

Access Interfaces - Key Performance Indicators
January 2021



Date	Availability KPI					
	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
01/01/2021	100	100	100	0	0	0
02/01/2021	100	100	100	0	0	0
03/01/2021	100	100	100	0	0	0
04/01/2021	100	100	100	0	0	0
05/01/2021	100	100	100	0	0	0
06/01/2021	100	100	100	0	0	0
07/01/2021	100	100	100	0	0	0
08/01/2021	100	100	100	0	0	0
09/01/2021	100	100	100	0	0	0
10/01/2021	100	100	100	0	0	0
11/01/2021	100	100	100	0	0	0
12/01/2021	100	100	100	0	0	0
13/01/2021	100	100	100	0	0	0
14/01/2021	100	100	100	0	0	0
15/01/2021	100	100	100	0	0	0
16/01/2021	100	100	100	0	0	0
17/01/2021	100	100	100	0	0	0
18/01/2021	100	100	100	0	0	0
19/01/2021	100	100	100	0	0	0
20/01/2021	100	100	100	0	0	0
21/01/2021	100	100	100	0	0	0
22/01/2021	100	100	100	0	0	0
23/01/2021	100	100	100	0	0	0
24/01/2021	100	100	100	0	0	0
25/01/2021	100	100	100	0	0	0
26/01/2021	100	100	100	0	0	0
27/01/2021	100	100	100	0	0	0
28/01/2021	100	100	100	0	0	0
29/01/2021	100	100	100	0	0	0
30/01/2021	100	100	100	0	0	0
31/01/2021	100	100	100	0	0	0
Monthly Average	100.00	100.00	100.00	0.00	0.00	0.00

Date	Performance KPI											Direct Access - Visa IntelliLink
	Dedicated Access - Token											
	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		
01/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
02/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
03/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
04/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
05/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
06/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
07/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
08/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
09/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
10/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
11/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
12/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
13/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
14/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
15/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
16/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
17/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
18/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
19/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
20/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
21/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
22/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
23/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
24/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
25/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
26/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
27/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
28/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
29/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
30/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
31/10/2020	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
Monthly Average	N/A	N/A	N/A	0.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99

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 Incidents - High Priority	Resolution Time	Number of Incidents - High Priority	Resolution Time
01/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
02/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
03/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
04/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
05/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
06/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
07/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
08/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
09/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
10/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
11/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
12/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
13/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
14/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
15/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
16/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
17/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
18/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
19/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
20/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
21/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
22/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
23/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
24/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
25/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
26/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
27/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
28/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
29/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
30/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
31/10/2020	0	N/A	0	N/A	0	N/A	0	N/A
Monthly	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
01/10/2020	0	NA	0	NA	0	NA	0	NA
02/10/2020	0	NA	0	NA	0	NA	0	NA
03/10/2020	0	NA	0	NA	0	NA	0	NA
04/10/2020	0	NA	0	NA	0	NA	0	NA
05/10/2020	0	NA	0	NA	0	NA	0	NA
06/10/2020	0	NA	0	NA	0	NA	0	NA
07/10/2020	0	NA	0	NA	0	NA	0	NA
08/10/2020	0	NA	0	NA	0	NA	0	NA
09/10/2020	0	NA	0	NA	0	NA	0	NA
10/10/2020	0	NA	0	NA	0	NA	0	NA
11/10/2020	0	NA	0	NA	0	NA	0	NA
12/10/2020	0	NA	0	NA	0	NA	0	NA
13/10/2020	0	NA	0	NA	0	NA	0	NA
14/10/2020	0	NA	0	NA	0	NA	0	NA
15/10/2020	0	NA	0	NA	0	NA	0	NA
16/10/2020	0	NA	0	NA	0	NA	0	NA
17/10/2020	0	NA	0	NA	0	NA	0	NA
18/10/2020	0	NA	0	NA	0	NA	0	NA
19/10/2020	0	NA	0	NA	0	NA	0	NA
20/10/2020	0	NA	0	NA	0	NA	0	NA
21/10/2020	0	NA	0	NA	0	NA	0	NA
22/10/2020	0	NA	0	NA	0	NA	0	NA
23/10/2020	0	NA	0	NA	0	NA	0	NA
24/10/2020	0	NA	0	NA	0	NA	0	NA
25/10/2020	0	NA	0	NA	0	NA	0	NA
26/10/2020	0	NA	0	NA	0	NA	0	NA
27/10/2020	0	NA	0	NA	0	NA	0	NA
28/10/2020	0	NA	0	NA	0	NA	0	NA
29/10/2020	0	NA	0	NA	0	NA	0	NA
30/10/2020	0	NA	0	NA	0	NA	0	NA
31/10/2020	0	NA	0	NA	0	NA	0	NA
Monthly total	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	
01/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
02/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
03/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
04/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
05/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
06/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
07/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
08/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
09/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
10/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
11/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
12/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
13/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
14/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
15/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
16/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
17/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0

18/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
19/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
20/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
21/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
22/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
23/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
24/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
25/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
26/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
27/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
28/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
29/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
30/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
31/10/2020	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
Monthly Total	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0