

Access Interfaces - Key Performance Indicators
January 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
01/01/2025	100	100	99.85	0	0	0.15
02/01/2025	100	100	99.85	0	0	0.15
03/01/2025	100	100	99.85	0	0	0.15
04/01/2025	100	100	99.85	0	0	0.15
05/01/2025	100	100	99.85	0	0	0.15
06/01/2025	100	100	99.85	0	0	0.15
07/01/2025	100	100	99.85	0	0	0.15
08/01/2025	100	100	99.85	0	0	0.15
09/01/2025	100	100	99.85	0	0	0.15
10/01/2025	100	100	99.85	0	0	0.15
11/01/2025	100	100	99.85	0	0	0.15
12/01/2025	100	100	99.85	0	0	0.15
13/01/2025	100	100	99.85	0	0	0.15
14/01/2025	100	100	99.85	0	0	0.15
15/01/2025	100	100	99.85	0	0	0.15
16/01/2025	100	100	99.85	0	0	0.15
17/01/2025	100	100	99.85	0	0	0.15
18/01/2025	100	100	99.85	0	0	0.15
19/01/2025	100	100	99.85	0	0	0.15
20/01/2025	100	100	99.85	0	0	0.15
21/01/2025	100	100	99.85	0	0	0.15
22/01/2025	100	100	99.85	0	0	0.15
23/01/2025	100	100	99.85	0	0	0.15
24/01/2025	100	100	99.85	0	0	0.15
25/01/2025	100	100	99.85	0	0	0.15
26/01/2025	100	100	99.85	0	0	0.15
27/01/2025	100	100	99.85	0	0	0.15
28/01/2025	100	100	99.85	0	0	0.15
29/01/2025	100	100	99.85	0	0	0.15
30/01/2025	100	100	99.85	0	0	0.15
31/01/2025	100	100	99.85	0	0	0.15
Monthly Average	100.00	100.00	99.85	0.00	0.00	0.15

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	
01/01/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
02/01/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
03/01/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
04/01/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
05/01/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
06/01/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
07/01/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
08/01/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
09/01/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
10/01/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
11/01/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
12/01/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
13/01/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
14/01/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
15/01/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
16/01/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
17/01/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
18/01/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
19/01/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
20/01/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
21/01/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
22/01/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
23/01/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
24/01/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
25/01/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
26/01/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
27/01/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
28/01/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
29/01/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
30/01/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
31/01/2025	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.98
Monthly Average	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.98

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 Incident - High Priority	Resolution Time	Number of Incidents - High Priority	Resolution Time
01/01/2025	0	N/A	0	N/A	0	N/A	0	N/A
02/01/2025	0	N/A	0	N/A	0	N/A	0	N/A

03/01/2025	0	N/A	0	N/A	0	N/A	0	N/A
04/01/2025	0	N/A	0	N/A	0	N/A	0	N/A
05/01/2025	0	N/A	0	N/A	0	N/A	0	N/A
06/01/2025	0	N/A	0	N/A	0	N/A	1	1 hour
07/01/2025	0	N/A	0	N/A	0	N/A	0	N/A
08/01/2025	0	N/A	0	N/A	0	N/A	0	N/A
09/01/2025	0	N/A	0	N/A	0	N/A	0	N/A
10/01/2025	0	N/A	0	N/A	0	N/A	0	N/A
11/01/2025	0	N/A	0	N/A	0	N/A	0	N/A
12/01/2025	0	N/A	0	N/A	0	N/A	0	N/A
13/01/2025	0	N/A	0	N/A	0	N/A	0	N/A
14/01/2025	0	N/A	0	N/A	0	N/A	0	N/A
15/01/2025	0	N/A	0	N/A	0	N/A	0	N/A
16/01/2025	0	N/A	0	N/A	0	N/A	0	N/A
17/01/2025	0	N/A	0	N/A	0	N/A	0	N/A
18/01/2025	0	N/A	0	N/A	0	N/A	0	N/A
19/01/2025	0	N/A	0	N/A	0	N/A	0	N/A
20/01/2025	0	N/A	0	N/A	0	N/A	0	N/A
21/01/2025	0	N/A	0	N/A	0	N/A	0	N/A
22/01/2025	0	N/A	0	N/A	0	N/A	0	N/A
23/01/2025	0	N/A	0	N/A	0	N/A	0	N/A
24/01/2025	0	N/A	0	N/A	0	N/A	0	N/A
25/01/2025	0	N/A	0	N/A	0	N/A	0	N/A
26/01/2025	0	N/A	0	N/A	0	N/A	0	N/A
27/01/2025	0	N/A	0	N/A	0	N/A	0	N/A
28/01/2025	0	N/A	0	N/A	0	N/A	0	N/A
29/01/2025	0	N/A	0	N/A	0	N/A	0	N/A
30/01/2025	0	N/A	0	N/A	0	N/A	0	N/A
31/01/2025	0	N/A	0	N/A	0	N/A	0	N/A
Monthly Total	0	N/A	0	N/A	0	N/A	1	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
01/01/2025	0	NA	0	NA	0	NA	0	NA
02/01/2025	0	NA	0	NA	0	NA	0	NA
03/01/2025	0	NA	0	NA	0	NA	0	NA
04/01/2025	0	NA	0	NA	0	NA	0	NA
05/01/2025	0	NA	0	NA	0	NA	0	NA
06/01/2025	0	NA	0	NA	0	NA	0	NA
07/01/2025	0	NA	0	NA	0	NA	0	NA
08/01/2025	0	NA	0	NA	0	NA	0	NA
09/01/2025	0	NA	0	NA	0	NA	0	NA
10/01/2025	0	NA	0	NA	0	NA	0	NA
11/01/2025	0	NA	0	NA	0	NA	0	NA
12/01/2025	0	NA	0	NA	0	NA	0	NA
13/01/2025	0	NA	0	NA	0	NA	0	NA
14/01/2025	0	NA	0	NA	0	NA	0	NA
15/01/2025	0	NA	0	NA	0	NA	0	NA
16/01/2025	0	NA	0	NA	0	NA	0	NA
17/01/2025	0	NA	0	NA	0	NA	0	NA
18/01/2025	0	NA	0	NA	0	NA	0	NA
19/01/2025	0	NA	0	NA	0	NA	0	NA
20/01/2025	0	NA	0	NA	0	NA	0	NA
21/01/2025	0	NA	0	NA	0	NA	0	NA
22/01/2025	0	NA	0	NA	0	NA	0	NA
23/01/2025	0	NA	0	NA	0	NA	0	NA
24/01/2025	0	NA	0	NA	0	NA	0	NA
25/01/2025	0	NA	0	NA	0	NA	0	NA
26/01/2025	0	NA	0	NA	0	NA	0	NA
27/01/2025	0	NA	0	NA	0	NA	0	NA
28/01/2025	0	NA	0	NA	0	NA	0	NA
29/01/2025	0	NA	0	NA	0	NA	0	NA
30/01/2025	0	NA	0	NA	0	NA	0	NA
31/01/2025	0	NA	0	NA	0	NA	0	NA
Monthly Average	0	NA	0	NA	0	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	
01/01/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
02/01/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
03/01/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
04/01/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
05/01/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
06/01/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
07/01/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
08/01/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
09/01/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
10/01/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
11/01/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
12/01/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
13/01/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
14/01/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
15/01/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
16/01/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
17/01/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
18/01/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
19/01/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
20/01/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
21/01/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
22/01/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0

23/01/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
24/01/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
25/01/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
26/01/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
27/01/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
28/01/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
29/01/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
30/01/2025	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
31/01/2025	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