

Access Interfaces - Key Performance Indicators

Q1 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					
Jan 2025 Average	100.00	100.00	99.85	0.00	0.00	0.15					
Feb 2025 Average	100.00	100.00	100.00	0.00	0.00	0.00					
March 2025 Average	100.00	100.00	99.96	0.00	0.00	0.04					
Q1 2025 Average	100.00	100.00	99.94	0.00	0.00	0.06					
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 2025 Average	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	98.00%
Feb 2025 Average	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	99.00%
March 2025 Average	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	98.00%
Q1 2025 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											
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			
Jan 2025 Total	0	N/A	0	N/A	0	N/A	1	1 hour			
Feb 2025 Total	0	N/A	0	N/A	0	N/A	0	N/A			
March 2025 Total	0	N/A	0	N/A	0	N/A	1	19 mins			
Q1 2025 Total	0	N/A	0	N/A	0	N/A	2	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 2025 Total	0	NA	0	NA	0	NA	0	NA			
Feb 2025 Total	0	NA	0	NA	0	NA	0	NA			
March 2025 Total	0	NA	0	NA	0	NA	0	NA			
Q1 2025 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 2025 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
Feb 2025 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
March 2025 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
Q1 2025 Average	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0