

| Availability KPI | | | | | | |
|------------------------|---------------|---------------|---------------|--------------|--------------|--------------|
| Date | Availability | Availability | Availability | Availability | Availability | Availability |
| 01/12/2021 | 100 | 100 | 100 | 0 | 0 | 0 |
| 02/12/2021 | 100 | 100 | 100 | 0 | 0 | 0 |
| 03/12/2021 | 100 | 100 | 100 | 0 | 0 | 0 |
| 04/12/2021 | 100 | 100 | 100 | 0 | 0 | 0 |
| 05/12/2021 | 100 | 100 | 100 | 0 | 0 | 0 |
| 06/12/2021 | 100 | 100 | 100 | 0 | 0 | 0 |
| 07/12/2021 | 100 | 100 | 100 | 0 | 0 | 0 |
| 08/12/2021 | 100 | 100 | 100 | 0 | 0 | 0 |
| 09/12/2021 | 100 | 100 | 100 | 0 | 0 | 0 |
| 10/12/2021 | 100 | 100 | 100 | 0 | 0 | 0 |
| 11/12/2021 | 100 | 100 | 100 | 0 | 0 | 0 |
| 12/12/2021 | 100 | 100 | 100 | 0 | 0 | 0 |
| 13/12/2021 | 100 | 100 | 100 | 0 | 0 | 0 |
| 14/12/2021 | 100 | 100 | 100 | 0 | 0 | 0 |
| 15/12/2021 | 100 | 100 | 100 | 0 | 0 | 0 |
| 16/12/2021 | 100 | 100 | 100 | 0 | 0 | 0 |
| 17/12/2021 | 100 | 100 | 100 | 0 | 0 | 0 |
| 18/12/2021 | 100 | 100 | 100 | 0 | 0 | 0 |
| 19/12/2021 | 100 | 100 | 100 | 0 | 0 | 0 |
| 20/12/2021 | 100 | 100 | 100 | 0 | 0 | 0 |
| 21/12/2021 | 100 | 100 | 100 | 0 | 0 | 0 |
| 22/12/2021 | 100 | 100 | 100 | 0 | 0 | 0 |
| 23/12/2021 | 100 | 100 | 100 | 0 | 0 | 0 |
| 24/12/2021 | 100 | 100 | 100 | 0 | 0 | 0 |
| 25/12/2021 | 100 | 100 | 100 | 0 | 0 | 0 |
| 26/12/2021 | 100 | 100 | 100 | 0 | 0 | 0 |
| 27/12/2021 | 100 | 100 | 100 | 0 | 0 | 0 |
| 28/12/2021 | 100 | 100 | 100 | 0 | 0 | 0 |
| 29/12/2021 | 100 | 100 | 100 | 0 | 0 | 0 |
| 30/12/2021 | 100 | 100 | 100 | 0 | 0 | 0 |
| 31/12/2021 | 100 | 100 | 100 | 0 | 0 | 0 |
| Monthly Average | 100.00 | 100.00 | 100.00 | 0.00 | 0.00 | 0.00 |

| 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 | | |
| 01/12/2021 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 02/12/2021 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 03/12/2021 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 04/12/2021 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 05/12/2021 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 06/12/2021 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 07/12/2021 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 08/12/2021 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 09/12/2021 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 10/12/2021 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 11/12/2021 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 12/12/2021 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 13/12/2021 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 14/12/2021 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 15/12/2021 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 16/12/2021 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 17/12/2021 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 18/12/2021 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 19/12/2021 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 20/12/2021 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 21/12/2021 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 22/12/2021 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 23/12/2021 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 24/12/2021 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 25/12/2021 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 26/12/2021 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 27/12/2021 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 28/12/2021 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 29/12/2021 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 30/12/2021 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 31/12/2021 | 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 Priority | Resolution Time | Number of Incidents - Critical Priority | Resolution Time | Number of Incident - High Priority | Resolution Time | Number of Incidents - High Priority | Resolution Time |
| 01/12/2021 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 02/12/2021 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 03/12/2021 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 04/12/2021 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 05/12/2021 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 06/12/2021 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 07/12/2021 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 08/12/2021 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 09/12/2021 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 10/12/2021 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 11/12/2021 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 12/12/2021 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 13/12/2021 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 14/12/2021 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 15/12/2021 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 16/12/2021 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 17/12/2021 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 18/12/2021 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 19/12/2021 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 20/12/2021 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 21/12/2021 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 22/12/2021 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 23/12/2021 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 24/12/2021 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 25/12/2021 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 26/12/2021 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 27/12/2021 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 28/12/2021 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 29/12/2021 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |

| | | | | | | | | |
|------------------------|--|------------------------|--|------------------------|---|------------------------|---|------------------------|
| 30/12/2021 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 31/12/2021 | 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 |
| 01/12/2021 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 02/12/2021 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 03/12/2021 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 04/12/2021 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 05/12/2021 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 06/12/2021 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 07/12/2021 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 08/12/2021 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 09/12/2021 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 10/12/2021 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 11/12/2021 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 12/12/2021 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 13/12/2021 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 14/12/2021 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 15/12/2021 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 16/12/2021 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 17/12/2021 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 18/12/2021 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 19/12/2021 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 20/12/2021 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 21/12/2021 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 22/12/2021 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 23/12/2021 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 24/12/2021 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 25/12/2021 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 26/12/2021 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 27/12/2021 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 28/12/2021 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 29/12/2021 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 30/12/2021 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 31/12/2021 | 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 | 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 | |
| 01/12/2021 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 02/12/2021 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 03/12/2021 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 04/12/2021 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 05/12/2021 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 06/12/2021 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 07/12/2021 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 08/12/2021 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 09/12/2021 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 10/12/2021 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 11/12/2021 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 12/12/2021 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 13/12/2021 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 14/12/2021 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 15/12/2021 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 16/12/2021 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 17/12/2021 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 18/12/2021 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 19/12/2021 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 20/12/2021 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 21/12/2021 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 22/12/2021 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 23/12/2021 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 24/12/2021 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 25/12/2021 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 26/12/2021 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 27/12/2021 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 28/12/2021 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 29/12/2021 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 30/12/2021 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 31/12/2021 | 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 |