

Access Interfaces - Key Performance Indicators

December 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
01/12/2020	100	100	100	0	0	0
02/12/2020	100	100	100	0	0	0
03/12/2020	100	100	100	0	0	0
04/12/2020	100	100	100	0	0	0
05/12/2020	100	100	100	0	0	0
06/12/2020	100	100	100	0	0	0
07/12/2020	100	100	100	0	0	0
08/12/2020	100	100	100	0	0	0
09/12/2020	100	100	100	0	0	0
10/12/2020	100	100	100	0	0	0
11/12/2020	100	100	100	0	0	0
12/12/2020	100	100	100	0	0	0
13/12/2020	100	100	100	0	0	0
14/12/2020	100	100	100	0	0	0
15/12/2020	100	100	100	0	0	0
16/12/2020	100	100	100	0	0	0
17/12/2020	100	100	100	0	0	0
18/12/2020	100	100	100	0	0	0
19/12/2020	100	100	100	0	0	0
20/12/2020	100	100	100	0	0	0
21/12/2020	100	100	100	0	0	0
22/12/2020	100	100	100	0	0	0
23/12/2020	100	100	100	0	0	0
24/12/2020	100	100	100	0	0	0
25/12/2020	100	100	100	0	0	0
26/12/2020	100	100	100	0	0	0
27/12/2020	100	100	100	0	0	0
28/12/2020	100	100	100	0	0	0
29/12/2020	100	100	100	0	0	0
30/12/2020	100	100	100	0	0	0
31/12/2020	100	100	100	0	0	0
Monthly Average	100.00	100.00	100.00	0.00	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		
01/12/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
02/12/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
03/12/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
04/12/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
05/12/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
06/12/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
07/12/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
08/12/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
09/12/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
10/12/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
11/12/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
12/12/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
13/12/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
14/12/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
15/12/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
16/12/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
17/12/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
18/12/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
19/12/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
20/12/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
21/12/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
22/12/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
23/12/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
24/12/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
25/12/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
26/12/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
27/12/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
28/12/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
29/12/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
30/12/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
31/12/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
Monthly Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98

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

17/12/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
18/12/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
19/12/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
20/12/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
21/12/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
22/12/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
23/12/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
24/12/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
25/12/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
26/12/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
27/12/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
28/12/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
29/12/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
30/12/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
31/12/2020	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