Access Interfaces - Key Performance Indicators

Q3 2023

Elavon

Availability KPI

Date	Dedicated Access - Token		Direct Access - Visa Spend Clarity	Dedicated Access - Token		Direct Access - Visa Spend Clarity
	Token	Elavon	Visa Spend	Token	Elavon	Visa Spend
July 2023 Average	100.00	100.00	100.00	0.00	0.00	0.00
August 2023 Average	100.00	100.00	100.00	0.00	0.00	0.00
Sept 2023 Average	100.00	100.00	100.00	0.00	0.00	0.00
Q3 2023 Average	100.00	100.00	100.00	0.00	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
					P50	P75	P90	P95	P99	P99.9	
July 2023 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	99.00%
August 2023 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	99.00%
Sept 2023 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	99.00%
Q3 2023 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	Resolution	Number of	Resolution	Number of	Resolution	Number of	Resolution
July 2023 Total	0	N/A	0	N/A	0	N/A	0	N/A
August 2023 Total	0	N/A	0	N/A	0	N/A	0	N/A
Sept 2023 Total	0	N/A	0	N/A	0	N/A	0.00	N/A
Q3 2023 Total	0	N/A	0	N/A	0	N/A	0.00	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
July 2023 Total	0	NA	0	NA	0	NA	0	NA
August 2023 Total	0	NA	0	NA	0	NA	0	NA
Sept 2023 Total	0	NA	0	NA	0	NA	0	NA
Q3 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	Dedicated Access - Token	Direct Access - Visa Spend	Dedicated Access - Token	Direct Access - Visa Spend	Dedicated Access - Token	Direct Access - Visa Spend	Dedicated Access - Token	Direct Access - Visa Spend
	Technical Support Hours		Monitoring Support Hours		Contingency Plan Back Up Time		Maintenance Hours - Priority 1 and		Maintenance Hours - Priority 3 and	
July 2023 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
August 2023 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
Sept 2023 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
Q3 2023 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0