

Access Interfaces - Key Performance Indicators
February 2020



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

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		
01/02/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
02/02/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
03/02/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
04/02/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
05/02/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
06/02/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
07/02/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
08/02/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
09/02/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
10/02/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
11/02/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
12/02/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
13/02/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
14/02/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
15/02/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
16/02/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
17/02/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
18/02/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
19/02/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
20/02/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
21/02/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
22/02/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
23/02/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
24/02/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
25/02/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
26/02/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
27/02/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
28/02/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
29/02/2020	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								
Date	Problem Resolution							
	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
01/02/2020	0	N/A	0	N/A	0	N/A	0	NA
02/02/2020	0	N/A	0	N/A	0	N/A	0	NA

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

26/02/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
27/02/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
28/02/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
29/02/2020	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