## Access Interfaces - Key Performance Indicators

Q4 2023



		Avai	lability KPI				1				
Date	Dedicated Access - Token		Visa Spend Clarity		ccess - 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 K						
	Dedicated Access - Token										Direct Access - Visa Spend Clarity
Date	TPP Type	TPP Type Number of Requests Number of Error Rate Request Duration (ms) - AISP average end-to-end Transaction til						ransaction 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	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	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	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	99.00%
	_		Service	Level Targets							
	Dadiastad A	Talaa	I Direct Access N	Problem Resolution		Tokon Direct Access VIII Const City					
Date	Dedicated Access - Token  Number of Resolution		Direct Access - Visa Spend Clarity  Number of Resolution		Dedicated Access - Token  Number of Resolution		Direct Access - Visa Spend Clarity  Number of Resolution				
	Incidents - Critical Priority	Time	Incidents - Critical Priority	Time	Incident - High Priority	Time	Incidents - High Priority	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			
	Dedicated A	Dedicated Access - Token		Direct Access - Visa Spend Clarity		Dedicated Access - Token		Direct Access - Visa Spend Clarity			
Date	Number of Incidents -	Resolution Time	Number of Incidents -	Resolution Time	Number of Incidents - Low	Resolution Time	Number of Incidents - Low	Resolution Time			
	Medium Priority		Medium Priority		Priority		Priority				
Oct 2023 Total	0	NA NA	0	NA NA	0	NA NA	0	NA NA			
Nov 2023 Total  Dec 2023 Total	0	NA NA	0	NA NA	0	NA NA	0	NA NA	-		
Q4 2023 Total	0	NA N/A	0	NA N/A	0 <b>0</b>	NA N/A	0 <b>0</b>	NA N/A			
Date		Out of Hours Support		Monitoring		Contingency Plans			nance		1
	Dedicated			Dedicated Direct Access -		Dedicated Direct Access -		Dedicated Direct Access - Access - Token Visa Spend Clarity		Dedicated Direct Access - Visa Spend Clarity	
	Technical Support Hours		Monitoring Support Hours		Contingency Plan Back Up Time		Maintenance Hours - Priority 1 and 2		Maintenance Ho	urs - 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	