

Date	Availability KPI						
	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	
01/11/2021	100	100	99.97	0	0	0.03	
02/11/2021	100	100	99.97	0	0	0.03	
03/11/2021	100	100	99.97	0	0	0.03	
04/11/2021	100	100	99.97	0	0	0.03	
05/11/2021	100	100	99.97	0	0	0.03	
06/11/2021	100	100	99.97	0	0	0.03	
07/11/2021	100	100	99.97	0	0	0.03	
08/11/2021	100	100	99.97	0	0	0.03	
09/11/2021	100	100	99.97	0	0	0.03	
10/11/2021	100	100	99.97	0	0	0.03	
11/11/2021	100	100	99.97	0	0	0.03	
12/11/2021	100	100	99.97	0	0	0.03	
13/11/2021	100	100	99.97	0	0	0.03	
14/11/2021	100	100	99.97	0	0	0.03	
15/11/2021	100	100	99.97	0	0	0.03	
16/11/2021	100	100	99.97	0	0	0.03	
17/11/2021	100	100	99.97	0	0	0.03	
18/11/2021	100	100	99.97	0	0	0.03	
19/11/2021	100	100	99.97	0	0	0.03	
20/11/2021	100	100	99.97	0	0	0.03	
21/11/2021	100	100	99.97	0	0	0.03	
22/11/2021	100	100	99.97	0	0	0.03	
23/11/2021	100	100	99.97	0	0	0.03	
24/11/2021	100	100	99.97	0	0	0.03	
25/11/2021	100	100	99.97	0	0	0.03	
26/11/2021	100	100	99.97	0	0	0.03	
27/11/2021	100	100	99.97	0	0	0.03	
28/11/2021	100	100	99.97	0	0	0.03	
29/11/2021	100	100	99.97	0	0	0.03	
30/11/2021	100	100	99.97	0	0	0.03	
Monthly Average	100.00	100.00	99.97	0.00	0.00	0.03	

Date	Performance KPI										Direct Access - Visa Spend Clarity
	Dedicated Access - Token										
	TPP Type	Number of Requests	Number of Errors	Error Rate	Request Duration (ms) - AISP average end-to-end Transaction time						
				P50	P75	P90	P95	P99	P99.9		
01/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
02/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
03/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
04/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
05/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
06/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
07/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
08/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
09/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
10/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
11/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
12/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
13/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
14/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
15/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
16/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
17/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
18/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
19/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
20/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
21/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
22/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
23/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
24/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
25/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
26/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
27/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
28/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
29/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
30/11/2021	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
Monthly Average	N/A	N/A	N/A	0.00	N/A	N/A	N/A	N/A	N/A	N/A	0.99

Date	Service Level Targets							
	Problem Resolution				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 Incidents - High Priority	Resolution Time	Number of Incidents - High Priority	Resolution Time	
01/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
02/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
03/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
04/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
05/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
06/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
07/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
08/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
09/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
10/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
11/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
12/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
13/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
14/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
15/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
16/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
17/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
18/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
19/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
20/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
21/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
22/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
23/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
24/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
25/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
26/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
27/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
28/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
29/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
30/11/2021	0	N/A	0	N/A	0	N/A	0	N/A
Monthly Total	0.00	N/A	0.00	N/A	0.00	N/A	0	N/A
	Dedicated Access - Token		Direct Access - Visa Spend Clarity		Dedicated Access - Token		Direct Access - Visa Spend Clarity	

Date	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
01/11/2021	0	NA	0	NA	0	NA	0	NA
02/11/2021	0	NA	0	NA	0	NA	0	NA
03/11/2021	0	NA	0	NA	0	NA	0	NA
04/11/2021	0	NA	0	NA	0	NA	0	NA
05/11/2021	0	NA	0	NA	0	NA	0	NA
06/11/2021	0	NA	0	NA	0	NA	0	NA
07/11/2021	0	NA	0	NA	0	NA	0	NA
08/11/2021	0	NA	0	NA	0	NA	0	NA
09/11/2021	0	NA	0	NA	0	NA	0	NA
10/11/2021	0	NA	0	NA	0	NA	0	NA
11/11/2021	0	NA	0	NA	0	NA	0	NA
12/11/2021	0	NA	0	NA	0	NA	0	NA
13/11/2021	0	NA	0	NA	0	NA	0	NA
14/11/2021	0	NA	0	NA	0	NA	0	NA
15/11/2021	0	NA	0	NA	0	NA	0	NA
16/11/2021	0	NA	0	NA	0	NA	0	NA
17/11/2021	0	NA	0	NA	0	NA	0	NA
18/11/2021	0	NA	0	NA	0	NA	0	NA
19/11/2021	0	NA	0	NA	0	NA	0	NA
20/11/2021	0	NA	0	NA	0	NA	0	NA
21/11/2021	0	NA	0	NA	0	NA	0	NA
22/11/2021	0	NA	0	NA	0	NA	0	NA
23/11/2021	0	NA	0	NA	0	NA	0	NA
24/11/2021	0	NA	0	NA	0	NA	0	NA
25/11/2021	0	NA	0	NA	0	NA	0	NA
26/11/2021	0	NA	0	NA	0	NA	0	NA
27/11/2021	0	NA	0	NA	0	NA	0	NA
28/11/2021	0	NA	0	NA	0	NA	0	NA
29/11/2021	0	NA	0	NA	0	NA	0	NA
30/11/2021	0	NA	0	NA	0	NA	0	NA
Monthly Average	0.00	NA	0	NA	0.00	NA	0	NA

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	
01/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
02/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
03/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
04/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
05/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
06/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
07/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
08/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
09/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
10/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
11/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
12/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
13/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
14/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
15/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
16/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
17/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
18/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
19/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
20/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
21/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
22/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
23/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
24/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
25/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
26/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
27/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
28/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
29/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
30/11/2021	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
Monthly Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0