Access Interfaces - Key Performance Indicators

Q2 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
April 2024 Average	99.16	100.00	100.00	0.84	0.00	0.00
May 2024 Average	100.00	100.00	100.00	0.00	0.00	0.00
June 2024 Average	99.97	100.00	100.00	0.03	0.00	0.00
Q2 2024 Average	99.71	100.00	100.00	0.29	0.000	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-
					P50	P75	P90	P95	P99	P99.9	
April 2024 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	99.00%
May 2024 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	98.00%
June 2024 Average	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	98.00%
Q2 2024 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

Problem Resolution

Date	Dedicated Access - Token		Direct Access - Visa Spend Clarity		Dedicated Access - Token		Direct Access - Visa Spend Clarity	
	Number of Incidents - Crtical Priority	Resolution Time	Number of Incidents - Crtical Priority	Resolution Time	Number of Incident - High Priority	Resolution Time	Number of Incidents - High Priority	Resolution Time
April 2024 Total	0	N/A	0	N/A	0	N/A	0	N/A
May 2024 Total	0	N/A	0	N/A	0	N/A	0	N/A
June 2024 Total	0	N/A	0	N/A	0	N/A	0	N/A
Q2 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
April 2024 Total	0	NA	0	NA	0	NA	0	NA
May 2024 Total	0	NA	0	NA	0	NA	0	NA
June 2024 Total	0	NA	0	NA	0	NA	0	NA
Q2 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	
April 2024 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
May 2024 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
June 2024 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
Q2 2024 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0