Access Interfaces - Key Performance Indicators

Q1 2022

Elavon

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
Jan 2022 Average	100.00	100.00	100.00	0.00	0.00	0.00
Feb 2022 Average	100.00	100.00	100.00	0.00	0.00	0.00
March 2022 Average	100.00	100.00	99.80	0.00	0.00	0.20
Q1 2022 Average	100.00	100.00	99.93	0.00	0.000	0.07

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
					P50	P75	P90	P95	P99	P99.9	
Jan 2022 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	99.00%
Feb 2022 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	99.00%
March 2022 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	99.00%
Q1 2022 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	99.00%

Service Level Targets

Problem Resolution

Date	Dedicated Access - Token		Direct Access - Visa Spend Clarity		Dedicated Access - Token		Direct Access - Visa Spend Clarity	
	Number of Incidents - Crtical Priority	Resolution Time	Number of Incidents - Crtical Priority	Resolution Time	Number of Incident - High Priority	Resolution Time	Number of Incidents - High Priority	Resolution Time
Jan 2022 Total	0	N/A	0	N/A	0	N/A	0	N/A
Feb 2022 Total	0	N/A	0	N/A	0	N/A	0	N/A
March 2022 Total	0	N/A	0	N/A	0	N/A	0.03	2.74
Q1 2022 Total	0	N/A	0	N/A	0	N/A	0.03	2.74

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
Jan 2022 Total	0	NA	0	NA	0	NA	0	NA
Feb 2022 Total	0	NA	0	NA	0	NA	0	NA
March 2022 Total	0	NA	0	NA	0	NA	0	NA
Q1 2022 Total	0	N/A	0	N/A	0	N/A	0	N/A

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		Maintenance Hours - Priority 3 and	
Jan 2022 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
Feb 2022 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
March 2022 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
Q1 2022 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0