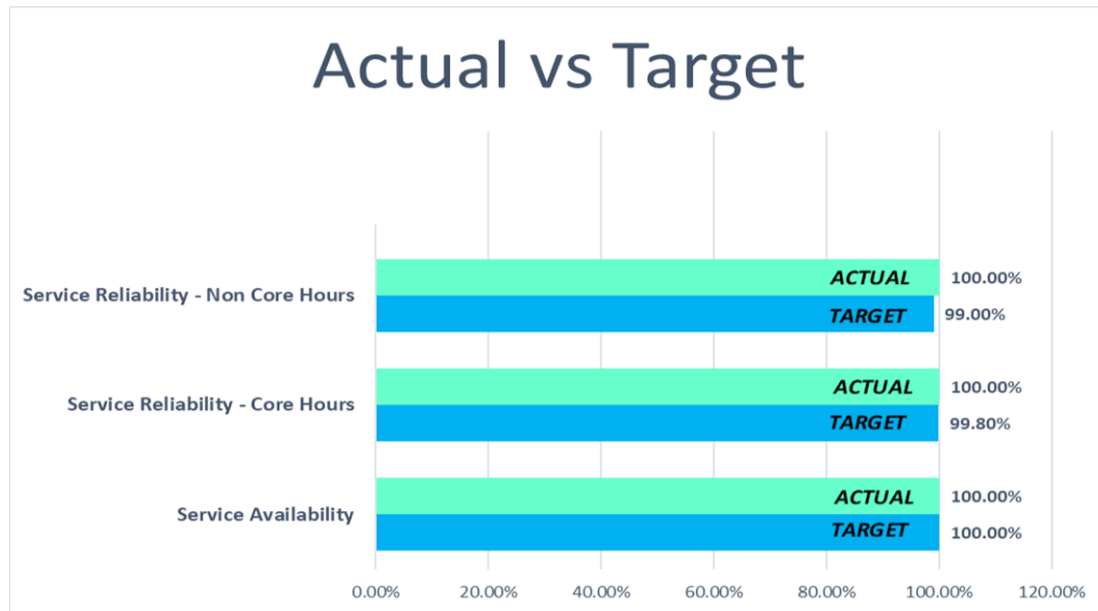


Service Availability and Reliability



Scheduled Maintenance

14/02/20	10:00 PM	17/02/20	6:00 AM	Nil
28/02/20	10:00 PM	02/02/20	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

System Responsiveness

Average User Initiated Response Time (seconds)
0.003

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

DR Situations - Nil	Non-DR situations - 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.