# Access Interfaces - Key Performance Indicators

Q1 2024

Elavon

## 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 |
| Jan 2024 Average | 100.00 | 97.93 | 100.00 | 0.00 | 2.07 | 0.00 |
| Feb 2024 Average | 100.00 | 100.00 | 100.00 | 0.00 | 0.00 | 0.00 |
| March 2024 Average | 100.00 | 100.00 | 100.00 | 0.00 | 0.00 | 0.00 |
| Q1 2024 Average | 100.00 | 99.31 | 100.00 | 0.00 | 0.69 | 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 end-to-end Transaction time |
| | | | | | P50 | P75 | P90 | P95 | P99 | P99.9 | |
| Jan 2024 Average | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 99.00% |
| Feb 2024 Average | N/A | N/A | N/A | N.A | N/A | N/A | N/A | N/A | N/A | N/A | 99.00% |
| March 2024 Average | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 99.00% |
| Q1 2024 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 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 |
| Jan 2024 Total | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| Feb 2024 Total | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| March 2024 Total | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A |
| Q1 2024 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 |
| Jan 2024 Total | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| Feb 2024 Total | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| March 2024 Total | 0 | NA | 0 | NA | 0 | NA | 0 | NA |
| Q1 2024 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 | |
| Jan 2024 Average | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| Feb 2024 Average | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| March 2024 Average | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |
| Q1 2024 Average | 24 Hours | 24 Hours | 24 Hours | 24 Hours | NA | 0 | 24 Hours | 0 | 24 Hours | 0 |