

Service Level Agreement



NOVEMBER 2011 REPORT

Category	Process	Standard	Performance Standard	Performance Met
New Acct Set up	Receipt to Approved	24 hours	Internal	97.00%
	Receipt to terminal readiness	24 hours		90.00%
		27 hours		95.00%
		30 hours		96.00%
		48 hours	100.00%	
Change Requests	ACH, terminal additions/updates	24 hours	95%	100.00%
	Pricing, address, closures	48 hours	95%	100.00%
Deployment	Terminals	48 hours from file build	95%	99.00%
	Welcome Kits	48 hours from file build	95%	100.00%
Equipment	Replacement Equipment Ordered	Same Day	95%	100.00%
Training	First Call	3 days after welcome kit	95%	100.00%
	Second Call	4 days after first call	95%	100.00%
	Third Call	4 days after second call	95%	100.00%
System Availability	Authorization	99.99% Availability	95%	100.00%
	Merchant Accounting	99.99% Availability	95%	100.00%
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%
Retention	Average Speed of Answer	< 30 seconds	95%	100.00%
	Complete tasks within SLA	Varies based on priority level assigned	95%	100.00%

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