

Access Interfaces - Key Performance Indicators  
January 2023



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
01/01/2023	100	100	100	0	0	0
02/01/2023	100	100	100	0	0	0
03/01/2023	100	100	100	0	0	0
04/01/2023	100	100	100	0	0	0
05/01/2023	100	100	100	0	0	0
06/01/2023	100	100	100	0	0	0
07/01/2023	100	100	100	0	0	0
08/01/2023	100	100	100	0	0	0
09/01/2023	100	100	100	0	0	0
10/01/2023	100	100	100	0	0	0
11/01/2023	100	100	100	0	0	0
12/01/2023	100	100	100	0	0	0
13/01/2023	100	100	100	0	0	0
14/01/2023	100	100	100	0	0	0
15/01/2023	100	100	100	0	0	0
16/01/2023	100	100	100	0	0	0
17/01/2023	100	100	100	0	0	0
18/01/2023	100	100	100	0	0	0
19/01/2023	100	100	100	0	0	0
20/01/2023	100	100	100	0	0	0
21/01/2023	100	100	100	0	0	0
22/01/2023	99.94	100	100	0.06	0	0
23/01/2023	100	100	100	0	0	0
24/01/2023	100	100	100	0	0	0
25/01/2023	100	100	100	0	0	0
26/01/2023	100	100	100	0	0	0
27/01/2023	100	100	100	0	0	0
28/01/2023	100	100	100	0	0	0
29/01/2023	100	100	100	0	0	0
30/01/2023	100	100	100	0	0	0
31/01/2023	100	100	100	0	0	0
<b>Monthly Average</b>	<b>99.998</b>	<b>100.000</b>	<b>100.000</b>	<b>0.002</b>	<b>0.000</b>	<b>0.000</b>

Date	Performance KPI										Direct Access - Visa Spend Clarity
	Dedicated Access - Token										
	TPP Type	Number of Requests	Number of Errors	Error Rate	Request Duration (ms) - AISP average end-to-end Transaction time						
				P50	P75	P90	P95	P99	P99.9		
01/01/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
02/01/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
03/01/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
04/01/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
05/01/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
06/01/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
07/01/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
08/01/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
09/01/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
10/01/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
11/01/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
12/01/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
13/01/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
14/01/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
15/01/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
16/01/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
17/01/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
18/01/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
19/01/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
20/01/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
21/01/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
22/01/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
23/01/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
24/01/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
25/01/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
26/01/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
27/01/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
28/01/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
29/01/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
30/01/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
31/01/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
<b>Monthly Average</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>0.99</b>

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	Resolution Time	Number of Incidents - Critical	Resolution Time	Number of Incident - High Priority	Resolution Time	Number of Incidents - High Priority	Resolution Time	

01/01/2023	0	N/A	0	N/A	0	N/A	0	N/A
02/01/2023	0	N/A	0	N/A	0	N/A	0	N/A
03/01/2023	0	N/A	0	N/A	0	N/A	0	N/A
04/01/2023	0	N/A	0	N/A	0	N/A	0	N/A
05/01/2023	0	N/A	0	N/A	0	N/A	0	N/A
06/01/2023	0	N/A	0	N/A	0	N/A	0	N/A
07/01/2023	0	N/A	0	N/A	0	N/A	0	N/A
08/01/2023	0	N/A	0	N/A	0	N/A	0	N/A
09/01/2023	0	N/A	0	N/A	0	N/A	0	N/A
10/01/2023	0	N/A	0	N/A	0	N/A	0	N/A
11/01/2023	0	N/A	0	N/A	0	N/A	0	N/A
12/01/2023	0	N/A	0	N/A	0	N/A	0	N/A
13/01/2023	0	N/A	0	N/A	0	N/A	0	N/A
14/01/2023	0	N/A	0	N/A	0	N/A	0	N/A
15/01/2023	0	N/A	0	N/A	0	N/A	0	N/A
16/01/2023	0	N/A	0	N/A	0	N/A	0	N/A
17/01/2023	0	N/A	0	N/A	0	N/A	0	N/A
18/01/2023	0	N/A	0	N/A	0	N/A	0	N/A
19/01/2023	0	N/A	0	N/A	0	N/A	0	N/A
20/01/2023	0	N/A	0	N/A	0	N/A	0	N/A
21/01/2023	0	N/A	0	N/A	0	N/A	0	N/A
22/01/2023	0	N/A	0	N/A	0	N/A	0	N/A
23/01/2023	0	N/A	0	N/A	0	N/A	0	N/A
24/01/2023	0	N/A	0	N/A	0	N/A	0	N/A
25/01/2023	0	N/A	0	N/A	0	N/A	0	N/A
26/01/2023	0	N/A	0	N/A	0	N/A	0	N/A
27/01/2023	0	N/A	0	N/A	0	N/A	0	N/A
28/01/2023	0	N/A	0	N/A	0	N/A	0	N/A
29/01/2023	0	N/A	0	N/A	0	N/A	0	N/A
30/01/2023	0	N/A	0	N/A	0	N/A	0	N/A
31/01/2023	0	N/A	0	N/A	0	N/A	0	N/A
<b>Monthly Average</b>	<b>0</b>	<b>N/A</b>	<b>0</b>	<b>N/A</b>	<b>0</b>	<b>N/A</b>	<b>0</b>	<b>N/A</b>

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
01/01/2023	0	NA	0	NA	0	NA	0	NA
02/01/2023	0	NA	0	NA	0	NA	0	NA
03/01/2023	0	NA	0	NA	0	NA	0	NA
04/01/2023	0	NA	0	NA	0	NA	0	NA
05/01/2023	0	NA	0	NA	0	NA	0	NA
06/01/2023	0	NA	0	NA	0	NA	0	NA
07/01/2023	0	NA	0	NA	0	NA	0	NA
08/01/2023	0	NA	0	NA	0	NA	0	NA
09/01/2023	0	NA	0	NA	0	NA	0	NA
10/01/2023	0	NA	0	NA	0	NA	0	NA
11/01/2023	0	NA	0	NA	0	NA	0	NA
12/01/2023	0	NA	0	NA	0	NA	0	NA
13/01/2023	0	NA	0	NA	0	NA	0	NA
14/01/2023	0	NA	0	NA	0	NA	0	NA
15/01/2023	0	NA	0	NA	0	NA	0	NA
16/01/2023	0	NA	0	NA	0	NA	0	NA
17/01/2023	0	NA	0	NA	0	NA	0	NA
18/01/2023	0	NA	0	NA	0	NA	0	NA
19/01/2023	0	NA	0	NA	0	NA	0	NA
20/01/2023	0	NA	0	NA	0	NA	0	NA
21/01/2023	0	NA	0	NA	0	NA	0	NA
22/01/2023	0	NA	0	NA	0	NA	0	NA
23/01/2023	0	NA	0	NA	0	NA	0	NA
24/01/2023	0	NA	0	NA	0	NA	0	NA
25/01/2023	0	NA	0	NA	0	NA	0	NA
26/01/2023	0	NA	0	NA	0	NA	0	NA
27/01/2023	0	NA	0	NA	0	NA	0	NA
28/01/2023	0	NA	0	NA	0	NA	0	NA
29/01/2023	0	NA	0	NA	0	NA	0	NA
30/01/2023	0	NA	0	NA	0	NA	0	NA
31/01/2023	0	NA	0	NA	0	NA	0	NA
<b>Monthly Average</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>NA</b>	<b>0</b>	<b>NA</b>

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	
01/01/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
02/01/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
03/01/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
04/01/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
05/01/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
06/01/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
07/01/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
08/01/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
09/01/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
10/01/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
11/01/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
12/01/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
13/01/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
14/01/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
15/01/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
16/01/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
17/01/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
18/01/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
19/01/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0

20/01/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
21/01/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
22/01/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
23/01/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
24/01/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
25/01/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
26/01/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
27/01/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
28/01/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
29/01/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
30/01/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
31/01/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
<b>Monthly Average</b>	<b>24 Hours</b>	<b>24 Hours</b>	<b>24 Hours</b>	<b>24 Hours</b>	<b>NA</b>	<b>0</b>	<b>24 Hours</b>	<b>0</b>	<b>24 Hours</b>	<b>0</b>