

Access Interfaces - Key Performance Indicators

Q1 2023



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	100.00	0.00	0.00	0.00					
Q1 2022 Average	100.00	100.00	100.00	0.00	0.00	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	
Jan 2022 Average	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	99.00%
Feb 2022 Average	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	99.00%
March 2022 Average	N/A	N/A	N/A	N/A	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											
Date	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			
Jan 2023 Total	0	N/A	0	N/A	0	N/A	0	N/A			
Feb 2023 Total	0	N/A	0	N/A	0	N/A	0	N/A			
March 2023 Total	0	N/A	0	N/A	0	N/A	0	N/A			
Q1 2023 Total	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			
	Jan 2023 Total	0	NA	0	NA	0	NA	0	NA		
Feb 2023 Total	0	NA	0	NA	0	NA	0	NA			
March 2023 Total	0	NA	0	NA	0	NA	0	NA			
Q1 2023 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 2		Maintenance Hours - Priority 3 and 4		
Jan 2023 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0	
Feb 2023 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0	
March 2023 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0	
Q1 2023 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0	