

Availability KPI						
Date	Dedicated Access - Token		Direct Access - Visa Spend Clarity	Dedicated Access - Token		Direct Access - Visa Spend Clarity
	Token Availability	Elavon	Visa Spend Clarity	Token	Elavon Downtime	Visa Spend Clarity
01/10/2021	100	100	100	0	0	0
02/10/2021	100	100	100	0	0	0
03/10/2021	100	100	100	0	0	0
04/10/2021	100	100	100	0	0	0
05/10/2021	100	100	100	0	0	0
06/10/2021	100	100	100	0	0	0
07/10/2021	100	100	100	0	0	0
08/10/2021	100	100	100	0	0	0
09/10/2021	100	100	100	0	0	0
10/10/2021	100	100	100	0	0	0
11/10/2021	100	100	100	0	0	0
12/10/2021	100	100	100	0	0	0
13/10/2021	100	100	100	0	0	0
14/10/2021	100	100	100	0	0	0
15/10/2021	100	100	100	0	0	0
16/10/2021	100	100	100	0	0	0
17/10/2021	100	100	100	0	0	0
18/10/2021	100	100	100	0	0	0
19/10/2021	100	100	100	0	0	0
20/10/2021	100	100	100	0	0	0
21/10/2021	100	100	100	0	0	0
22/10/2021	100	100	100	0	0	0
23/10/2021	100	100	100	0	0	0
24/10/2021	100	100	100	0	0	0
25/10/2021	100	100	100	0	0	0
26/10/2021	100	100	100	0	0	0
27/10/2021	100	100	100	0	0	0
28/10/2021	100	100	100	0	0	0
29/10/2021	100	100	100	0	0	0
30/10/2021	100	100	100	0	0	0
31/10/2021	100	100	100	0	0	0
Monthly Average	100.000	100.000	100.000	0.000	0.000	0.000

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		
					P50	P75	P90	P95	P99.9			
01/10/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
02/10/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
03/10/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
04/10/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
05/10/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
06/10/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
07/10/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
08/10/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
09/10/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
10/10/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
11/10/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
12/10/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
13/10/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
14/10/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
15/10/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
16/10/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
17/10/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
18/10/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
19/10/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
20/10/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
21/10/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
22/10/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
23/10/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
24/10/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
25/10/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
26/10/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
27/10/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
28/10/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
29/10/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
30/10/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
31/10/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97
Monthly	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.97

Service Level Targets								
Date	Dedicated Access - Token		Direct Access - Visa Spend Clarity		Dedicated Access - Token		Direct Access - Visa Spend Clarity	
	Number of Incidents -	Resolution Time	Number of Incidents -	Resolution Time	Number of Incidents -	Resolution Time	Number of Incidents -	Resolution Time
01/10/2021	0	N/A	0	N/A	0	N/A	0	N/A
02/10/2021	0	N/A	0	N/A	0	N/A	0	N/A
03/10/2021	0	N/A	0	N/A	0	N/A	0	N/A
04/10/2021	0	N/A	0	N/A	0	N/A	0	N/A
05/10/2021	0	N/A	0	N/A	0	N/A	0	N/A
06/10/2021	0	N/A	0	N/A	0	N/A	0	N/A
07/10/2021	0	N/A	0	N/A	0	N/A	0	N/A
08/10/2021	0	N/A	0	N/A	0	N/A	0	N/A
09/10/2021	0	N/A	0	N/A	0	N/A	0	N/A
10/10/2021	0	N/A	0	N/A	0	N/A	0	N/A
11/10/2021	0	N/A	0	N/A	0	N/A	0	N/A
12/10/2021	0	N/A	0	N/A	0	N/A	0	N/A
13/10/2021	0	N/A	0	N/A	0	N/A	0	N/A
14/10/2021	0	N/A	0	N/A	0	N/A	0	N/A
15/10/2021	0	N/A	0	N/A	0	N/A	0	N/A
16/10/2021	0	N/A	0	N/A	0	N/A	0	N/A
17/10/2021	0	N/A	0	N/A	0	N/A	0	N/A
18/10/2021	0	N/A	0	N/A	0	N/A	0	N/A
19/10/2021	0	N/A	0	N/A	0	N/A	0	N/A
20/10/2021	0	N/A	0	N/A	0	N/A	0	N/A
21/10/2021	0	N/A	0	N/A	0	N/A	0	N/A
22/10/2021	0	N/A	0	N/A	0	N/A	0	N/A
23/10/2021	0	N/A	0	N/A	0	N/A	0	N/A
24/10/2021	0	N/A	0	N/A	0	N/A	0	N/A
25/10/2021	0	N/A	0	N/A	0	N/A	0	N/A
26/10/2021	0	N/A	0	N/A	0	N/A	0	N/A
27/10/2021	0	N/A	0	N/A	0	N/A	0	N/A
28/10/2021	0	N/A	0	N/A	0	N/A	0	N/A
29/10/2021	0	N/A	0	N/A	0	N/A	0	N/A
30/10/2021	0	N/A	0	N/A	0	N/A	0	N/A

31/10/2021	0	N/A	0	N/A	0	N/A	0	N/A
Monthly Average	0	N/A	0	N/A	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
01/10/2021	0	NA	0	NA	0	NA	0	NA
02/10/2021	0	NA	0	NA	0	NA	0	NA
03/10/2021	0	NA	0	NA	0	NA	0	NA
04/10/2021	0	NA	0	NA	0	NA	0	NA
05/10/2021	0	NA	0	NA	0	NA	0	NA
06/10/2021	0	NA	0	NA	0	NA	0	NA
07/10/2021	0	NA	0	NA	0	NA	0	NA
08/10/2021	0	NA	0	NA	0	NA	0	NA
09/10/2021	0	NA	0	NA	0	NA	0	NA
10/10/2021	0	NA	0	NA	0	NA	0	NA
11/10/2021	0	NA	0	NA	0	NA	0	NA
12/10/2021	0	NA	0	NA	0	NA	0	NA
13/10/2021	0	NA	0	NA	0	NA	0	NA
14/10/2021	0	NA	0	NA	0	NA	0	NA
15/10/2021	0	NA	0	NA	0	NA	0	NA
16/10/2021	0	NA	0	NA	0	NA	0	NA
17/10/2021	0	NA	0	NA	0	NA	0	NA
18/10/2021	0	NA	0	NA	0	NA	0	NA
19/10/2021	0	NA	0	NA	0	NA	0	NA
20/10/2021	0	NA	0	NA	0	NA	0	NA
21/10/2021	0	NA	0	NA	0	NA	0	NA
22/10/2021	0	NA	0	NA	0	NA	0	NA
23/10/2021	0	NA	0	NA	0	NA	0	NA
24/10/2021	0	NA	0	NA	0	NA	0	NA
25/10/2021	0	NA	0	NA	0	NA	0	NA
26/10/2021	0	NA	0	NA	0	NA	0	NA
27/10/2021	0	NA	0	NA	0	NA	0	NA
28/10/2021	0	NA	0	NA	0	NA	0	NA
29/10/2021	0	NA	0	NA	0	NA	0	NA
30/10/2021	0	NA	0	NA	0	NA	0	NA
31/10/2021	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
	Technical Support Hours		Monitoring Support Hours		Contingency Plan Back Up Time		Maintenance Hours - Priority 1 and 2		Maintenance Hours - Priority 3 and 4
01/10/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
02/10/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
03/10/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
04/10/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
05/10/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
06/10/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
07/10/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
08/10/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
09/10/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
10/10/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
11/10/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
12/10/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
13/10/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
14/10/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
15/10/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
16/10/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
17/10/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
18/10/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
19/10/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
20/10/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
21/10/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
22/10/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
23/10/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
24/10/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
25/10/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
26/10/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
27/10/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
28/10/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
29/10/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
30/10/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
31/10/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours
Monthly Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours