

Access Interfaces - Key Performance Indicators

December 2019



Availability KPI						
Date	Dedicated Access - Token		Direct Access - Visa IntelliLink	Dedicated Access - Token		Direct Access - Visa IntelliLink
	Token Availability	Elavon Sandbox Availability	Visa IntelliLink Availability	Token Downtime	Elavon Sandbox Downtime	Visa IntelliLink Downtime
01/12/2019	100	100	97	0	0	3
02/12/2019	100	100	97	0	0	3
03/12/2019	100	100	97	0	0	3
04/12/2019	99.92	100	97	0.08	0	3
05/12/2019	100	100	97	0	0	3
06/12/2019	100	100	97	0	0	3
07/12/2019	100	100	97	0	0	3
08/12/2019	100	100	97	0	0	3
09/12/2019	100	100	97	0	0	3
10/12/2019	100	100	97	0	0	3
11/12/2019	100	100	97	0	0	3
12/12/2019	100	100	97	0	0	3
13/12/2019	100	100	97	0	0	3
14/12/2019	100	100	97	0	0	3
15/12/2019	100	100	97	0	0	3
16/12/2019	100	100	97	0	0	3
17/12/2019	100	100	97	0	0	3
18/12/2019	100	100	97	0	0	3
19/12/2019	100	100	97	0	0	3
20/12/2019	100	100	97	0	0	3
21/12/2019	100	100	97	0	0	3
22/12/2019	100	100	97	0	0	3
23/12/2019	100	100	97	0	0	3
24/12/2019	100	100	97	0	0	3
25/12/2019	100	100	97	0	0	3
26/12/2019	100	100	97	0	0	3
27/12/2019	100	100	97	0	0	3
28/12/2019	100	100	97	0	0	3
29/12/2019	100	100	97	0	0	3
30/12/2019	100	100	97	0	0	3
31/12/2019	100	100	97	0	0	3
Monthly Average	99.997	100.00	97.00	0.003	0.00	3.00

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		
01/12/2019	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
02/12/2019	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
03/12/2019	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
04/12/2019	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
05/12/2019	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
06/12/2019	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
07/12/2019	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
08/12/2019	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
09/12/2019	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
10/12/2019	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
11/12/2019	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
12/12/2019	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
13/12/2019	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
14/12/2019	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
15/12/2019	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
16/12/2019	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
17/12/2019	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
18/12/2019	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
19/12/2019	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
20/12/2019	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
21/12/2019	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
22/12/2019	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
23/12/2019	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
24/12/2019	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
25/12/2019	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
26/12/2019	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
27/12/2019	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
28/12/2019	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
29/12/2019	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
30/12/2019	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
31/12/2019	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
Monthly Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97

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 Incident - High Priority	Resolution Time	Number of Incidents - High Priority	Resolution Time
01/12/2019	0	N/A	0	N/A	0	N/A	0	N/A
02/12/2019	0	N/A	0	N/A	0	N/A	1	N/A - No Customer Impact
03/12/2019	0	N/A	0	N/A	0	N/A	0	N/A
04/12/2019	0	N/A	0	N/A	0	N/A	0	N/A
05/12/2019	0	N/A	0	N/A	0	N/A	0	N/A
06/12/2019	0	N/A	0	N/A	0	N/A	0	N/A
07/12/2019	0	N/A	0	N/A	0	N/A	0	N/A
08/12/2019	0	N/A	0	N/A	0	N/A	0	N/A
09/12/2019	0	N/A	0	N/A	0	N/A	0	N/A
10/12/2019	0	N/A	0	N/A	0	N/A	0	N/A
11/12/2019	0	N/A	0	N/A	0	N/A	0	N/A
12/12/2019	0	N/A	0	N/A	0	N/A	0	N/A
13/12/2019	0	N/A	0	N/A	0	N/A	0	N/A
14/12/2019	0	N/A	0	N/A	0	N/A	0	N/A
15/12/2019	0	N/A	0	N/A	0	N/A	0	N/A
16/12/2019	0	N/A	0	N/A	0	N/A	0	N/A
17/12/2019	0	N/A	0	N/A	0	N/A	0	N/A
18/12/2019	0	N/A	0	N/A	0	N/A	0	N/A
19/12/2019	0	N/A	0	N/A	0	N/A	0	N/A
20/12/2019	0	N/A	0	N/A	0	N/A	0	N/A
21/12/2019	0	N/A	0	N/A	0	N/A	0	N/A
22/12/2019	0	N/A	0	N/A	0	N/A	0	N/A
23/12/2019	0	N/A	0	N/A	0	N/A	0	N/A
24/12/2019	0	N/A	0	N/A	0	N/A	0	N/A
25/12/2019	0	N/A	0	N/A	0	N/A	0	N/A
26/12/2019	0	N/A	0	N/A	0	N/A	0	N/A
27/12/2019	0	N/A	0	N/A	0	N/A	0	N/A
28/12/2019	0	N/A	0	N/A	0	N/A	0	N/A
29/12/2019	0	N/A	0	N/A	0	N/A	0	N/A
30/12/2019	0	N/A	0	N/A	0	N/A	0	N/A
31/12/2019	0	N/A	0	N/A	0	N/A	0	N/A
Monthly Average	0	N/A	0	N/A	0	N/A	1	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
01/12/2019	0	NA	NA	NA	0	NA	NA	NA
02/12/2019	0	NA	NA	NA	0	NA	NA	NA
03/12/2019	0	NA	NA	NA	0	NA	NA	NA
04/12/2019	0	NA	NA	NA	0	NA	NA	NA
05/12/2019	0	NA	NA	NA	0	NA	NA	NA
06/12/2019	0	NA	NA	NA	0	NA	NA	NA
07/12/2019	0	NA	NA	NA	0	NA	NA	NA
08/12/2019	0	NA	NA	NA	0	NA	NA	NA
09/12/2019	0	NA	NA	NA	0	NA	NA	NA
10/12/2019	0	NA	NA	NA	0	NA	NA	NA
11/12/2019	0	NA	NA	NA	0	NA	NA	NA
12/12/2019	0	NA	NA	NA	0	NA	NA	NA
13/12/2019	0	NA	NA	NA	0	NA	NA	NA
14/12/2019	0	NA	NA	NA	0	NA	NA	NA
15/12/2019	0	NA	NA	NA	0	NA	NA	NA
16/12/2019	0	NA	NA	NA	0	NA	NA	NA
17/12/2019	0	NA	NA	NA	0	NA	NA	NA
18/12/2019	0	NA	NA	NA	0	NA	NA	NA
19/12/2019	0	NA	NA	NA	0	NA	NA	NA
20/12/2019	0	NA	NA	NA	0	NA	NA	NA
21/12/2019	0	NA	NA	NA	0	NA	NA	NA
22/12/2019	0	NA	NA	NA	0	NA	NA	NA
23/12/2019	0	NA	NA	NA	0	NA	NA	NA
24/12/2019	0	NA	NA	NA	0	NA	NA	NA
25/12/2019	0	NA	NA	NA	0	NA	NA	NA
26/12/2019	0	NA	NA	NA	0	NA	NA	NA
27/12/2019	0	NA	NA	NA	0	NA	NA	NA
28/12/2019	0	NA	NA	NA	0	NA	NA	NA
29/12/2019	0	NA	NA	NA	0	NA	NA	NA
30/12/2019	0	NA	NA	NA	0	NA	NA	NA
31/12/2019	0	NA	NA	NA	0	NA	NA	NA
Monthly Average	0	NA	NA	NA	0	NA	NA	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	
01/12/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
02/12/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
03/12/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
04/12/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
05/12/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
06/12/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
07/12/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
08/12/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
09/12/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
10/12/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
11/12/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
12/12/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
13/12/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
14/12/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
15/12/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
16/12/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0

17/12/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
18/12/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
19/12/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
20/12/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
21/12/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
22/12/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
23/12/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
24/12/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
25/12/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
26/12/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
27/12/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
28/12/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
29/12/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
30/12/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
31/12/2019	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