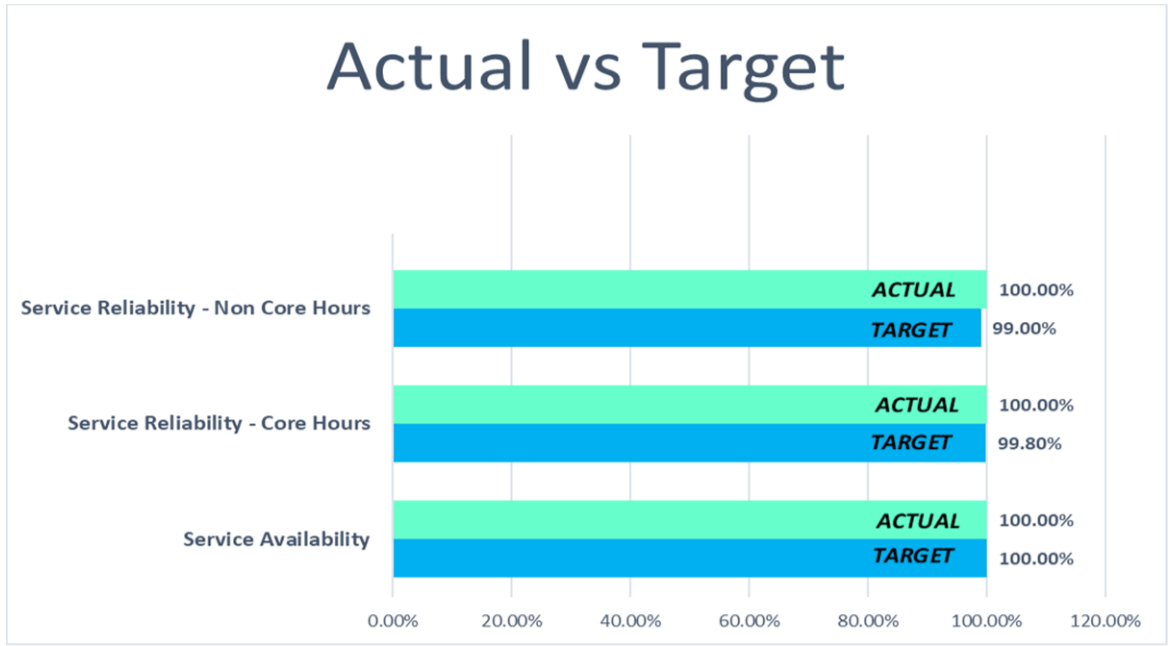


## Service Availability and Reliability



### Scheduled Maintenance

29/11/19	10:00 PM	02/12/19	6:00 AM	Nil
06/12/19	10:00 PM	09/12/19	6:00 AM	Nil
13/12/19	10:00 PM	16/12/19	6:00 AM	Nil
Total Downtime in Minutes				Nil

### Emergency Maintenance

No emergency maintenance during the period

### Unplanned Disruptions

No unplanned disruptions during the period

### System Responsiveness

Average User Initiated Response Time (seconds)  
0.022

### System Resilience

Number of same root cause ELN Disruptions 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

<b>DR Situations</b> - Nil	<b>Non-DR situations</b> - Nil
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### 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 after 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 upkeeps
- 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.