

| | | | | | | | | |
|------------------------|----------|------------|----------|------------|----------|------------|----------|------------|
| 01/09/2020 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 02/09/2020 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 03/09/2020 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 04/09/2020 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 05/09/2020 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 06/09/2020 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 07/09/2020 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 08/09/2020 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 09/09/2020 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 10/09/2020 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 11/09/2020 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 12/09/2020 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 13/09/2020 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 14/09/2020 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 15/09/2020 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 16/09/2020 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 17/09/2020 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 18/09/2020 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 19/09/2020 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 20/09/2020 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 21/09/2020 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 22/09/2020 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 23/09/2020 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 24/09/2020 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 25/09/2020 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 26/09/2020 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 27/09/2020 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 28/09/2020 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 29/09/2020 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 30/09/2020 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| Monthly 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 |
| 01/09/2020 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 02/09/2020 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 03/09/2020 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 04/09/2020 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 05/09/2020 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 06/09/2020 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 07/09/2020 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 08/09/2020 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 09/09/2020 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 10/09/2020 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 11/09/2020 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 12/09/2020 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 13/09/2020 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 14/09/2020 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 15/09/2020 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 16/09/2020 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 17/09/2020 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 18/09/2020 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 19/09/2020 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 20/09/2020 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 21/09/2020 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 22/09/2020 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 23/09/2020 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 24/09/2020 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 25/09/2020 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 26/09/2020 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 27/09/2020 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 28/09/2020 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 29/09/2020 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 30/09/2020 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| Monthly Average | 0 | NA | 0 | NA | 0 | NA | 0 | 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 | |
| 01/09/2020 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 02/09/2020 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 03/09/2020 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 04/09/2020 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 05/09/2020 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 06/09/2020 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 07/09/2020 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 08/09/2020 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 09/09/2020 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 10/09/2020 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 11/09/2020 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 12/09/2020 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 13/09/2020 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 14/09/2020 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 15/09/2020 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 16/09/2020 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 17/09/2020 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 18/09/2020 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 19/09/2020 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 20/09/2020 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 21/09/2020 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |

| | | | | | | | | | | |
|------------------------|-----------------|-----------------|-----------------|-----------------|-----------|----------|-----------------|----------|-----------------|----------|
| 22/09/2020 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 23/09/2020 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 24/09/2020 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 25/09/2020 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 26/09/2020 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 27/09/2020 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 28/09/2020 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 29/09/2020 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 30/09/2020 | 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 |