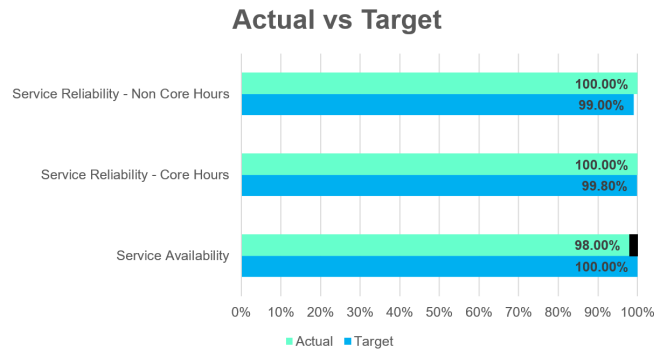


Service availability & reliability - Actual vs Target



System responsiveness

Average User Initiated Response Time (seconds): **0.013**

System resilience

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

Scheduled maintenance

29/05/20	10:00 PM	01/06/20	6:00 AM	Nil
26/06/20	10:00 PM	29/06/20	6:00 AM	Nil
Total downtime in minutes				Nil

Emergency maintenance

No emergency maintenance during the period.

Unplanned disruptions

- Due to a third party multi-factor authentication software upgrade, a handful of Subscribers were unable to access the Sympli application on 10/06/20 (D1)
- Due to new financial year fee validation changes, two Subscribers were unable to lodge transactions on 30/06/20 (D2)

Management Performance

Incident Resolution

DR Situation:
Nil

Non-DR Situations:
2 Resolutions

D1 - 938 mins
D2 - 960 mins during core hours and 490 mins during non-core hours

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.