

Access Interfaces - Key Performance Indicators
April 2021



Date	Availability KPI					
	Dedicated Access - Token		Direct Access - Visa IntelliLink	Dedicated Access - Token		Direct Access - Visa IntelliLink
	Token Availability	Elavon Availability	Visa IntelliLink Availability	Token Downtime	Elavon Downtime	Visa IntelliLink Downtime
01/04/2021	100	100	100	0	0	0
02/04/2021	100	100	100	0	0	0
03/04/2021	100	100	100	0	0	0
04/04/2021	100	100	100	0	0	0
05/04/2021	100	100	100	0	0	0
06/04/2021	100	100	100	0	0	0
07/04/2021	100	100	100	0	0	0
08/04/2021	99.99	100	100	0.01	0	0
09/04/2021	100	100	100	0	0	0
10/04/2021	100	100	100	0	0	0
11/04/2021	100	100	100	0	0	0
12/04/2021	100	100	100	0	0	0
13/04/2021	100	100	100	0	0	0
14/04/2021	100	100	100	0	0	0
15/04/2021	100	100	100	0	0	0
16/04/2021	100	100	100	0	0	0
17/04/2021	100	100	100	0	0	0
18/04/2021	100	100	100	0	0	0
19/04/2021	100	100	100	0	0	0
20/04/2021	100	100	100	0	0	0
21/04/2021	100	100	100	0	0	0
22/04/2021	100	100	100	0	0	0
23/04/2021	100	100	100	0	0	0
24/04/2021	100	100	100	0	0	0
25/04/2021	100	100	100	0	0	0
26/04/2021	100	100	100	0	0	0
27/04/2021	100	100	100	0	0	0
28/04/2021	99.98	100	100	0.02	0	0
29/04/2021	100	100	100	0	0	0
30/04/2021	100	100	100	0	0	0
Monthly Average	99.999	100.00	100.00	0.00	0.00	0.00

Date	Performance KPI											Response Time - AISP average end-to-end Transaction time
	Dedicated Access - Token										Direct Access - Visa IntelliLink	
	TPP Type	Number of Requests	Number of Errors	Error Rate	Request Duration (ms) - AISP average end-to-end Transaction time							
					P50	P75	P90	P95	P99	P99.9		
01/04/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
02/04/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
03/04/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
04/04/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
05/04/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
06/04/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
07/04/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
08/04/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
09/04/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
10/04/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
11/04/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
12/04/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
13/04/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
14/04/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
15/04/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
16/04/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
17/04/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
18/04/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
19/04/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
20/04/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
21/04/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
22/04/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
23/04/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
24/04/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
25/04/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
26/04/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
27/04/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
28/04/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
29/04/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
30/04/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
Monthly Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98

Date	Service Level Targets							
	Problem Resolution							
	Dedicated Access - Token		Direct Access - Visa IntelliLink		Dedicated Access - Token		Direct Access - Visa IntelliLink	
Number of Incidents - Critical	Resolution Time	Number of Incidents - Critical	Resolution Time	Number of Incident - High Priority	Resolution Time	Number of Incidents - High Priority	Resolution Time	
01/04/2021	0	N/A	0	N/A	0	N/A	0	N/A
02/04/2021	0	N/A	0	N/A	0	N/A	0	N/A

03/04/2021	0	N/A	0	N/A	0	N/A	0	N/A
04/04/2021	0	N/A	0	N/A	0	N/A	0	N/A
05/04/2021	0	N/A	0	N/A	0	N/A	0	N/A
06/04/2021	0	N/A	0	N/A	0	N/A	0	N/A
07/04/2021	0	N/A	0	N/A	0	N/A	0	N/A
08/04/2021	0	N/A	0	N/A	0	N/A	0	N/A
09/04/2021	0	N/A	0	N/A	0	N/A	0	N/A
10/04/2021	0	N/A	0	N/A	0	N/A	0	N/A
11/04/2021	0	N/A	0	N/A	0	N/A	0	N/A
12/04/2021	0	N/A	0	N/A	0	N/A	0	N/A
13/04/2021	0	N/A	0	N/A	0	N/A	0	N/A
14/04/2021	0	N/A	0	N/A	0	N/A	0	N/A
15/04/2021	0	N/A	0	N/A	0	N/A	0	N/A
16/04/2021	0	N/A	0	N/A	0	N/A	0	N/A
17/04/2021	0	N/A	0	N/A	0	N/A	0	N/A
18/04/2021	0	N/A	0	N/A	0	N/A	0	N/A
19/04/2021	0	N/A	0	N/A	0	N/A	0	N/A
20/04/2021	0	N/A	0	N/A	0	N/A	0	N/A
21/04/2021	0	N/A	0	N/A	0	N/A	0	N/A
22/04/2021	0	N/A	0	N/A	0	N/A	0	N/A
23/04/2021	0	N/A	0	N/A	0	N/A	0	N/A
24/04/2021	0	N/A	0	N/A	0	N/A	0	N/A
25/04/2021	0	N/A	0	N/A	0	N/A	0	N/A
26/04/2021	0	N/A	0	N/A	0	N/A	0	N/A
27/04/2021	0	N/A	0	N/A	0	N/A	0	N/A
28/04/2021	0	N/A	0	N/A	0	N/A	0	N/A
29/04/2021	0	N/A	0	N/A	0	N/A	0	N/A
30/04/2021	0	N/A	0	N/A	0	N/A	0	N/A
Monthly	0	N/A	0	N/A	0	N/A	0	N/A

Date	Dedicated Access - Token		Direct Access - Visa IntelliLink		Dedicated Access - Token		Direct Access - Visa IntelliLink	
	Number of Incidents - Medium Priority	Resolution Time	Number of Incidents - Medium Priority	Resolution Time	Number of Incidents - Low Priority	Resolution Time	Number of Incidents - Low Priority	Resolution Time
01/04/2021	0	NA	0	NA	0	NA	0	NA
02/04/2021	0	NA	0	NA	0	NA	0	NA
03/04/2021	0	NA	0	NA	0	NA	0	NA
04/04/2021	0	NA	0	NA	0	NA	0	NA
05/04/2021	0	NA	0	NA	0	NA	0	NA
06/04/2021	0	NA	0	NA	0	NA	0	NA
07/04/2021	0	NA	0	NA	0	NA	0	NA
08/04/2021	0	NA	0	NA	0	NA	0	NA
09/04/2021	0	NA	0	NA	0	NA	0	NA
10/04/2021	0	NA	0	NA	0	NA	0	NA
11/04/2021	0	NA	0	NA	0	NA	0	NA
12/04/2021	0	NA	0	NA	0	NA	0	NA
13/04/2021	0	NA	0	NA	0	NA	0	NA
14/04/2021	0	NA	0	NA	0	NA	0	NA
15/04/2021	0	NA	0	NA	0	NA	0	NA
16/04/2021	0	NA	0	NA	0	NA	0	NA
17/04/2021	0	NA	0	NA	0	NA	0	NA
18/04/2021	0	NA	0	NA	0	NA	0	NA
19/04/2021	0	NA	0	NA	0	NA	0	NA
20/04/2021	0	NA	0	NA	0	NA	0	NA
21/04/2021	0	NA	0	NA	0	NA	0	NA
22/04/2021	0	NA	0	NA	0	NA	0	NA
23/04/2021	0	NA	0	NA	0	NA	0	NA
24/04/2021	0	NA	0	NA	0	NA	0	NA
25/04/2021	0	NA	0	NA	0	NA	0	NA
26/04/2021	0	NA	0	NA	0	NA	0	NA
27/04/2021	0	NA	0	NA	0	NA	0	NA
28/04/2021	0	NA	0	NA	0	NA	0	NA
29/04/2021	0	NA	0	NA	0	NA	0	NA
30/04/2021	0	NA	0	NA	0	NA	0	NA
Monthly total	0	NA	0	NA	0	NA	1	NA

Date	Out of Hours Support		Monitoring		Contingency Plans		Maintenance			
	Dedicated Access - Token	Direct Access - Visa IntelliLink	Dedicated Access - Token	Direct Access - Visa IntelliLink	Dedicated Access - Token	Direct Access - Visa IntelliLink	Dedicated Access - Token	Direct Access - Visa IntelliLink	Dedicated Access - Token	Direct Access - Visa IntelliLink
	Technical Support Hours		Monitoring Support Hours		Contingency Plan Back Up Time		Maintenance Hours - Priority 1 and 2		Maintenance Hours - Priority 3 and 4	
01/04/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
02/04/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
03/04/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
04/04/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
05/04/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
06/04/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
07/04/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
08/04/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
09/04/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
10/04/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
11/04/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
12/04/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
13/04/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
14/04/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
15/04/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
16/04/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
17/04/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
18/04/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
19/04/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
20/04/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
21/04/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
22/04/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
23/04/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
24/04/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0

25/04/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
26/04/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
27/04/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
28/04/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
29/04/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
30/04/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
Monthly Total	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0