

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						
October 2019 Average	100	100	100	0	0	0						
November 2019 Average	99.99	100	98.30	0.01	0.00	1.70						
December 2019 Average	99.997	100	97	0.003	0	3						
Q4 2019 Average	99.997	100.000	98.43	0.003	0.000	1.57						
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						Reponse Time - AISP average end-to-end Transaction time	
					P50	P75	P90	P95	P99	P99.9		
October 2019 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%
November 2019 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%
December 2019 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	97.00%
Q4 2019 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	97.67%
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 Incident - High Priority	Resolution Time	Number of Incidents - High Priority	Resolution Time				
October 2019 Total	0	N/A	0	N/A	0	N/A	0	N/A				
November 2019 Total	0	N/A	0	N/A	0	N/A	3	6 hours 28 minutes				
December 2019 Total	0	N/A	0	N/A	0	N/A	1	N/A - No Customer Impact				
Q4 2019 Total	0	N/A	0	N/A	0	N/A	4.00	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				
October 2019 Total	0	NA	NA	NA	0	NA	NA	NA				
November 2019 Total	0	NA	NA	NA	0	NA	NA	NA				
December 2019 Total	0	NA	NA	NA	0	NA	NA	NA				
Q4 2019 Total	0	N/A	N/A	N/A	0	N/A	N/A	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			
October 2019 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0		
November 2019 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0		
December 2019 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0		
Q4 2019 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0		