

Access Interfaces - Key Performance Indicators  
Q1 2021



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					
Jan 2021 Average	100.00	100.00	100.00	0.00	0.00	0.00					
Feb 2021 Average	100.00	100.00	100.00	0.00	0.00	0.00					
Mar 2021 Average	100.00	100.00	100.00	0.00	0.00	0.00					
Q1 2021 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	
Jan 2021 Average	N/A	N/A	N/A	0.00	N/A	N/A	N/A	N/A	N/A	N/A	99.00%
Feb 2021 Average	N/A	N/A	N/A	0.00	N/A	N/A	N/A	N/A	N/A	N/A	99.00%
Mar 2021 Average	N/A	N/A	N/A	0.00	N/A	N/A	N/A	N/A	N/A	N/A	94.00%
Q1 2021 Average	N/A	N/A	N/A	0.00	0.00	0.00	0.00	0.00	0.00	0.00	97.33%
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			
Jan 2021 Average	0	N/A	0	N/A	0	N/A	0	N/A			
Feb 2021 Average	0	N/A	0	N/A	0	N/A	0	N/A			
Mar 2021 Average	0	N/A	0	N/A	0	N/A	0	N/A			
Q1 2021 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			
	Jan 2021 Average	0	NA	0	NA	0	NA	0	NA		
Feb 2021 Average	0	NA	0	NA	0	NA	0	NA			
Mar 2021 Average	0	N/A	0	N/A	0	N/A	0	N/A			
Q1 2021 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		
Jan 2021 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0	
Feb 2021 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0	
Mar 2021 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0	
Q1 2021 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0	