

# Access Interfaces - Key Performance Indicators

October 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
01/10/2020	100	100	100	0	0	0
02/10/2020	100	100	100	0	0	0
03/10/2020	100	100	100	0	0	0
04/10/2020	100	100	100	0	0	0
05/10/2020	100	100	100	0	0	0
06/10/2020	100	100	100	0	0	0
07/10/2020	100	100	100	0	0	0
08/10/2020	100	100	100	0	0	0
09/10/2020	100	100	100	0	0	0
10/10/2020	100	100	100	0	0	0
11/10/2020	100	100	100	0	0	0
12/10/2020	100	100	100	0	0	0
13/10/2020	100	100	100	0	0	0
14/10/2020	100	100	100	0	0	0
15/10/2020	100	100	100	0	0	0
16/10/2020	99.98	100	100	0.02	0	0
17/10/2020	100	100	100	0	0	0
18/10/2020	100	100	100	0	0	0
19/10/2020	100	100	100	0	0	0
20/10/2020	100	100	100	0	0	0
21/10/2020	100	100	100	0	0	0
22/10/2020	100	100	100	0	0	0
23/10/2020	100	100	100	0	0	0
24/10/2020	99.99	100	100	0.01	0	0
25/10/2020	100	100	100	0	0	0
26/10/2020	100	100	100	0	0	0
27/10/2020	100	100	100	0	0	0
28/10/2020	99.91	100	100	0.09	0	0
29/10/2020	99.88	100	100	0.12	0	0
30/10/2020	99.91	100	100	0.09	0	0
31/10/2020	99.99	100	100	0.01	0	0
<b>Monthly Average</b>	<b>99.99</b>	<b>100.00</b>	<b>100.00</b>	<b>0.01</b>	<b>0.00</b>	<b>0.00</b>

Date	Performance KPI										Direct Access - Visa IntelliLink	Response Time - AISP average end-to-end Transaction time
	Dedicated Access - Token											
	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		
01/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
02/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
03/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
04/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
05/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
06/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
07/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
08/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
09/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
10/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
11/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
12/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
13/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
14/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
15/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
16/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
17/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
18/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
19/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
20/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
21/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
22/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
23/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
24/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
25/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
26/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
27/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
28/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
29/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
30/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98
31/10/2020	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
01/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
02/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
03/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
04/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
05/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
06/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
07/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
08/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
09/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
10/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
11/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
12/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
13/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
14/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
15/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
16/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
17/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
18/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
19/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
20/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
21/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
22/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
23/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
24/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
25/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
26/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
27/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
28/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
29/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
30/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
31/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
<b>Monthly</b>	<b>0</b>	<b>N/A</b>	<b>0</b>	<b>N/A</b>	<b>0</b>	<b>N/A</b>	<b>0</b>	<b>N/A</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
01/10/2020	0	NA	0	NA	0	NA	0	NA
02/10/2020	0	NA	0	NA	0	NA	0	NA
03/10/2020	0	NA	0	NA	0	NA	0	NA
04/10/2020	0	NA	0	NA	0	NA	0	NA
05/10/2020	0	NA	0	NA	0	NA	0	NA
06/10/2020	0	NA	0	NA	0	NA	0	NA
07/10/2020	0	NA	0	NA	0	NA	0	NA
08/10/2020	0	NA	0	NA	0	NA	0	NA
09/10/2020	0	NA	0	NA	0	NA	0	NA
10/10/2020	0	NA	0	NA	0	NA	0	NA
11/10/2020	0	NA	0	NA	0	NA	0	NA
12/10/2020	0	NA	0	NA	0	NA	0	NA
13/10/2020	0	NA	0	NA	0	NA	0	NA
14/10/2020	0	NA	0	NA	0	NA	0	NA
15/10/2020	0	NA	0	NA	0	NA	0	NA
16/10/2020	0	NA	0	NA	0	NA	0	NA
17/10/2020	0	NA	0	NA	0	NA	0	NA
18/10/2020	0	NA	0	NA	0	NA	0	NA
19/10/2020	0	NA	0	NA	0	NA	0	NA
20/10/2020	0	NA	0	NA	0	NA	0	NA
21/10/2020	0	NA	0	NA	0	NA	0	NA
22/10/2020	0	NA	0	NA	0	NA	0	NA
23/10/2020	0	NA	0	NA	0	NA	0	NA
24/10/2020	0	NA	0	NA	0	NA	0	NA
25/10/2020	0	NA	0	NA	0	NA	0	NA
26/10/2020	0	NA	0	NA	0	NA	0	NA
27/10/2020	0	NA	0	NA	0	NA	0	NA
28/10/2020	0	NA	0	NA	0	NA	0	NA
29/10/2020	0	NA	0	NA	0	NA	0	NA
30/10/2020	0	NA	0	NA	0	NA	0	NA
31/10/2020	0	NA	0	NA	0	NA	0	NA
<b>Monthly total</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>NA</b>	<b>0</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	
01/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
02/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
03/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
04/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
05/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
06/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
07/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
08/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
09/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
10/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
11/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
12/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
13/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
14/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
15/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
16/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
17/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0

18/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
19/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
20/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
21/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
22/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
23/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
24/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
25/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
26/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
27/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
28/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
29/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
30/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
31/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
<b>Monthly Total</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>