

# Access Interfaces - Key Performance Indicators

May 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
01/05/2020	100	100	99.91	0	0	0.09
02/05/2020	100	100	99.91	0	0	0.09
03/05/2020	100	100	99.91	0	0	0.09
04/05/2020	100	100	99.91	0	0	0.09
05/05/2020	100	100	99.91	0	0	0.09
06/05/2020	100	100	99.91	0	0	0.09
07/05/2020	100	100	99.91	0	0	0.09
08/05/2020	100	100	99.91	0	0	0.09
09/05/2020	100	100	99.91	0	0	0.09
10/05/2020	100	100	99.91	0	0	0.09
11/05/2020	100	100	99.91	0	0	0.09
12/05/2020	100	100	99.91	0	0	0.09
13/05/2020	100	100	99.91	0	0	0.09
14/05/2020	100	100	99.91	0	0	0.09
15/05/2020	100	100	99.91	0	0	0.09
16/05/2020	100	100	99.91	0	0	0.09
17/05/2020	100	100	99.91	0	0	0.09
18/05/2020	100	100	99.91	0	0	0.09
19/05/2020	100	100	99.91	0	0	0.09
20/05/2020	100	100	99.91	0	0	0.09
21/05/2020	100	100	99.91	0	0	0.09
22/05/2020	100	100	99.91	0	0	0.09
23/05/2020	100	100	99.91	0	0	0.09
24/05/2020	100	100	99.91	0	0	0.09
25/05/2020	100	100	99.91	0	0	0.09
26/05/2020	100	100	99.91	0	0	0.09
27/05/2020	100	100	99.91	0	0	0.09
28/05/2020	100	100	99.91	0	0	0.09
29/05/2020	100	100	99.91	0	0	0.09
30/05/2020	100	100	99.91	0	0	0.09
31/05/2020	100	100	99.91	0	0	0.09
<b>Monthly Average</b>	<b>100.00</b>	<b>100.00</b>	<b>99.91</b>	<b>0.00</b>	<b>0.00</b>	<b>0.09</b>

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		
01/05/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
02/05/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
03/05/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
04/05/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
05/05/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
06/05/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
07/05/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
08/05/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
09/05/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
10/05/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
11/05/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
12/05/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
13/05/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
14/05/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
15/05/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
16/05/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
17/05/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
18/05/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
19/05/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
20/05/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
21/05/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
22/05/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
23/05/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
24/05/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
25/05/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
26/05/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
27/05/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
28/05/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
29/05/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
30/05/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
31/05/2020	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
01/05/2020	0	N/A	0	N/A	0	N/A	0	NA
02/05/2020	0	N/A	0	N/A	0	N/A	0	NA
03/05/2020	0	N/A	0	N/A	0	N/A	0	NA
04/05/2020	0	N/A	0	N/A	0	N/A	0	NA
05/05/2020	0	N/A	0	N/A	0	N/A	0	NA
06/05/2020	0	N/A	0	N/A	0	N/A	0	NA
07/05/2020	0	N/A	0	N/A	0	N/A	0	NA
08/05/2020	0	N/A	0	N/A	0	N/A	0	NA
09/05/2020	0	N/A	0	N/A	0	N/A	0	NA
10/05/2020	0	N/A	0	N/A	0	N/A	0	NA
11/05/2020	0	N/A	0	N/A	0	N/A	0	NA
12/05/2020	0	N/A	0	N/A	0	N/A	0	NA
13/05/2020	0	N/A	0	N/A	0	N/A	0	NA
14/05/2020	0	N/A	0	N/A	0	N/A	0	NA
15/05/2020	0	N/A	0	N/A	0	N/A	0	NA
16/05/2020	0	N/A	0	N/A	0	N/A	0	NA
17/05/2020	0	N/A	0	N/A	0	N/A	0	NA
18/05/2020	0	N/A	0	N/A	0	N/A	0	NA
19/05/2020	0	N/A	0	N/A	0	N/A	0	NA
20/05/2020	0	N/A	0	N/A	0	N/A	0	NA
21/05/2020	0	N/A	0	N/A	0	N/A	1	39 minutes
22/05/2020	0	N/A	0	N/A	0	N/A	0	N/A
23/05/2020	0	N/A	0	N/A	0	N/A	0	N/A
24/05/2020	0	N/A	0	N/A	0	N/A	0	N/A
25/05/2020	0	N/A	0	N/A	0	N/A	0	N/A
26/05/2020	0	N/A	0	N/A	0	N/A	0	N/A
27/05/2020	0	N/A	0	N/A	0	N/A	0	N/A
28/05/2020	0	N/A	0	N/A	0	N/A	0	N/A
29/05/2020	0	N/A	0	N/A	0	N/A	0	N/A
30/05/2020	0	N/A	0	N/A	0	N/A	0	N/A
31/05/2020	0	N/A	0	N/A	0	N/A	0	N/A
<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>1</b>	<b>39 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
01/05/2020	0	NA	0	NA	0	NA	0	NA
02/05/2020	0	NA	0	NA	0	NA	0	NA
03/05/2020	0	NA	0	NA	0	NA	0	NA
04/05/2020	0	NA	0	NA	0	NA	0	NA
05/05/2020	0	NA	0	NA	0	NA	0	NA
06/05/2020	0	NA	0	NA	0	NA	0	NA
07/05/2020	0	NA	0	NA	0	NA	0	NA
08/05/2020	0	NA	0	NA	0	NA	0	NA
09/05/2020	0	NA	0	NA	0	NA	0	NA
10/05/2020	0	NA	0	NA	0	NA	0	NA
11/05/2020	0	NA	0	NA	0	NA	0	NA
12/05/2020	0	NA	0	NA	0	NA	0	NA
13/05/2020	0	NA	0	NA	0	NA	0	NA
14/05/2020	0	NA	0	NA	0	NA	0	NA
15/05/2020	0	NA	0	NA	0	NA	0	NA
16/05/2020	0	NA	0	NA	0	NA	0	NA
17/05/2020	0	NA	0	NA	0	NA	0	NA
18/05/2020	0	NA	0	NA	0	NA	0	NA
19/05/2020	0	NA	0	NA	0	NA	0	NA
20/05/2020	0	NA	0	NA	0	NA	0	NA
21/05/2020	0	NA	0	NA	0	NA	0	NA
22/05/2020	0	NA	0	NA	0	NA	0	NA
23/05/2020	0	NA	0	NA	0	NA	0	NA
24/05/2020	0	NA	0	NA	0	NA	0	NA
25/05/2020	0	NA	0	NA	0	NA	0	NA
26/05/2020	0	NA	0	NA	0	NA	0	NA
27/05/2020	0	NA	0	NA	0	NA	0	NA
28/05/2020	0	NA	0	NA	0	NA	0	NA
29/05/2020	0	NA	0	NA	0	NA	0	NA
30/05/2020	0	NA	0	NA	0	NA	0	NA
31/05/2020	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	
01/05/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
02/05/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
03/05/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
04/05/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
05/05/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
06/05/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
07/05/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
08/05/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
09/05/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
10/05/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
11/05/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
12/05/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
13/05/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
14/05/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
15/05/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
16/05/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0

17/05/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
18/05/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
19/05/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
20/05/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
21/05/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
22/05/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
23/05/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
24/05/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
25/05/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
26/05/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
27/05/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
28/05/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
29/05/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
30/05/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
31/05/2020	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>