

Access Interfaces - Key Performance Indicators
January 2022



Date	Availability KPI					
	Dedicated Access - Token		Direct Access - Visa Spend Clarity	Dedicated Access - Token		Direct Access - Visa Spend Clarity
	Token Availability	Elavon Availability	Visa Spend Clarity Availability	Token Downtime	Elavon Downtime	Visa Spend Clarity Downtime
01/01/2022	100	100	100	0	0	0
02/01/2022	100	100	100	0	0	0
03/01/2022	100	100	100	0	0	0
04/01/2022	100	100	100	0	0	0
05/01/2022	100	100	100	0	0	0
06/01/2022	100	100	100	0	0	0
07/01/2022	100	100	100	0	0	0
08/01/2022	100	100	100	0	0	0
09/01/2022	100	100	100	0	0	0
10/01/2022	100	100	100	0	0	0
11/01/2022	100	100	100	0	0	0
12/01/2022	100	100	100	0	0	0
13/01/2022	100	100	100	0	0	0
14/01/2022	100	100	100	0	0	0
15/01/2022	100	100	100	0	0	0
16/01/2022	100	100	100	0	0	0
17/01/2022	100	100	100	0	0	0
18/01/2022	99.99	100	100	0.01	0	0
19/01/2022	100	100	100	0	0	0
20/01/2022	100	100	100	0	0	0
21/01/2022	100	100	100	0	0	0
22/01/2022	99.99	100	100	0.01	0	0
23/01/2022	100	100	100	0	0	0
24/01/2022	100	100	100	0	0	0
25/01/2022	100	100	100	0	0	0
26/01/2022	100	100	100	0	0	0
27/01/2022	100	100	100	0	0	0
28/01/2022	100	100	100	0	0	0
29/01/2022	100	100	100	0	0	0
30/01/2022	99.99	100	100	0.01	0	0
31/01/2022	100	100	100	0	0	0
Monthly Average	99.999	100.000	100.000	0.001	0.000	0.000

Date	Performance KPI										Direct Access - Visa Spend Clarity
	Dedicated Access - Token										
	TPP Type	Number of Requests	Number of Errors	Error Rate	Request Duration (ms) - AISP average end-to-end Transaction time						
				P50	P75	P90	P95	P99	P99.9		
01/01/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
02/01/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
03/01/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
04/01/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
05/01/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
06/01/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
07/01/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
08/01/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
09/01/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
10/01/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
11/01/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
12/01/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
13/01/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
14/01/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
15/01/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
16/01/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
17/01/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
18/01/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
19/01/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
20/01/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
21/01/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
22/01/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
23/01/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
24/01/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
25/01/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
26/01/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
27/01/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
28/01/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
29/01/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
30/01/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
31/01/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
Monthly Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99

Date	Service Level Targets							
	Problem Resolution							
	Dedicated Access - Token		Direct Access - Visa Spend Clarity		Dedicated Access - Token		Direct Access - Visa Spend Clarity	
Number of Incidents - Critical Priority	Resolution Time	Number of Incidents - Critical Priority	Resolution Time	Number of Incident - High Priority	Resolution Time	Number of Incidents - High Priority	Resolution Time	
01/01/2022	0	N/A	0	N/A	0	N/A	0	N/A
02/01/2022	0	N/A	0	N/A	0	N/A	0	N/A
03/01/2022	0	N/A	0	N/A	0	N/A	0	N/A
04/01/2022	0	N/A	0	N/A	0	N/A	0	N/A
05/01/2022	0	N/A	0	N/A	0	N/A	0	N/A
06/01/2022	0	N/A	0	N/A	0	N/A	0	N/A
07/01/2022	0	N/A	0	N/A	0	N/A	0	N/A

31/01/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
Monthly Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0