

Access Interfaces - Key Performance Indicators
Q3 2021



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					
April 2021 Average	100.00	100.00	100.00	0.00	0.00	0.00					
May 2021 Average	100.00	100.00	99.90	0.00	0.00	0.10					
June 2021 Average	100.00	100.00	100.00	0.00	0.00	0.00					
Q2 2021 Average	100.00	100.00	99.97	0.00	0.000	0.03					
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	
April 2021 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	98.00%
May 2021 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	98.00%
June 2021 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	98.00%
Q2 2021 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	98.00%
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	Resolution Time			
July 2021 Total	0	N/A	0	N/A	0	N/A	0	N/A			
Aug 2021 Total	0	N/A	0	N/A	0	N/A	1	79 mins			
Sept 2021 Total	0	N/A	0	N/A	0	N/A	0	N/A			
Q3 2021 Total	0	N/A	0	N/A	0	N/A	1	79 mins			
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			
	July 2021 Total	0	NA	0	NA	0	NA	0	NA		
Aug 2021 Total	0	NA	0	NA	0	NA	0	NA			
Sept 2021 Total	0	NA	0	NA	0	NA	0	NA			
Q3 2021 Total	0	N/A	0	N/A	0	N/A	0	N/A			
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		
July 2021 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0	
Aug 2021 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0	
Sept 2021 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0	
Q3 2021 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0	