime monitoring service with a global approach, monitoring websites and servers from every continent to ensure the best reliability and accuracy possible. Find out more at www.pingdom.com.

For more information, please contact:

Peter Alguacil, Pingdom, +46-21-124248, peter@pingdom.com