

Access Interfaces - Key Performance Indicators  
Q2 2021



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 2021 Average	100.00	100.00	100.00	0.00	0.00	0.00						
May 2021 Average	100.00	100.00	100.00	0.00	0.00	0.00						
June 2021 Average	100.00	100.00	100.00	0.00	0.00	0.00						
Q2 2021 Average	100.00	100.00	100.00	0.00	0.00	0.00						
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		
April 2021 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 2021 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	99.00%
June 2021 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 2021 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	98.33%
Service Level Targets												
Problem Resolution												
Date	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 Incident - High Priority	Resolution Time	Number of Incidents - High Priority	Resolution Time				
April 2021 Total	0	N/A	0	N/A	0	N/A	0	N/A				
May 2021 Total	0	N/A	0	N/A	0	N/A	0	N/A				
June 2021 Total	0	N/A	0	N/A	0	N/A	0	N/A				
Q2 2021 Total	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				
April 2021 Total	0	NA	0	NA	0	NA	0	NA				
May 2021 Total	0	NA	0	NA	0	NA	0	NA				
June 2021 Total	0	NA	0	NA	0	NA	0	NA				
Q2 2021 Total	0	N/A	0	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			
April 2021 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0		
May 2021 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0		
June 2021 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0		
Q2 2021 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0		