

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				
Oct 2021 Average	100.00	100.00	100.00	0.00	0.00	0.00				
Nov 2021 Average	100.00	100.00	99.97	0.00	0.00	0.03				
Dec 2021 Average	100.00	100.00	100.00	0.00	0.00	0.00				
Q4 2021 Average	100.00	100.00	99.99	0.00	0.00	0.01				

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
Oct 2021 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	97.00%
Nov 2021 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	99.00%
Dec 2021 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	99.00%
Q4 2021 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	98.33%

Service Level Targets								
Date	Dedicated Access - Token		Direct Access - Visa Spend Clarity		Dedicated Access - Token		Direct Access - Visa Spend Clarity	
	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
Oct 2021 Total	0	N/A	0	N/A	0	N/A	0	N/A
Nov 2021 Total	0	N/A	0	N/A	0	N/A	0	N/A
Dec 2021 Total	0	N/A	0	N/A	0	N/A	0	N/A
Q4 2021 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
Oct 2021 Total	0	NA	0	NA	0	NA	0	NA
Nov 2021 Total	0	NA	0	NA	0	NA	0	NA
Dec 2021 Total	0	NA	0	NA	0	NA	0	NA
Q4 2021 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	
Oct 2021 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
Nov 2021 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
Dec 2021 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
Q4 2021 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0