

Access Interfaces - Key Performance Indicators

March 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
01/01/2020	100	100	100	0	0	0
02/01/2020	100	100	100	0	0	0
03/01/2020	100	100	100	0	0	0
04/01/2020	100	100	100	0	0	0
05/01/2020	100	100	100	0	0	0
06/01/2020	100	100	100	0	0	0
07/01/2020	100	100	100	0	0	0
08/01/2020	100	100	100	0	0	0
09/01/2020	100	100	100	0	0	0
10/01/2020	100	100	100	0	0	0
11/01/2020	100	100	100	0	0	0
12/01/2020	100	100	100	0	0	0
13/01/2020	100	100	100	0	0	0
14/01/2020	100	100	100	0	0	0
15/01/2020	100	100	100	0	0	0
16/01/2020	100	100	100	0	0	0
17/01/2020	100	100	100	0	0	0
18/01/2020	100	100	100	0	0	0
19/01/2020	100	100	100	0	0	0
20/01/2020	100	100	100	0	0	0
21/01/2020	100	100	100	0	0	0
22/01/2020	100	100	100	0	0	0
23/01/2020	100	100	100	0	0	0
24/01/2020	100	100	100	0	0	0
25/01/2020	100	100	100	0	0	0
26/01/2020	100	100	100	0	0	0
27/01/2020	100	100	100	0	0	0
28/01/2020	100	100	100	0	0	0
29/01/2020	100	100	100	0	0	0
30/01/2020	100	100	100	0	0	0
31/01/2020	100	100	100	0	0	0
Monthly Average	100.000	100.00	100.00	0.000	0.00	0.00

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		
01/01/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
02/01/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
03/01/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
04/01/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
05/01/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
06/01/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
07/01/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
08/01/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
09/01/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
10/01/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
11/01/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
12/01/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
13/01/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
14/01/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
15/01/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
16/01/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
17/01/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
18/01/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
19/01/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
20/01/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
21/01/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
22/01/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
23/01/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
24/01/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
25/01/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
26/01/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
27/01/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
28/01/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
29/01/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
30/01/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
31/01/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
Monthly Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97

Service Level Targets			
Problem Resolution			
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 Incident - High Priority	Resolution Time	Number of Incidents - High Priority	Resolution Time
01/01/2020	0	N/A	0	N/A	0	N/A	0	N/A
02/01/2020	0	N/A	0	N/A	0	N/A	0	N/A
03/01/2020	0	N/A	0	N/A	0	N/A	0	N/A
04/01/2020	0	N/A	0	N/A	0	N/A	0	N/A
05/01/2020	0	N/A	0	N/A	0	N/A	0	N/A
06/01/2020	0	N/A	0	N/A	0	N/A	0	N/A
07/01/2020	0	N/A	0	N/A	0	N/A	0	N/A
08/01/2020	0	N/A	0	N/A	0	N/A	0	N/A
09/01/2020	0	N/A	0	N/A	0	N/A	0	N/A
10/01/2020	0	N/A	0	N/A	0	N/A	0	N/A
11/01/2020	0	N/A	0	N/A	0	N/A	0	N/A
12/01/2020	0	N/A	0	N/A	0	N/A	0	N/A
13/01/2020	0	N/A	0	N/A	0	N/A	0	N/A
14/01/2020	0	N/A	0	N/A	0	N/A	0	N/A
15/01/2020	0	N/A	0	N/A	0	N/A	0	N/A
16/01/2020	0	N/A	0	N/A	0	N/A	0	N/A
17/01/2020	0	N/A	0	N/A	0	N/A	0	N/A
18/01/2020	0	N/A	0	N/A	0	N/A	0	N/A
19/01/2020	0	N/A	0	N/A	0	N/A	0	N/A
20/01/2020	0	N/A	0	N/A	0	N/A	0	N/A
21/01/2020	0	N/A	0	N/A	0	N/A	0	N/A
22/01/2020	0	N/A	0	N/A	0	N/A	0	N/A
23/01/2020	0	N/A	0	N/A	0	N/A	0	N/A
24/01/2020	0	N/A	0	N/A	0	N/A	0	N/A
25/01/2020	0	N/A	0	N/A	0	N/A	0	N/A
26/01/2020	0	N/A	0	N/A	0	N/A	0	N/A
27/01/2020	0	N/A	0	N/A	0	N/A	0	N/A
28/01/2020	0	N/A	0	N/A	0	N/A	0	N/A
29/01/2020	0	N/A	0	N/A	0	N/A	0	N/A
30/01/2020	0	N/A	0	N/A	0	N/A	0	N/A
31/01/2020	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
01/01/2020	0	NA	NA	NA	0	NA	NA	NA
02/01/2020	0	NA	NA	NA	0	NA	NA	NA
03/01/2020	0	NA	NA	NA	0	NA	NA	NA
04/01/2020	0	NA	NA	NA	0	NA	NA	NA
05/01/2020	0	NA	NA	NA	0	NA	NA	NA
06/01/2020	0	NA	NA	NA	0	NA	NA	NA
07/01/2020	0	NA	NA	NA	0	NA	NA	NA
08/01/2020	0	NA	NA	NA	0	NA	NA	NA
09/01/2020	0	NA	NA	NA	0	NA	NA	NA
10/01/2020	0	NA	NA	NA	0	NA	NA	NA
11/01/2020	0	NA	NA	NA	0	NA	NA	NA
12/01/2020	0	NA	NA	NA	0	NA	NA	NA
13/01/2020	0	NA	NA	NA	0	NA	NA	NA
14/01/2020	0	NA	NA	NA	0	NA	NA	NA
15/01/2020	0	NA	NA	NA	0	NA	NA	NA
16/01/2020	0	NA	NA	NA	0	NA	NA	NA
17/01/2020	0	NA	NA	NA	0	NA	NA	NA
18/01/2020	0	NA	NA	NA	0	NA	NA	NA
19/01/2020	0	NA	NA	NA	0	NA	NA	NA
20/01/2020	0	NA	NA	NA	0	NA	NA	NA
21/01/2020	0	NA	NA	NA	0	NA	NA	NA
22/01/2020	0	NA	NA	NA	0	NA	NA	NA
23/01/2020	0	NA	NA	NA	0	NA	NA	NA
24/01/2020	0	NA	NA	NA	0	NA	NA	NA
25/01/2020	0	NA	NA	NA	0	NA	NA	NA
26/01/2020	0	NA	NA	NA	0	NA	NA	NA
27/01/2020	0	NA	NA	NA	0	NA	NA	NA
28/01/2020	0	NA	NA	NA	0	NA	NA	NA
29/01/2020	0	NA	NA	NA	0	NA	NA	NA
30/01/2020	0	NA	NA	NA	0	NA	NA	NA
31/01/2020	0	NA	NA	NA	0	NA	NA	NA
Monthly Average	0	NA	NA	NA	0	NA	NA	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	
01/01/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
02/01/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
03/01/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
04/01/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
05/01/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
06/01/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
07/01/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
08/01/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
09/01/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
10/01/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
11/01/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
12/01/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
13/01/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
14/01/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
15/01/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
16/01/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0

17/01/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
18/01/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
19/01/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
20/01/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
21/01/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
22/01/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
23/01/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
24/01/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
25/01/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
26/01/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
27/01/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
28/01/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
29/01/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
30/01/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
31/01/2020	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