

Access Interfaces - Key Performance Indicators
Quarter 2 2020



| Availability KPI | | | | | | | | | | | |
|-----------------------|---------------------------------------|----------------------------------|---------------------------------------|----------------------------------|--|----------------------------------|--------------------------------------|----------------------------------|--------------------------------------|----------------------------------|--|
| Date | 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 | | | | | |
| April 2020 Average | 100.00 | 100.00 | 99.83 | 0.00 | 0.00 | 0.17 | | | | | |
| May 2020 Average | 100.00 | 100.00 | 99.91 | 0.00 | 0.00 | 0.09 | | | | | |
| June 2020 Average | 100.00 | 99.98 | 99.90 | 0.00 | 0.02 | 0.10 | | | | | |
| Q2 2020 Average | 100.00 | 99.99 | 99.88 | 0.00 | 0.007 | 0.12 | | | | | |
| Performance KPI | | | | | | | | | | | |
| Date | 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 | | | | | | Response Time - AISP average end-to-end Transaction time |
| | | | | | P50 | P75 | P90 | P95 | P99 | P99.9 | |
| April 2020 Average | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | 98.00% |
| May 2020 Average | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | 98.00% |
| June 2020 Average | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | 98.00% |
| Q2 2020 Average | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | 98.00% |
| Service Level Targets | | | | | | | | | | | |
| Date | 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 | | | |
| April 2020 Total | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A | | | |
| May 2020 Total | 0 | N/A | 0 | N/A | 0 | N/A | 1 | 39 minutes | | | |
| June 2020 Total | 0 | N/A | 0 | N/A | 0 | N/A | 1 | 45 minutes | | | |
| Q2 2020 Total | 0 | N/A | 0 | N/A | 0 | N/A | 2 | 84 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 | | | |
| | April 2020 Total | 0 | NA | 0 | NA | 0 | NA | 1 | 30 minutes | | |
| May 2020 Total | 0 | NA | 0 | NA | 0 | NA | 0 | NA | | | |
| June 2020 Total | 0 | NA | 0 | NA | 0 | NA | 0 | NA | | | |
| Q2 2020 Total | 0 | N/A | 0.00 | N/A | 0 | N/A | 1 | 30 minutes | | | |
| 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 | | |
| April 2020 Average | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 | |
| May 2020 Average | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 | |
| June 2020 Average | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 | |
| Q2 2020 Average | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 | |