

Availability KPI						
Date	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
01/10/2022	99.97	100	99.78	0.03	0	0.22
02/10/2022	100	100	99.78	0	0	0.22
03/10/2022	100	100	99.78	0	0	0.22
04/10/2022	100	100	99.78	0	0	0.22
05/10/2022	100	100	99.78	0	0	0.22
06/10/2022	100	100	99.78	0	0	0.22
07/10/2022	100	100	99.78	0	0	0.22
08/10/2022	99.97	100	99.78	0.03	0	0.22
09/10/2022	100	100	99.78	0	0	0.22
10/10/2022	100	100	99.78	0	0	0.22
11/10/2022	100	100	99.78	0	0	0.22
12/10/2022	100	100	99.78	0	0	0.22
13/10/2022	100	100	99.78	0	0	0.22
14/10/2022	100	100	99.78	0	0	0.22
15/10/2022	100	100	99.78	0	0	0.22
16/10/2022	100	100	99.78	0	0	0.22
17/10/2022	100	100	99.78	0	0	0.22
18/10/2022	100	100	99.78	0	0	0.22
19/10/2022	100	100	99.78	0	0	0.22
20/10/2022	100	100	99.78	0	0	0.22
21/10/2022	100	100	99.78	0	0	0.22
22/10/2022	99.94	100	99.78	0.06	0	0.22
23/10/2022	100	100	99.78	0	0	0.22
24/10/2022	100	100	99.78	0	0	0.22
25/10/2022	100	100	99.78	0	0	0.22
26/10/2022	100	100	99.78	0	0	0.22
27/10/2022	100	100	99.78	0	0	0.22
28/10/2022	100	100	99.78	0	0	0.22
29/10/2022	100	100	99.78	0	0	0.22
30/10/2022	100	100	99.78	0	0	0.22
31/10/2022	100	100	99.78	0	0	0.22
Monthly Average	99.996	100.000	99.780	0.004	0.000	0.220

Performance KPI												
Date	Dedicated Access - Token										Direct Access - Visa Spend Clarity	
	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		
01/10/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
02/10/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
03/10/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
04/10/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
05/10/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
06/10/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
07/10/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
08/10/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
09/10/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
10/10/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
11/10/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
12/10/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
13/10/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
14/10/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
15/10/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
16/10/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
17/10/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
18/10/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
19/10/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
20/10/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
21/10/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
22/10/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
23/10/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
24/10/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
25/10/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
26/10/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
27/10/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
28/10/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
29/10/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
30/10/2022	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99
31/10/2022	N/A	N/A	N/A	0.00%	N/A	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	N/A	0.99

Service Level Targets							
Date	Problem Resolution						
	Dedicated Access - Token		Direct Access - Visa Spend Clarity		Dedicated Access - Token		Direct Access - Visa Spend Clarity
	Number of Incidents - Critical	Resolution Time	Number of Incidents - Critical	Resolution Time	Number of Incidents - High Priority	Resolution Time	Number of Incidents - High Priority
01/10/2022	0	N/A	0	N/A	0	N/A	0
02/10/2022	0	N/A	0	N/A	0	N/A	0
03/10/2022	0	N/A	0	N/A	0	N/A	0
04/10/2022	0	N/A	0	N/A	0	N/A	0
05/10/2022	0	N/A	0	N/A	0	N/A	0
06/10/2022	0	N/A	0	N/A	0	N/A	0
07/10/2022	0	N/A	0	N/A	0	N/A	0
08/10/2022	0	N/A	1	17h 14m	0	N/A	0
09/10/2022	0	N/A	0	N/A	0	N/A	0
10/10/2022	0	N/A	0	N/A	0	N/A	0
11/10/2022	0	N/A	0	N/A	0	N/A	0
12/10/2022	0	N/A	0	N/A	0	N/A	0
13/10/2022	0	N/A	0	N/A	0	N/A	0
14/10/2022	0	N/A	0	N/A	0	N/A	0
15/10/2022	0	N/A	1	91 mins	0	N/A	0
16/10/2022	0	N/A	0	N/A	0	N/A	0
17/10/2022	0	N/A	0	N/A	0	N/A	0
18/10/2022	0	N/A	0	N/A	0	N/A	0

19/10/2022	0	N/A	0	N/A	0	N/A	0	N/A
20/10/2022	0	N/A	0	N/A	0	N/A	0	N/A
21/10/2022	0	N/A	0	N/A	0	N/A	0	N/A
22/10/2022	0	N/A	0	N/A	0	N/A	0	N/A
23/10/2022	0	N/A	0	N/A	0	N/A	0	N/A
24/10/2022	0	N/A	0	N/A	0	N/A	0	N/A
25/10/2022	0	N/A	0	N/A	0	N/A	0	N/A
26/10/2022	0	N/A	0	N/A	0	N/A	0	N/A
27/10/2022	0	N/A	0	N/A	0	N/A	0	N/A
28/10/2022	0	N/A	0	N/A	0	N/A	0	N/A
29/10/2022	0	N/A	0	N/A	0	N/A	0	N/A
30/10/2022	0	N/A	0	N/A	0	N/A	0	N/A
31/10/2022	0	N/A	0	N/A	0	N/A	0	N/A
Monthly Total	0	N/A	2.00	18h 45m	0	N/A	0	N/A

Date	Dedicated Access - Token		Direct Access - Visa Spend Clarity		Dedicated Access - Token		Direct Access - Visa Spend Clarity	
	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
01/10/2022	0	NA	0	NA	0	NA	0	NA
02/10/2022	0	NA	0	NA	0	NA	0	NA
03/10/2022	0	NA	0	NA	0	NA	0	NA
04/10/2022	0	NA	0	NA	0	NA	0	NA
05/10/2022	0	NA	0	NA	0	NA	0	NA
06/10/2022	0	NA	0	NA	0	NA	0	NA
07/10/2022	0	NA	0	NA	0	NA	0	NA
08/10/2022	0	NA	0	NA	0	NA	0	NA
09/10/2022	0	NA	0	NA	0	NA	0	NA
10/10/2022	0	NA	0	NA	0	NA	0	NA
11/10/2022	0	NA	0	NA	0	NA	0	NA
12/10/2022	0	NA	0	NA	0	NA	0	NA
13/10/2022	0	NA	0	NA	0	NA	0	NA
14/10/2022	0	NA	0	NA	0	NA	0	NA
15/10/2022	0	NA	0	NA	0	NA	0	NA
16/10/2022	0	NA	0	NA	0	NA	0	NA
17/10/2022	0	NA	0	NA	0	NA	0	NA
18/10/2022	0	NA	0	NA	0	NA	0	NA
19/10/2022	0	NA	0	NA	0	NA	0	NA
20/10/2022	0	NA	0	NA	0	NA	0	NA
21/10/2022	0	NA	0	NA	0	NA	0	NA
22/10/2022	0	NA	0	NA	0	NA	0	NA
23/10/2022	0	NA	0	NA	0	NA	0	NA
24/10/2022	0	NA	0	NA	0	NA	0	NA
25/10/2022	0	NA	0	NA	0	NA	0	NA
26/10/2022	0	NA	0	NA	0	NA	0	NA
27/10/2022	0	NA	0	NA	0	NA	0	NA
28/10/2022	0	NA	0	NA	0	NA	0	NA
29/10/2022	0	NA	0	NA	0	NA	0	NA
30/10/2022	0	NA	0	NA	0	NA	0	NA
31/10/2022	0	NA	0	NA	0	NA	0	NA
Monthly Average	0	NA	0	NA	0	NA	0	NA

Date	Out of Hours Support		Monitoring		Contingency Plans		Maintenance			
	Dedicated Access - Token	Direct Access - Visa Spend Clarity	Dedicated Access - Token	Direct Access - Visa Spend Clarity	Dedicated Access - Token	Direct Access - Visa Spend Clarity	Dedicated Access - Token	Direct Access - Visa Spend Clarity	Dedicated Access - Token	Direct Access - Visa Spend Clarity
	Technical Support Hours		Monitoring Support Hours		Contingency Plan Back Up Time		Maintenance Hours - Priority 1 and 2		Maintenance Hours - Priority 3 and 4	
01/10/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
02/10/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
03/10/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
04/10/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
05/10/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
06/10/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
07/10/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
08/10/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
09/10/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
10/10/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
11/10/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
12/10/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
13/10/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
14/10/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
15/10/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
16/10/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
17/10/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
18/10/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
19/10/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
20/10/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
21/10/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
22/10/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
23/10/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
24/10/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
25/10/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
26/10/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
27/10/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
28/10/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
29/10/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
30/10/2022	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
31/10/2022	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