

Access Interfaces - Key Performance Indicators  
August 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
01/08/2020	100	100	99.77	0	0	0.23
02/08/2020	100	100	99.77	0	0	0.23
03/08/2020	100	100	99.77	0	0	0.23
04/08/2020	100	100	99.77	0	0	0.23
05/08/2020	100	100	99.77	0	0	0.23
06/08/2020	100	100	99.77	0	0	0.23
07/08/2020	100	100	99.77	0	0	0.23
08/08/2020	100	100	99.77	0	0	0.23
09/08/2020	100	100	99.77	0	0	0.23
10/08/2020	100	100	99.77	0	0	0.23
11/08/2020	100	100	99.77	0	0	0.23
12/08/2020	100	100	99.77	0	0	0.23
13/08/2020	100	100	99.77	0	0	0.23
14/08/2020	100	100	99.77	0	0	0.23
15/08/2020	100	100	99.77	0	0	0.23
16/08/2020	100	100	99.77	0	0	0.23
17/08/2020	100	100	99.77	0	0	0.23
18/08/2020	100	100	99.77	0	0	0.23
19/08/2020	100	100	99.77	0	0	0.23
20/08/2020	100	100	99.77	0	0	0.23
21/08/2020	100	100	99.77	0	0	0.23
22/08/2020	100	100	99.77	0	0	0.23
23/08/2020	100	100	99.77	0	0	0.23
24/08/2020	100	100	99.77	0	0	0.23
25/08/2020	100	100	99.77	0	0	0.23
26/08/2020	100	100	99.77	0	0	0.23
27/08/2020	100	100	99.77	0	0	0.23
28/08/2020	100	100	99.77	0	0	0.23
29/08/2020	100	100	99.77	0	0	0.23
30/08/2020	100	100	99.77	0	0	0.23
31/08/2020	100	100	99.77	0	0	0.23
<b>Monthly Average</b>	<b>100.00</b>	<b>100.00</b>	<b>99.77</b>	<b>0.00</b>	<b>0.00</b>	<b>0.23</b>

Date	Performance KPI											Response Time - AISP average end-to-end Transaction time
	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							
					P50	P75	P90	P95	P99	P99.9		
01/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
02/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
03/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
04/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
05/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
06/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
07/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
08/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
09/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
10/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
11/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
12/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
13/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
14/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
15/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
16/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
17/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
18/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
19/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
20/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
21/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
22/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
23/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
24/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
25/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
26/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
27/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
28/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
29/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
30/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
31/08/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
<b>Monthly Average</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>0.00</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>0.98</b>

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 Incidents - High Priority	Resolution Time	Number of Incidents - High Priority	Resolution Time
01/08/2020	0	N/A	0	N/A	0	N/A	0	NA
02/08/2020	0	N/A	0	N/A	0	N/A	0	NA
03/08/2020	0	N/A	0	N/A	0	N/A	0	NA
04/08/2020	0	N/A	0	N/A	0	N/A	0	NA
05/08/2020	0	N/A	0	N/A	0	N/A	0	NA
06/08/2020	0	N/A	0	N/A	0	N/A	0	NA
07/08/2020	0	N/A	0	N/A	0	N/A	1	90 mins
08/08/2020	0	N/A	0	N/A	0	N/A	0	NA
09/08/2020	0	N/A	0	N/A	0	N/A	0	NA
10/08/2020	0	N/A	0	N/A	0	N/A	0	NA
11/08/2020	0	N/A	0	N/A	0	N/A	0	NA
12/08/2020	0	N/A	0	N/A	0	N/A	0	NA
13/08/2020	0	N/A	0	N/A	0	N/A	0	NA
14/08/2020	0	N/A	0	N/A	0	N/A	0	NA
15/08/2020	0	N/A	0	N/A	0	N/A	0	NA
16/08/2020	0	N/A	0	N/A	0	N/A	0	NA
17/08/2020	0	N/A	0	N/A	0	N/A	0	NA
18/08/2020	0	N/A	0	N/A	0	N/A	0	NA
19/08/2020	0	N/A	0	N/A	0	N/A	0	NA
20/08/2020	0	N/A	0	N/A	0	N/A	0	NA
21/08/2020	0	N/A	0	N/A	0	N/A	0	NA
22/08/2020	0	N/A	0	N/A	0	N/A	0	NA
23/08/2020	0	N/A	0	N/A	0	N/A	0	NA
24/08/2020	0	N/A	0	N/A	0	N/A	0	NA
25/08/2020	0	N/A	0	N/A	0	N/A	0	NA
26/08/2020	0	N/A	0	N/A	0	N/A	0	NA
27/08/2020	0	N/A	0	N/A	0	N/A	0	NA
28/08/2020	0	N/A	0	N/A	0	N/A	1	240 minutes
29/08/2020	0	N/A	0	N/A	0	N/A	0	NA
30/08/2020	0	N/A	0	N/A	0	N/A	0	NA
31/08/2020	0	N/A	0	N/A	0	N/A	0	NA
<b>Monthly Total</b>	<b>0.00</b>	<b>N/A</b>	<b>0.00</b>	<b>N/A</b>	<b>0.00</b>	<b>N/A</b>	<b>2</b>	<b>330 minutes</b>

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

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	
01/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
02/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
03/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
04/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
05/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
06/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
07/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
08/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
09/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
10/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
11/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
12/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
13/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
14/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
15/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
16/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0

17/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
18/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
19/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
20/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
21/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
22/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
23/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
24/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
25/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
26/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
27/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
28/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
29/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
30/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
31/08/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
<b>Monthly Average</b>	<b>24 Hours</b>	<b>24 Hours</b>	<b>24 Hours</b>	<b>24 Hours</b>	<b>NA</b>	<b>0</b>	<b>24 Hours</b>	<b>0</b>	<b>24 Hours</b>	<b>0</b>