

Access Interfaces - Key Performance Indicators
October 2024



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
01/10/2024	100	100	100	0	0	0
02/10/2024	100	100	100	0	0	0
03/10/2024	100	100	100	0	0	0
04/10/2024	100	100	100	0	0	0
05/10/2024	100	100	100	0	0	0
06/10/2024	100	100	100	0	0	0
07/10/2024	100	100	100	0	0	0
08/10/2024	100	100	100	0	0	0
09/10/2024	99.9	100	100	0.1	0	0
10/10/2024	100	100	100	0	0	0
11/10/2024	100	100	100	0	0	0
12/10/2024	100	100	100	0	0	0
13/10/2024	100	100	100	0	0	0
14/10/2024	100	100	100	0	0	0
15/10/2024	100	100	100	0	0	0
16/10/2024	100	100	100	0	0	0
17/10/2024	100	100	100	0	0	0
18/10/2024	100	100	100	0	0	0
19/10/2024	100	100	100	0	0	0
20/10/2024	100	100	100	0	0	0
21/10/2024	100	100	100	0	0	0
22/10/2024	100	100	100	0	0	0
23/10/2024	100	100	100	0	0	0
24/10/2024	100	100	100	0	0	0
25/10/2024	100	100	100	0	0	0
26/10/2024	100	100	100	0	0	0
27/10/2024	100	100	100	0	0	0
28/10/2024	100	100	100	0	0	0
29/10/2024	100	100	100	0	0	0
30/10/2024	100	100	100	0	0	0
31/10/2024	100	100	100	0	0	0
Monthly Average	100.00	100.000	100.00	0.003	0.000	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		
01/10/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.93
02/10/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.93
03/10/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.93
04/10/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.93
05/10/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.93
06/10/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.93
07/10/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.93
08/10/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.93
09/10/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.93
10/10/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.93
11/10/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.93
12/10/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.93
13/10/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.93
14/10/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.93
15/10/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.93
16/10/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.93
17/10/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.93
18/10/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.93
19/10/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.93
20/10/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.93
21/10/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.93
22/10/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.93
23/10/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.93
24/10/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.93
25/10/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.93
26/10/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.93
27/10/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.93
28/10/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.93
29/10/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.93
30/10/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.93
31/10/2024	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.93
Monthly Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98

Service Level Targets								
Date	Dedicated Access - Token				Direct Access - Visa Spend Clarity			
	Number of Incidents - Critical	Resolution Time	Number of Incidents - Critical	Resolution Time	Number of Incidents - High Priority	Resolution Time	Number of Incidents - High Priority	Resolution Time
01/10/2024	0	N/A	0	N/A	0	N/A	0	N/A
02/10/2024	0	N/A	0	N/A	0	N/A	0	N/A
03/10/2024	0	N/A	0	N/A	0	N/A	0	N/A
04/10/2024	0	N/A	0	N/A	0	N/A	0	N/A
05/10/2024	0	N/A	0	N/A	0	N/A	0	N/A
06/10/2024	0	N/A	0	N/A	0	N/A	0	N/A
07/10/2024	0	N/A	0	N/A	0	N/A	0	N/A
08/10/2024	0	N/A	0	N/A	0	N/A	0	N/A
09/10/2024	0	N/A	0	N/A	0	N/A	0	N/A
10/10/2024	0	N/A	0	N/A	0	N/A	0	N/A
11/10/2024	0	N/A	0	N/A	0	N/A	0	N/A
12/10/2024	0	N/A	0	N/A	0	N/A	0	N/A
13/10/2024	0	N/A	0	N/A	0	N/A	0	N/A
14/10/2024	0	N/A	0	N/A	0	N/A	0	N/A
15/10/2024	0	N/A	0	N/A	0	N/A	0	N/A
16/10/2024	0	N/A	0	N/A	0	N/A	0	N/A
17/10/2024	0	N/A	0	N/A	0	N/A	0	N/A
18/10/2024	0	N/A	0	N/A	0	N/A	0	N/A
19/10/2024	0	N/A	0	N/A	0	N/A	0	N/A

20/10/2024	0	N/A	0	N/A	0	N/A	0	N/A
21/10/2024	0	N/A	0	N/A	0	N/A	0	N/A
22/10/2024	0	N/A	0	N/A	0	N/A	0	N/A
23/10/2024	0	N/A	0	N/A	0	N/A	0	N/A
24/10/2024	0	N/A	0	N/A	0	N/A	0	N/A
25/10/2024	0	N/A	0	N/A	0	N/A	0	N/A
26/10/2024	0	N/A	0	N/A	0	N/A	0	N/A
27/10/2024	0	N/A	0	N/A	0	N/A	0	N/A
28/10/2024	0	N/A	0	N/A	0	N/A	0	N/A
29/10/2024	0	N/A	0	N/A	0	N/A	0	N/A
30/10/2024	0	N/A	0	N/A	0	N/A	0	N/A
31/10/2024	0	N/A	0	N/A	0	N/A	0	N/A
Monthly Total	0	N/A	0.00	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
01/10/2024	0	NA	0	NA	0	NA	0	NA
02/10/2024	0	NA	0	NA	0	NA	0	NA
03/10/2024	0	NA	0	NA	0	NA	0	NA
04/10/2024	0	NA	0	NA	0	NA	0	NA
05/10/2024	0	NA	0	NA	0	NA	0	NA
06/10/2024	0	NA	0	NA	0	NA	0	NA
07/10/2024	0	NA	0	NA	0	NA	0	NA
08/10/2024	0	NA	0	NA	0	NA	0	NA
09/10/2024	0	NA	0	NA	0	NA	0	NA
10/10/2024	0	NA	0	NA	0	NA	0	NA
11/10/2024	0	NA	0	NA	0	NA	0	NA
12/10/2024	0	NA	0	NA	0	NA	0	NA
13/10/2024	0	NA	0	NA	0	NA	0	NA
14/10/2024	0	NA	0	NA	0	NA	0	NA
15/10/2024	0	NA	0	NA	0	NA	0	NA
16/10/2024	0	NA	0	NA	0	NA	0	NA
17/10/2024	0	NA	0	NA	0	NA	0	NA
18/10/2024	0	NA	0	NA	0	NA	0	NA
19/10/2024	0	NA	0	NA	0	NA	0	NA
20/10/2024	0	NA	0	NA	0	NA	0	NA
21/10/2024	0	NA	0	NA	0	NA	0	NA
22/10/2024	0	NA	0	NA	0	NA	0	NA
23/10/2024	0	NA	0	NA	0	NA	0	NA
24/10/2024	0	NA	0	NA	0	NA	0	NA
25/10/2024	0	NA	0	NA	0	NA	0	NA
26/10/2024	0	NA	0	NA	0	NA	0	NA
27/10/2024	0	NA	0	NA	0	NA	0	NA
28/10/2024	0	NA	0	NA	0	NA	0	NA
29/10/2024	0	NA	0	NA	0	NA	0	NA
30/10/2024	0	NA	0	NA	0	NA	0	NA
31/10/2024	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	
01/10/2024	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
02/10/2024	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
03/10/2024	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
04/10/2024	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
05/10/2024	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
06/10/2024	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
07/10/2024	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
08/10/2024	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
09/10/2024	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
10/10/2024	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
11/10/2024	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
12/10/2024	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
13/10/2024	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
14/10/2024	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
15/10/2024	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
16/10/2024	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
17/10/2024	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
18/10/2024	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
19/10/2024	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
20/10/2024	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
21/10/2024	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
22/10/2024	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
23/10/2024	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
24/10/2024	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
25/10/2024	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
26/10/2024	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
27/10/2024	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
28/10/2024	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
29/10/2024	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
30/10/2024	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
31/10/2024	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