

Access Interfaces - Key Performance Indicators
February 2025



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					
01/02/2025	99.98	100	100	0.02	0	0					
02/02/2025	100	100	100	0	0	0					
03/02/2025	100	100	100	0	0	0					
04/02/2025	100	100	100	0	0	0					
05/02/2025	100	100	100	0	0	0					
06/02/2025	99.99	100	100	0.01	0	0					
07/02/2025	100	100	100	0	0	0					
08/02/2025	100	100	100	0	0	0					
09/02/2025	100	100	100	0	0	0					
10/02/2025	100	100	100	0	0	0					
11/02/2025	100	100	100	0	0	0					
12/02/2025	100	100	100	0	0	0					
13/02/2025	100	100	100	0	0	0					
14/02/2025	100	100	100	0	0	0					
15/02/2025	100	100	100	0	0	0					
16/02/2025	100	100	100	0	0	0					
17/02/2025	100	100	100	0	0	0					
18/02/2025	100	100	100	0	0	0					
19/02/2025	100	100	100	0	0	0					
20/02/2025	100	100	100	0	0	0					
21/02/2025	100	100	100	0	0	0					
22/02/2025	100	100	100	0	0	0					
23/02/2025	100	100	100	0	0	0					
24/02/2025	100	100	100	0	0	0					
25/02/2025	100	100	100	0	0	0					
26/02/2025	100	100	100	0	0	0					
27/02/2025	100	100	100	0	0	0					
28/02/2025	100	100	100	0	0	0					
Monthly Average	100.00	100.00	100.00	0.00	0.00	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	
01/02/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
02/02/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
03/02/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
04/02/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
05/02/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
06/02/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
07/02/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
08/02/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
09/02/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
10/02/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
11/02/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
12/02/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
13/02/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
14/02/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
15/02/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
16/02/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
17/02/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
18/02/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
19/02/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
20/02/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
21/02/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
22/02/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
23/02/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
24/02/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
25/02/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
26/02/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
27/02/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
28/02/2025	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	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.99

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 Incidents - High Priority	Resolution Time	Resolution Time
01/02/2025	0	N/A	0	N/A	0	N/A	NA
02/02/2025	0	N/A	0	N/A	0	N/A	NA
03/02/2025	0	N/A	0	N/A	0	N/A	NA
04/02/2025	0	N/A	0	N/A	0	N/A	NA
05/02/2025	0	N/A	0	N/A	0	N/A	NA
06/02/2025	0	N/A	0	N/A	0	N/A	NA
07/02/2025	0	N/A	0	N/A	0	N/A	NA
08/02/2025	0	N/A	0	N/A	0	N/A	NA
09/02/2025	0	N/A	0	N/A	0	N/A	NA
10/02/2025	0	N/A	0	N/A	0	N/A	NA
11/02/2025	0	N/A	0	N/A	0	N/A	NA

12/02/2025	0	N/A	0	N/A	0	N/A	0	NA
13/02/2025	0	N/A	0	N/A	0	N/A	0	NA
14/02/2025	0	N/A	0	N/A	0	N/A	0	NA
15/02/2025	0	N/A	0	N/A	0	N/A	0	NA
16/02/2025	0	N/A	0	N/A	0	N/A	0	NA
17/02/2025	0	N/A	0	N/A	0	N/A	0	N/A
18/02/2025	0	N/A	0	N/A	0	N/A	0	N/A
19/02/2025	0	N/A	0	N/A	0	N/A	0	N/A
20/02/2025	0	N/A	0	N/A	0	N/A	0	N/A
21/02/2025	0	N/A	0	N/A	0	N/A	0	N/A
22/02/2025	0	N/A	0	N/A	0	N/A	0	N/A
23/02/2025	0	N/A	0	N/A	0	N/A	0	N/A
24/02/2025	0	N/A	0	N/A	0	N/A	0	N/A
25/02/2025	0	N/A	0	N/A	0	N/A	0	N/A
26/02/2025	0	N/A	0	N/A	0	N/A	0	N/A
27/02/2025	0	N/A	0	N/A	0	N/A	0	N/A
28/02/2025	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
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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
01/02/2025	0	NA	0	NA	0	NA	0	NA
02/02/2025	0	NA	0	NA	0	NA	0	NA
03/02/2025	0	NA	0	NA	0	NA	0	NA
04/02/2025	0	NA	0	NA	0	NA	0	NA
05/02/2025	0	NA	0	NA	0	NA	0	NA
06/02/2025	0	NA	0	NA	0	NA	0	NA
07/02/2025	0	NA	0	NA	0	NA	0	NA
08/02/2025	0	NA	0	NA	0	NA	0	NA
09/02/2025	0	NA	0	NA	0	NA	0	NA
10/02/2025	0	NA	0	NA	0	NA	0	NA
11/02/2025	0	NA	0	NA	0	NA	0	NA
12/02/2025	0	NA	0	NA	0	NA	0	NA
13/02/2025	0	NA	0	NA	0	NA	0	NA
14/02/2025	0	NA	0	NA	0	NA	0	NA
15/02/2025	0	NA	0	NA	0	NA	0	NA
16/02/2025	0	NA	0	NA	0	NA	0	NA
17/02/2025	0	NA	0	NA	0	NA	0	NA
18/02/2025	0	NA	0	NA	0	NA	0	NA
19/02/2025	0	NA	0	NA	0	NA	0	NA
20/02/2025	0	NA	0	NA	0	NA	0	NA
21/02/2025	0	NA	0	NA	0	NA	0	NA
22/02/2025	0	NA	0	NA	0	NA	0	NA
23/02/2025	0	NA	0	NA	0	NA	0	NA
24/02/2025	0	NA	0	NA	0	NA	0	NA
25/02/2025	0	NA	0	NA	0	NA	0	NA
26/02/2025	0	NA	0	NA	0	NA	0	NA
27/02/2025	0	NA	0	NA	0	NA	0	NA
28/02/2025	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	
01/02/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
02/02/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
03/02/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
04/02/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
05/02/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
06/02/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
07/02/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
08/02/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
09/02/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
10/02/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
11/02/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
12/02/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
13/02/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
14/02/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
15/02/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
16/02/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
17/02/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
18/02/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
19/02/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
20/02/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
21/02/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
22/02/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
23/02/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
24/02/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
25/02/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
26/02/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
27/02/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
28/02/2025	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