

Access Interfaces - Key Performance Indicators

Q4 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						
Oct 2023 Average	100.00	100.00	99.19	0.00	0.00	0.81						
Nov 2023 Average	100.00	100.00	100.00	0.00	0.00	0.00						
Dec 2023 Average	100.00	100.00	100.00	0.00	0.00	0.00						
Q4 2023 Average	100.00	100.00	99.73	0.00	0.000	0.27						
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 2023 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	99.00%
Nov 2023 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	99.00%
Dec 2023 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	99.00%
Q4 2023 Average	N/A	N/A	N/A	0.00%	N/A	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 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 2023 Total	0	N/A	0	N/A	0	N/A	1	5 hours				
Nov 2023 Total	0	N/A	0	N/A	0	N/A	0	N/A				
Dec 2023 Total	0	N/A	0	N/A	0	N/A	0	N/A				
Q4 2023 Total	0	N/A	0	N/A	0	N/A	1	5 Hours				
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 2023 Total	0	NA	0	NA	0	NA	0	NA			
Nov 2023 Total	0	NA	0	NA	0	NA	0	NA				
Dec 2023 Total	0	NA	0	NA	0	NA	0	NA				
Q4 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			
Oct 2023 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0		
Nov 2023 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0		
Dec 2023 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0		
Q4 2023 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0		