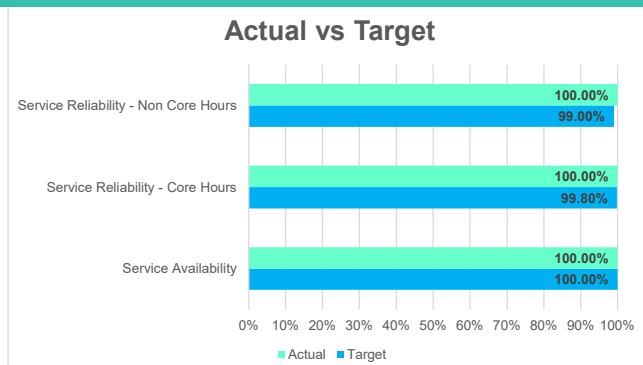


## Service availability & reliability - Actual vs Target



### System responsiveness

Average User Initiated Response Time (seconds): **0.005**

### System resilience

Number of same root cause ELN Disruptions within 6 months: **0**

### Scheduled maintenance

11/12/20 10:00 PM 14/12/20 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.

## Complaints management

#### GENERAL COMPLAINTS

Total received: **0**

Justified: **0** Resolved: **0** Outstanding: **0**

Comments  
Nil

#### SUBSCRIBER ACCESS & REGISTRATION COMPLAINTS

Total received: **0**

Justified: **0** Resolved: **0** Outstanding: **0**

Comments  
Nil

#### SUBSCRIBER TRAINING COMPLAINTS

Total received: **0**

Justified: **0** Resolved: **0** Outstanding: **0**

Comments  
Nil

## Key terms & measurements

#### Business day

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

#### Core hours

6:00am to 10:00pm (AET) on each Business Day.

#### Non-Core hours

Any time outside Core Hours.

#### Subscriber

An eligible entity/user authorised to transact on Sympli ELNO Platform.

#### ELNO

Electronic Lodgment Network Operator.

#### ELN

Electronic Lodgment Network.

#### Availability

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

#### 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.

#### Responsiveness

Time taken by Sympli to respond to an API gateway request.

#### Scheduled Maintenance

All scheduled platform maintenance activity occurs outside Core Hours where Sympli has provided notice, including, but not limited to, system upgrades, implementation, functionality deployment or system upkeep.

#### Disaster Recovery (DR)

Sympli must be restored to full service availability within 4 hours when Sympli Business Continuity and Disaster Recovery Plan is invoked, and within 40 minutes when Business Continuity or Disaster Recovery plans are not invoked.

#### Problem Identification

Root Cause of each service disruption must be identified within agreed time frames.

#### System Resilience

Sympli must not be disrupted for the same root cause within a six month period.

#### Complaints

Sympli meets its obligation to capture and track all enquiries and complaints received and uses all information for continuous improvement.