

Service Level Agreement



DECEMBER 09 REPORT

Category	Process	Standard	Performance Standard	Performance Met
New Acct Set up	Receipt to Approved	24 hours	95%	97.00%
	Receipt to terminal readiness	24 hours	Internal	91.80%
		27 hours		95.90%
		30 hours		97.30%
		48 hours		99.40%
Change Requests	ACH Changes	24 hours	95%	100.00%
	Terminal/card type additions	24 hours	95%	59.00%
	Pricing Changes	48 hours	95%	95.00%
	Address Changes	48 hours	95%	98.00%
	Closures	48 hours	95%	100.00%
Deployment	Terminals	48 hours from file build	95%	97.90%
	Welcome Kits	48 hours from file build	95%	99.90%
Equipment	Replacement Equipment Ordered	Same Day	95%	99.91%
Training	First Call	3 days after welcome kit	95%	99.90%
	Second Call	4 days after first call	95%	99.30%
	Third Call	4 days after second call	95%	99.60%
System Availability	Authorization	99.99% Availability	95%	100.00%
	Merchant Accounting	99.99% Availability	95%	99.25%
Funding Delivery Timeframes	ACH File processed and sent	Within 1 day of receipt	99%	100.00%
	Funding to merchant's account	Within 2 business days of batch closing	99%	100.00%
Customer Service	Average Speed of Answer	< 30 seconds	95%	100.00%
	Abandonment Rate	< 3.5%	95%	100.00%
Partner Sales Support	Average Speed of Answer	< 30 seconds	95%	100.00%
	Complete tasks within SLA	Varies based on priority level assigned	95%	100.00%

INCLUDES FIRST MONTH OF PUBLISHING MAINTENANCE/CODING SLA'S. 86% OF TERMINAL ADDS WERE DONE WITHIN 30 HOURS.

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