

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 | | | | | | | | | | |
|------------------------|--------------------------|--------------------|------------------|--------------|--|------------|------------|------------|------------|------------|------------------------------------|
| | 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 |
| | | | | 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 |