

Access Interfaces - Key Performance Indicators

January 2024



| 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 |
| 01/01/2024 | 100 | 100 | 100 | 0 | 0 | 0 |
| 02/01/2024 | 100 | 100 | 100 | 0 | 0 | 0 |
| 03/01/2024 | 100 | 100 | 100 | 0 | 0 | 0 |
| 04/01/2024 | 100 | 100 | 100 | 0 | 0 | 0 |
| 05/01/2024 | 100 | 100 | 100 | 0 | 0 | 0 |
| 06/01/2024 | 100 | 100 | 100 | 0 | 0 | 0 |
| 07/01/2024 | 100 | 100 | 100 | 0 | 0 | 0 |
| 08/01/2024 | 100 | 100 | 100 | 0 | 0 | 0 |
| 09/01/2024 | 100 | 100 | 100 | 0 | 0 | 0 |
| 10/01/2024 | 100 | 100 | 100 | 0 | 0 | 0 |
| 11/01/2024 | 100 | 100 | 100 | 0 | 0 | 0 |
| 12/01/2024 | 100 | 100 | 100 | 0 | 0 | 0 |
| 13/01/2024 | 100 | 86.34 | 100 | 0 | 13.66 | 0 |
| 14/01/2024 | 100 | 49.41 | 100 | 0 | 50.59 | 0 |
| 15/01/2024 | 100 | 100 | 100 | 0 | 0 | 0 |
| 16/01/2024 | 100 | 100 | 100 | 0 | 0 | 0 |
| 17/01/2024 | 100 | 100 | 100 | 0 | 0 | 0 |
| 18/01/2024 | 100 | 100 | 100 | 0 | 0 | 0 |
| 19/01/2024 | 100 | 100 | 100 | 0 | 0 | 0 |
| 20/01/2024 | 100 | 100 | 100 | 0 | 0 | 0 |
| 21/01/2024 | 100 | 100 | 100 | 0 | 0 | 0 |
| 22/01/2024 | 100 | 100 | 100 | 0 | 0 | 0 |
| 23/01/2024 | 100 | 100 | 100 | 0 | 0 | 0 |
| 24/01/2024 | 100 | 100 | 100 | 0 | 0 | 0 |
| 25/01/2024 | 100 | 100 | 100 | 0 | 0 | 0 |
| 26/01/2024 | 100 | 100 | 100 | 0 | 0 | 0 |
| 27/01/2024 | 100 | 100 | 100 | 0 | 0 | 0 |
| 28/01/2024 | 100 | 100 | 100 | 0 | 0 | 0 |
| 29/01/2024 | 100 | 100 | 100 | 0 | 0 | 0 |
| 30/01/2024 | 100 | 100 | 100 | 0 | 0 | 0 |
| 31/01/2024 | 100 | 100 | 100 | 0 | 0 | 0 |
| Monthly Average | 100.000 | 97.927 | 100.000 | 0.000 | 2.073 | 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 Transaction time | |
| | | | | | P50 | P75 | P90 | P95 | P99 | P99.9 | | |
| 01/01/2024 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 02/01/2024 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 03/01/2024 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 04/01/2024 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 05/01/2024 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 06/01/2024 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 07/01/2024 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 08/01/2024 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 09/01/2024 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 10/01/2024 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 11/01/2024 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 12/01/2024 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 13/01/2024 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 14/01/2024 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 15/01/2024 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 16/01/2024 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 17/01/2024 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 18/01/2024 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 19/01/2024 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 20/01/2024 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 21/01/2024 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 22/01/2024 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 23/01/2024 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 24/01/2024 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 25/01/2024 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 26/01/2024 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 27/01/2024 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 28/01/2024 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 29/01/2024 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 30/01/2024 | N/A | N/A | N/A | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |
| 31/01/2024 | 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 | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 0.99 |

| Service Level Targets | | | | |
|--------------------------|------------------------------------|--------------------------|------------------------------------|--|
| Problem Resolution | | | | |
| Dedicated Access - Token | Direct Access - Visa Spend Clarity | Dedicated Access - Token | Direct Access - Visa Spend Clarity | |

| Date | 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 |
|------------------------|---|-----------------|---|-----------------|------------------------------------|-----------------|-------------------------------------|-----------------|
| 01/01/2024 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 02/01/2024 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 03/01/2024 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 04/01/2024 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 05/01/2024 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 06/01/2024 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 07/01/2024 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 08/01/2024 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 09/01/2024 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 10/01/2024 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 11/01/2024 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 12/01/2024 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 13/01/2024 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 14/01/2024 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 15/01/2024 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 16/01/2024 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 17/01/2024 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 18/01/2024 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 19/01/2024 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 20/01/2024 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 21/01/2024 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 22/01/2024 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 23/01/2024 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 24/01/2024 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 25/01/2024 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 26/01/2024 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 27/01/2024 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 28/01/2024 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 29/01/2024 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 30/01/2024 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| 31/01/2024 | 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 |
| 01/01/2024 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 02/01/2024 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 03/01/2024 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 04/01/2024 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 05/01/2024 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 06/01/2024 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 07/01/2024 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 08/01/2024 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 09/01/2024 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 10/01/2024 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 11/01/2024 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 12/01/2024 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 13/01/2024 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 14/01/2024 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 15/01/2024 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 16/01/2024 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 17/01/2024 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 18/01/2024 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 19/01/2024 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 20/01/2024 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 21/01/2024 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 22/01/2024 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 23/01/2024 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 24/01/2024 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 25/01/2024 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 26/01/2024 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 27/01/2024 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 28/01/2024 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 29/01/2024 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 30/01/2024 | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| 31/01/2024 | 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 | |
| 01/01/2024 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 02/01/2024 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 03/01/2024 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 04/01/2024 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 05/01/2024 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 06/01/2024 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 07/01/2024 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 08/01/2024 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 09/01/2024 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 10/01/2024 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 11/01/2024 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 12/01/2024 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 13/01/2024 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |

| | | | | | | | | | | |
|------------------------|-----------------|-----------------|-----------------|-----------------|-----------|----------|-----------------|----------|-----------------|----------|
| 14/01/2024 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 15/01/2024 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 16/01/2024 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 17/01/2024 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 18/01/2024 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 19/01/2024 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 20/01/2024 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 21/01/2024 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 22/01/2024 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 23/01/2024 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 24/01/2024 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 25/01/2024 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 26/01/2024 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 27/01/2024 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 28/01/2024 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 29/01/2024 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 30/01/2024 | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| 31/01/2024 | 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 |