

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

22/09/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
23/09/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
24/09/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
25/09/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
26/09/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
27/09/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
28/09/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
29/09/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
30/09/2020	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