

Access Interfaces - Key Performance Indicators
Quarter 4 2019



Availability KPI										
Date	Dedicated Access - Token		Direct Access - Visa IntelliLink	Dedicated Access - Token		Direct Access - Visa IntelliLink				
	Token Availability	Elavon Sandbox Availability	Visa IntelliLink Availability	Token Downtime	Elavon Sandbox Downtime	Visa IntelliLink Downtime				
October 2019 Average	100	100	100	0	0	0				
November 2019 Average	99.99	100	98.30	0.01	0.00	1.70				
December 2019 Average	99.997	100	97	0.003	0	3				
Q4 2019 Average	99.997	100.000	98.43	0.003	0.000	1.57				

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	
October 2019 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	98.00%
November 2019 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	98.00%
December 2019 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	97.00%
Q4 2019 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	97.67%

Service Level Targets										
Problem Resolution										
Date	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		
October 2019 Total	0	N/A	0	N/A	0	N/A	0	N/A		
November 2019 Total	0	N/A	0	N/A	0	N/A	3	6 hours 28 minutes		
December 2019 Total	0	N/A	0	N/A	0	N/A	1	N/A - No Customer Impact		
Q4 2019 Total	0	N/A	0	N/A	0	N/A	4.00	6 hours 28 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		
October 2019 Total	0	NA	NA	NA	0	NA	NA	NA		
November 2019 Total	0	NA	NA	NA	0	NA	NA	NA		
December 2019 Total	0	NA	NA	NA	0	NA	NA	NA		
Q4 2019 Total	0	N/A	N/A	N/A	0	NA	N/A	N/A		

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	
October 2019 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
November 2019 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
December 2019 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
Q4 2019 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0