

01/11/2019	0	N/A	0	N/A	0	N/A	1	20 mins
02/11/2019	0	N/A	0	N/A	0	N/A	0	NA
03/11/2019	0	N/A	0	N/A	0	N/A	0	NA
04/11/2019	0	N/A	0	N/A	0	N/A	0	NA
05/11/2019	0	N/A	0	N/A	0	N/A	0	NA
06/11/2019	0	N/A	0	N/A	0	N/A	0	NA
07/11/2019	0	N/A	0	N/A	0	N/A	0	NA
08/11/2019	0	N/A	0	N/A	0	N/A	0	NA
09/11/2019	0	N/A	0	N/A	0	N/A	0	NA
10/11/2019	0	N/A	0	N/A	0	N/A	0	NA
11/11/2019	0	N/A	0	N/A	0	N/A	0	NA
12/11/2019	0	N/A	0	N/A	0	N/A	0	NA
13/11/2019	0	N/A	0	N/A	0	N/A	1	6 hours
14/11/2019	0	N/A	0	N/A	0	N/A	1	8 Minutes
15/11/2019	0	N/A	0	N/A	0	N/A	0	N/A
16/11/2019	0	N/A	0	N/A	0	N/A	0	N/A
17/11/2019	0	N/A	0	N/A	0	N/A	0	N/A
18/11/2019	0	N/A	0	N/A	0	N/A	0	N/A
19/11/2019	0	N/A	0	N/A	0	N/A	0	N/A
20/11/2019	0	N/A	0	N/A	0	N/A	0	N/A
21/11/2019	0	N/A	0	N/A	0	N/A	0	N/A
22/11/2019	0	N/A	0	N/A	0	N/A	0	N/A
23/11/2019	0	N/A	0	N/A	0	N/A	0	N/A
24/11/2019	0	N/A	0	N/A	0	N/A	0	N/A
25/11/2019	0	N/A	0	N/A	0	N/A	0	N/A
26/11/2019	0	N/A	0	N/A	0	N/A	0	N/A
27/11/2019	0	N/A	0	N/A	0	N/A	0	N/A
28/11/2019	0	N/A	0	N/A	0	N/A	0	N/A
29/11/2019	0	N/A	0	N/A	0	N/A	0	N/A
30/11/2019	0	N/A	0	N/A	0	N/A	0	N/A
Monthly Average	0	N/A	0	N/A	0	N/A	3.00	6 hours 28 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
01/11/2019	0	NA	NA	NA	0	NA	NA	NA
02/11/2019	0	NA	NA	NA	0	NA	NA	NA
03/11/2019	0	NA	NA	NA	0	NA	NA	NA
04/11/2019	0	NA	NA	NA	0	NA	NA	NA
05/11/2019	0	NA	NA	NA	0	NA	NA	NA
06/11/2019	0	NA	NA	NA	0	NA	NA	NA
07/11/2019	0	NA	NA	NA	0	NA	NA	NA
08/11/2019	0	NA	NA	NA	0	NA	NA	NA
09/11/2019	0	NA	NA	NA	0	NA	NA	NA
10/11/2019	0	NA	NA	NA	0	NA	NA	NA
11/11/2019	0	NA	NA	NA	0	NA	NA	NA
12/11/2019	0	NA	NA	NA	0	NA	NA	NA
13/11/2019	0	NA	NA	NA	0	NA	NA	NA
14/11/2019	0	NA	NA	NA	0	NA	NA	NA
15/11/2019	0	NA	NA	NA	0	NA	NA	NA
16/11/2019	0	NA	NA	NA	0	NA	NA	NA
17/11/2019	0	NA	NA	NA	0	NA	NA	NA
18/11/2019	0	NA	NA	NA	0	NA	NA	NA
19/11/2019	0	NA	NA	NA	0	NA	NA	NA
20/11/2019	0	NA	NA	NA	0	NA	NA	NA
21/11/2019	0	NA	NA	NA	0	NA	NA	NA
22/11/2019	0	NA	NA	NA	0	NA	NA	NA
23/11/2019	0	NA	NA	NA	0	NA	NA	NA
24/11/2019	0	NA	NA	NA	0	NA	NA	NA
25/11/2019	0	NA	NA	NA	0	NA	NA	NA
26/11/2019	0	NA	NA	NA	0	NA	NA	NA
27/11/2019	0	NA	NA	NA	0	NA	NA	NA
28/11/2019	0	NA	NA	NA	0	NA	NA	NA
29/11/2019	0	NA	NA	NA	0	NA	NA	NA
30/11/2019	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	
01/11/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
02/11/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
03/11/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
04/11/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
05/11/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
06/11/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
07/11/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
08/11/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
09/11/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
10/11/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
11/11/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
12/11/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
13/11/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
14/11/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
15/11/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
16/11/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
17/11/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
18/11/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
19/11/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
20/11/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
21/11/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0

22/11/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
23/11/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
24/11/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
25/11/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
26/11/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
27/11/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
28/11/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
29/11/2019	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
30/11/2019	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