

Access Interfaces - Key Performance Indicators

Q4 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				
Oct 2020 Average	99.99	100.00	100.00	0.01	0.00	0.00				
Nov 2020 Average	99.99	100.00	100.00	0.01	0.00	0.00				
Dec 2020 Average	100.00	100.00	100.00	0.00	0.00	0.00				
Q4 2020 Average	99.99	100.00	100.00	0.01	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		
Oct 2020 Average	N/A	N/A	N/A	0.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	98.00%
Nov 2020 Average	N/A	N/A	N/A	0.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	98.00%
Dec 2020 Average	N/A	N/A	N/A	0.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	98.00%
Q4 2020 Average	N/A	N/A	N/A	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	98.00%

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		
Oct 2020 Average	0	N/A	0	N/A	0	N/A	0	N/A		
Nov 2020 Average	0	N/A	0	N/A	0	N/A	0	N/A		
Dec 2020 Average	0	N/A	0	N/A	0	N/A	0	N/A		
Q4 2020 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
	Oct 2020 Average	0	NA	0	NA	0	NA	0
Nov 2020 Average	0	NA	0	NA	0	NA	0	NA
Dec 2020 Average	0	N/A	0	N/A	0	N/A	0	N/A
Q4 2020 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	
Oct 2020 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
Nov 2020 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
Dec 2020 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
Q4 2020 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0