

# Access Interfaces – Key Performance Indicators

## Quarter 3 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						
July 2020 Average	100.00	100.00	100.00	0.00	0.00	0.00						
Aug 2020 Average	100.00	100.00	99.77	0.00	0.00	0.23						
Sept 2020 Average	100.00	100.00	100.00	0.00	0.00	0.00						
Q3 2020 Average	100.00	100.00	99.92	0.00	0.00	0.08						
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		
July 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%
Aug 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%
Sept 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%
Q3 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%
Service Level Targets												
Date	Problem Resolution											
	Dedicated Access - Token		Direct Access - Visa IntelliLink		Dedicated Access - Token		Direct Access - Visa IntelliLink					
	Number of Incidents - Critical Priority	Resolution Time	Number of Incidents - Critical Priority	Resolution Time	Number of Incident - High Priority	Resolution Time	Number of Incidents - High Priority	Resolution Time				
July 2020 Total	0	N/A	0	N/A	0	N/A	0	N/A				
Aug 2020 Total	0	N/A	0	N/A	0	N/A	2	330 minutes				
Sept 2020 Total	0	N/A	0	N/A	0	N/A	0	N/A				
Q3 2020 Total	0	N/A	0	N/A	0	N/A	2	330 minutes				
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				
	July 2020 Total	0	NA	0	NA	0	NA	0	NA			
Aug 2020 Total	0	NA	0	NA	0	NA	0	NA				
Sept 2020 Total	0	NA	0	NA	0	NA	0	NA				
Q3 2020 Total	0	N/A	0.00	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						
July 2020 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0		
Aug 2020 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0		
Sept 2020 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0		
Q3 2020 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0		