

Access Interfaces - Key Performance Indicators
November 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
01/11/2020	100	100	100	0	0	0
02/11/2020	100	100	100	0	0	0
03/11/2020	100	100	100	0	0	0
04/11/2020	100	100	100	0	0	0
05/11/2020	100	100	100	0	0	0
06/11/2020	100	100	100	0	0	0
07/11/2020	100	100	100	0	0	0
08/11/2020	100	100	100	0	0	0
09/11/2020	100	100	100	0	0	0
10/11/2020	100	100	100	0	0	0
11/11/2020	100	100	100	0	0	0
12/11/2020	100	100	100	0	0	0
13/11/2020	100	100	100	0	0	0
14/11/2020	99.99	100	100	0.01	0	0
15/11/2020	99.98	100	100	0.02	0	0
16/11/2020	99.99	100	100	0.01	0	0
17/11/2020	99.89	100	100	0.11	0	0
18/11/2020	100	100	100	0	0	0
19/11/2020	99.91	100	100	0.09	0	0
20/11/2020	100	100	100	0	0	0
21/11/2020	100	100	100	0	0	0
22/11/2020	100	100	100	0	0	0
23/11/2020	100	100	100	0	0	0
24/11/2020	100	100	100	0	0	0
25/11/2020	100	100	100	0	0	0
26/11/2020	99.99	100	100	0.01	0	0
27/11/2020	99.99	100	100	0.01	0	0
28/11/2020	100	100	100	0	0	0
29/11/2020	100	100	100	0	0	0
30/11/2020	100	100	100	0	0	0
Monthly Average	99.99	100.00	100.00	0.01	0.00	0.00

Date	Performance KPI											Direct Access - Visa IntelliLink Response Time - AISP average end-to-end Transaction time	
	Dedicated Access - Token												
	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			
01/11/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
02/11/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
03/11/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
04/11/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
05/11/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
06/11/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
07/11/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
08/11/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
09/11/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
10/11/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
11/11/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
12/11/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
13/11/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
14/11/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
15/11/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
16/11/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
17/11/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
18/11/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
19/11/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
20/11/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
21/11/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
22/11/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
23/11/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
24/11/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
25/11/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
26/11/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
27/11/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
28/11/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
29/11/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
30/11/2020	N/A	N/A	N/A	0.00%	N/A	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	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 Incidents - High Priority	Resolution Time	Number of Incidents - High Priority	Resolution Time	

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

22/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
23/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
24/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
25/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
26/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
27/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
28/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
29/11/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
30/11/2020	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