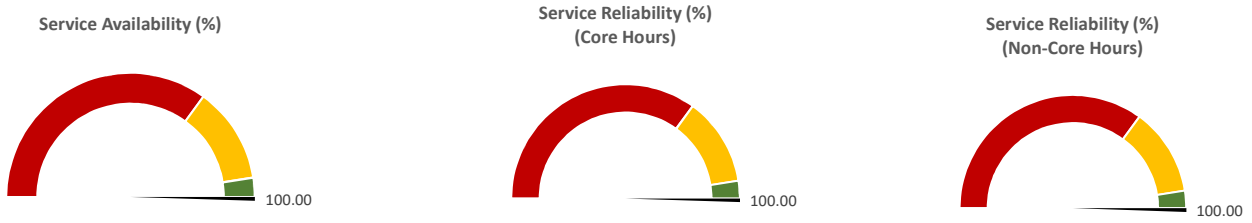


**Service Availability and Reliability**



**Scheduled Maintenance**

Friday 22/2 10pm - Sat 23/2 10pm - with downtime

**Emergency Maintenance**

No emergency maintenance during the period

**Unplanned Disruptions**

No unplanned disruptions during the period

**System Responsiveness**  
Average User initiated response time (in seconds)

0.001

**System Resilience**  
Number of ELNO disruptions with the same root cause within 6 months:

0

**Complaints Management**

**General complaints**

TOTAL Received	Justified	Resolved	Outstanding	Comments:
0	0	0	0	Nil

**Subscriber access and registration complaints**

TOTAL Received	Justified	Resolved	Outstanding	Comments:
0	0	0	0	Nil

**Subscriber training complaints**

TOTAL Received	Justified	Resolved	Outstanding	Comments:
0	0	0	0	Nil

**Incident & Problem Management**

**Incident Resolution**

**DR Situations**  
- Nil  
**Non-DR situations**  
- Nil

**Problem Identification**

- Nil

**Key Terms & Measurements**

**Business Day** - A day that is not a Saturday, or Sunday, a public holiday, special holiday or bank holiday in the place in which any relevant act is to be or may be done

**Complaints** - Sympli is obliged to capture and track all enquiries and complaints received regarding the company. All information will be used for continuous improvement

**Core Hours** - 6:00am to 10:00pm Australian Eastern Standard Time or Australian Eastern Daylight Time as applicable on each Business Day

**Incident Resolution (DR)** - Measure of recovery time after a service disruption in which the business continuity or disaster recovery plans are invoked (4hr recovery time)

**Incident Resolution (Non-DR)** - Measure of recovery time following a service disruption in which the business continuity or disaster recovery plans are not invoked (40min recovery time)

**Non-Core Hours** - Any time outside Core Hours

**Problem Identification** - Root Cause of each service disruption must be identified within 3 Business Days

**Service Availability** - Sympli must be available to its Subscribers 24 hours per day, 7 days per week, 52 weeks per year, exclusive of Scheduled Maintenance

**Service Reliability** - Sympli must be available during Service Availability Hours for:

- (a) not less than 99.8% during Core Hours; and
- (b) not less than 99% during Non-Core Hours

**Scheduled Maintenance** - All scheduled platform maintenance activity occurring outside of Core Hours where Sympli has provided notice, including, but not limited to, system upgrades, implementation, functionality deployment and system upkeep

**Subscriber Access and Registration complaints** - Refers to refusal to register an applicant as a Subscriber or to provide a Subscriber access to the ELN

**System Resilience** - Sympli must not be disrupted for the same root cause within a six month period

**System Responsiveness** - Time taken by Sympli to respond to an API gateway request. Measure taken repeatedly during the Service Availability period under varying load conditions.