

Access Interfaces - Key Performance Indicators
August 2020



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
01/08/2020	100	100	99.77	0	0	0.23
02/08/2020	100	100	99.77	0	0	0.23
03/08/2020	100	100	99.77	0	0	0.23
04/08/2020	100	100	99.77	0	0	0.23
05/08/2020	100	100	99.77	0	0	0.23
06/08/2020	100	100	99.77	0	0	0.23
07/08/2020	100	100	99.77	0	0	0.23
08/08/2020	100	100	99.77	0	0	0.23
09/08/2020	100	100	99.77	0	0	0.23
10/08/2020	100	100	99.77	0	0	0.23
11/08/2020	100	100	99.77	0	0	0.23
12/08/2020	100	100	99.77	0	0	0.23
13/08/2020	100	100	99.77	0	0	0.23
14/08/2020	100	100	99.77	0	0	0.23
15/08/2020	100	100	99.77	0	0	0.23
16/08/2020	100	100	99.77	0	0	0.23
17/08/2020	100	100	99.77	0	0	0.23
18/08/2020	100	100	99.77	0	0	0.23
19/08/2020	100	100	99.77	0	0	0.23
20/08/2020	100	100	99.77	0	0	0.23
21/08/2020	100	100	99.77	0	0	0.23
22/08/2020	100	100	99.77	0	0	0.23
23/08/2020	100	100	99.77	0	0	0.23
24/08/2020	100	100	99.77	0	0	0.23
25/08/2020	100	100	99.77	0	0	0.23
26/08/2020	100	100	99.77	0	0	0.23
27/08/2020	100	100	99.77	0	0	0.23
28/08/2020	100	100	99.77	0	0	0.23
29/08/2020	100	100	99.77	0	0	0.23
30/08/2020	100	100	99.77	0	0	0.23
31/08/2020	100	100	99.77	0	0	0.23
Monthly Average	100.00	100.00	99.77	0.00	0.00	0.23

Date	Performance KPI											Direct Access - Visa IntelliLink	
	Dedicated Access - Token												
	TPP Type	Number of Requests	Number of Errors	Error Rate	Request Duration (ms) - AISP average end-to-end Transaction time								Response Time - AISP average end-to-end Transaction time
					P50	P75	P90	P95	P99	P99.9			
01/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98	
02/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98	
03/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98	
04/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98	
05/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98	
06/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98	
07/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98	
08/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98	
09/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98	
10/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98	
11/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98	
12/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98	
13/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98	
14/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98	
15/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98	
16/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98	
17/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98	
18/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98	
19/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98	
20/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98	
21/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98	
22/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98	
23/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98	
24/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98	
25/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98	
26/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98	
27/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98	
28/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98	
29/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98	
30/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98	
31/08/2020	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	
Service Level Targets													
Problem Resolution													
Dedicated Access - Token		Direct Access - Visa IntelliLink		Dedicated Access - Token		Direct Access - Visa IntelliLink		Dedicated Access - Token		Direct Access - Visa IntelliLink			

Date	Number of Incidents - Critical	Resolution Time	Number of Incidents - Critical	Resolution Time	Number of Incidents - High Priority	Resolution Time	Number of Incidents - High Priority	Resolution Time
01/08/2020	0	N/A	0	N/A	0	N/A	0	NA
02/08/2020	0	N/A	0	N/A	0	N/A	0	NA
03/08/2020	0	N/A	0	N/A	0	N/A	0	NA
04/08/2020	0	N/A	0	N/A	0	N/A	0	NA
05/08/2020	0	N/A	0	N/A	0	N/A	0	NA
06/08/2020	0	N/A	0	N/A	0	N/A	0	NA
07/08/2020	0	N/A	0	N/A	0	N/A	1	90 mins
08/08/2020	0	N/A	0	N/A	0	N/A	0	NA
09/08/2020	0	N/A	0	N/A	0	N/A	0	NA
10/08/2020	0	N/A	0	N/A	0	N/A	0	NA
11/08/2020	0	N/A	0	N/A	0	N/A	0	NA
12/08/2020	0	N/A	0	N/A	0	N/A	0	NA
13/08/2020	0	N/A	0	N/A	0	N/A	0	NA
14/08/2020	0	N/A	0	N/A	0	N/A	0	NA
15/08/2020	0	N/A	0	N/A	0	N/A	0	NA
16/08/2020	0	N/A	0	N/A	0	N/A	0	NA
17/08/2020	0	N/A	0	N/A	0	N/A	0	NA
18/08/2020	0	N/A	0	N/A	0	N/A	0	NA
19/08/2020	0	N/A	0	N/A	0	N/A	0	NA
20/08/2020	0	N/A	0	N/A	0	N/A	0	NA
21/08/2020	0	N/A	0	N/A	0	N/A	0	NA
22/08/2020	0	N/A	0	N/A	0	N/A	0	NA
23/08/2020	0	N/A	0	N/A	0	N/A	0	NA
24/08/2020	0	N/A	0	N/A	0	N/A	0	NA
25/08/2020	0	N/A	0	N/A	0	N/A	0	NA
26/08/2020	0	N/A	0	N/A	0	N/A	0	NA
27/08/2020	0	N/A	0	N/A	0	N/A	0	NA
28/08/2020	0	N/A	0	N/A	0	N/A	1	240 minutes
29/08/2020	0	N/A	0	N/A	0	N/A	0	NA
30/08/2020	0	N/A	0	N/A	0	N/A	0	NA
31/08/2020	0	N/A	0	N/A	0	N/A	0	NA
Monthly Total	0.00	N/A	0.00	N/A	0.00	N/A	2	330 minutes

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
01/08/2020	0	NA	0	NA	0	NA	0	NA
02/08/2020	0	NA	0	NA	0	NA	0	NA
03/08/2020	0	NA	0	NA	0	NA	0	NA
04/08/2020	0	NA	0	NA	0	NA	0	NA
05/08/2020	0	NA	0	NA	0	NA	0	NA
06/08/2020	0	NA	0	NA	0	NA	0	NA
07/08/2020	0	NA	0	NA	0	NA	0	NA
08/08/2020	0	NA	0	NA	0	NA	0	NA
09/08/2020	0	NA	0	NA	0	NA	0	NA
10/08/2020	0	NA	0	NA	0	NA	0	NA
11/08/2020	0	NA	0	NA	0	NA	0	NA
12/08/2020	0	NA	0	NA	0	NA	0	NA
13/08/2020	0	NA	0	NA	0	NA	0	NA
14/08/2020	0	NA	0	NA	0	NA	0	NA
15/08/2020	0	NA	0	NA	0	NA	0	NA
16/08/2020	0	NA	0	NA	0	NA	0	NA
17/08/2020	0	NA	0	NA	0	NA	0	NA
18/08/2020	0	NA	0	NA	0	NA	0	NA
19/08/2020	0	NA	0	NA	0	NA	0	NA
20/08/2020	0	NA	0	NA	0	NA	0	NA
21/08/2020	0	NA	0	NA	0	NA	0	NA
22/08/2020	0	NA	0	NA	0	NA	0	NA
23/08/2020	0	NA	0	NA	0	NA	0	NA
24/08/2020	0	NA	0	NA	0	NA	0	NA
25/08/2020	0	NA	0	NA	0	NA	0	NA
26/08/2020	0	NA	0	NA	0	NA	0	NA
27/08/2020	0	NA	0	NA	0	NA	0	NA
28/08/2020	0	NA	0	NA	0	NA	0	NA
29/08/2020	0	NA	0	NA	0	NA	0	NA
30/08/2020	0	NA	0	NA	0	NA	0	NA
31/08/2020	0	NA	0	NA	0	NA	0	NA
Monthly Average	0.00	NA	0	NA	0.00	NA	0	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	
01/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
02/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
03/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
04/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
05/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
06/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
07/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
08/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
09/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
10/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
11/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
12/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
13/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
14/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
15/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
16/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0

17/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
18/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
19/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
20/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
21/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
22/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
23/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
24/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
25/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
26/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
27/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
28/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
29/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
30/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
31/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
Monthly Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0