



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					
01/04/2023	100	100	100	0	0	0					
02/04/2023	100	100	100	0	0	0					
03/04/2023	100	100	100	0	0	0					
04/04/2023	100	100	100	0	0	0					
05/04/2023	100	100	100	0	0	0					
06/04/2023	100	100	100	0	0	0					
07/04/2023	100	100	100	0	0	0					
08/04/2023	100	100	100	0	0	0					
09/04/2023	100	100	100	0	0	0					
10/04/2023	100	100	100	0	0	0					
11/04/2023	100	100	100	0	0	0					
12/04/2023	100	100	100	0	0	0					
13/04/2023	100	100	100	0	0	0					
14/04/2023	100	100	100	0	0	0					
15/04/2023	100	100	100	0	0	0					
16/04/2023	100	100	100	0	0	0					
17/04/2023	100	100	100	0	0	0					
18/04/2023	100	100	100	0	0	0					
19/04/2023	100	100	100	0	0	0					
20/04/2023	100	100	100	0	0	0					
21/04/2023	100	100	100	0	0	0					
22/04/2023	100	100	100	0	0	0					
23/04/2023	100	100	100	0	0	0					
24/04/2023	100	100	100	0	0	0					
25/04/2023	100	100	100	0	0	0					
26/04/2023	100	100	100	0	0	0					
27/04/2023	100	100	100	0	0	0					
28/04/2023	100	100	100	0	0	0					
29/04/2023	100	100	100	0	0	0					
30/04/2023	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	
01/04/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
02/04/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
03/04/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
04/04/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
05/04/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
06/04/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
07/04/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
08/04/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
09/04/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
10/04/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
11/04/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
12/04/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
13/04/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
14/04/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
15/04/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
16/04/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
17/04/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
18/04/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
19/04/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
20/04/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
21/04/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
22/04/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
23/04/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
24/04/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
25/04/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
26/04/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
27/04/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
28/04/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
29/04/2023	N/A	N/A	N/A	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	0.99
30/04/2023	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	0.00%	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	Number of Incidents - High Priority	Resolution Time
01/04/2023	0	N/A	0	N/A	0	N/A	0	N/A
02/04/2023	0	N/A	0	N/A	0	N/A	0	N/A
03/04/2023	0	N/A	0	N/A	0	N/A	1	20 hours
04/04/2023	0	N/A	0	N/A	0	N/A	0	N/A
05/04/2023	0	N/A	0	N/A	0	N/A	0	N/A
06/04/2023	0	N/A	0	N/A	0	N/A	0	N/A
07/04/2023	0	N/A	0	N/A	0	N/A	0	N/A
08/04/2023	0	N/A	0	N/A	0	N/A	0	N/A
09/04/2023	0	N/A	0	N/A	0	N/A	0	N/A
10/04/2023	0	N/A	0	N/A	0	N/A	0	N/A
11/04/2023	0	N/A	0	N/A	0	N/A	0	N/A
12/04/2023	0	N/A	0	N/A	0	N/A	0	N/A
13/04/2023	0	N/A	0	N/A	0	N/A	0	N/A
14/04/2023	0	N/A	0	N/A	0	N/A	0	N/A
15/04/2023	0	N/A	0	N/A	0	N/A	0	N/A
16/04/2023	0	N/A	0	N/A	0	N/A	0	N/A
17/04/2023	0	N/A	0	N/A	0	N/A	0	N/A
18/04/2023	0	N/A	0	N/A	0	N/A	0	N/A
19/04/2023	0	N/A	0	N/A	0	N/A	0	N/A
20/04/2023	0	N/A	0	N/A	0	N/A	0	N/A
21/04/2023	0	N/A	0	N/A	0	N/A	0	N/A
22/04/2023	0	N/A	0	N/A	0	N/A	0	N/A
23/04/2023	0	N/A	0	N/A	0	N/A	0	N/A
24/04/2023	0	N/A	0	N/A	0	N/A	1	N/A
25/04/2023	0	N/A	0	N/A	0	N/A	0	N/A
26/04/2023	0	N/A	0	N/A	0	N/A	0	N/A
27/04/2023	0	N/A	0	N/A	0	N/A	0	N/A

Incident reported on 3 April at 18:22 UTC. Incident resolved on 4th of April at 16:30 UTC

28/04/2023	0	N/A	0	N/A	0	N/A	0	N/A
29/04/2023	0	N/A	0	N/A	0	N/A	0	N/A
30/04/2023	0	N/A	0	N/A	0	N/A	0	N/A
Monthly Total	0	N/A	0	N/A	0	N/A	1	186
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
01/04/2023	0	NA	0	NA	0	NA	0	NA
02/04/2023	0	NA	0	NA	0	NA	0	NA
03/04/2023	0	NA	0	NA	0	NA	0	NA
04/04/2023	0	NA	0	NA	0	NA	0	NA
05/04/2023	0	NA	0	NA	0	NA	0	NA
06/04/2023	0	NA	0	NA	0	NA	0	NA
07/04/2023	0	NA	0	NA	0	NA	0	NA
08/04/2023	0	NA	0	NA	0	NA	0	NA
09/04/2023	0	NA	0	NA	0	NA	0	NA
10/04/2023	0	NA	0	NA	0	NA	0	NA
11/04/2023	0	NA	0	NA	0	NA	0	NA
12/04/2023	0	NA	0	NA	0	NA	0	NA
13/04/2023	0	NA	0	NA	0	NA	0	NA
14/04/2023	0	NA	0	NA	0	NA	0	NA
15/04/2023	0	NA	0	NA	0	NA	0	NA
16/04/2023	0	NA	0	NA	0	NA	0	NA
17/04/2023	0	NA	0	NA	0	NA	0	NA
18/04/2023	0	NA	0	NA	0	NA	0	NA
19/04/2023	0	NA	0	NA	0	NA	0	NA
20/04/2023	0	NA	0	NA	0	NA	0	NA
21/04/2023	0	NA	0	NA	0	NA	0	NA
22/04/2023	0	NA	0	NA	0	NA	0	NA
23/04/2023	0	NA	0	NA	0	NA	0	NA
24/04/2023	0	NA	0	NA	0	NA	0	NA
25/04/2023	0	NA	0	NA	0	NA	0	NA
26/04/2023	0	NA	0	NA	0	NA	0	NA
27/04/2023	0	NA	0	NA	0	NA	0	NA
28/04/2023	0	NA	0	NA	0	NA	0	NA
29/04/2023	0	NA	0	NA	0	NA	0	NA
30/04/2023	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	
01/04/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
02/04/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
03/04/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
04/04/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
05/04/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
06/04/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
07/04/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
08/04/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
09/04/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
10/04/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
11/04/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
12/04/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
13/04/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
14/04/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
15/04/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
16/04/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
17/04/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
18/04/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
19/04/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
20/04/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
21/04/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
22/04/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
23/04/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
24/04/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
25/04/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
26/04/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
27/04/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
28/04/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
29/04/2023	24 Hours	24 Hours	24 Hours	24 Hours	NA	0	24 Hours	0	24 Hours	0
30/04/2023	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