

Access Interfaces - Key Performance Indicators
Quarter 2 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
April 2020 Average	100.00	100.00	99.83	0.00	0.00	0.17
May 2020 Average	100.00	100.00	99.91	0.00	0.00	0.09
June 2020 Average	100.00	99.98	99.90	0.00	0.02	0.10
Q2 2020 Average	100.00	99.99	99.88	0.00	0.007	0.12

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		
April 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%
May 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%
June 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%
Q2 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	Resolution Time	Number of Incidents - Critical	Resolution Time	Number of Incidents - High Priority	Resolution Time	Number of Incidents - High Priority	Resolution Time
April 2020 Total	0	N/A	0	N/A	0	N/A	0	N/A
May 2020 Total	0	N/A	0	N/A	0	N/A	1	39 minutes
June 2020 Total	0	N/A	0	N/A	0	N/A	1	45 minutes
Q2 2020 Total	0	N/A	0	N/A	0	N/A	2	84 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
	April 2020 Total	0	NA	0	NA	0	NA	1
May 2020 Total	0	NA	0	NA	0	NA	0	NA
June 2020 Total	0	NA	0	NA	0	NA	0	NA
Q2 2020 Total	0	N/A	0.00	N/A	0	N/A	1	30 minutes

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	
April 2020 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
May 2020 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
June 2020 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
Q2 2020 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0