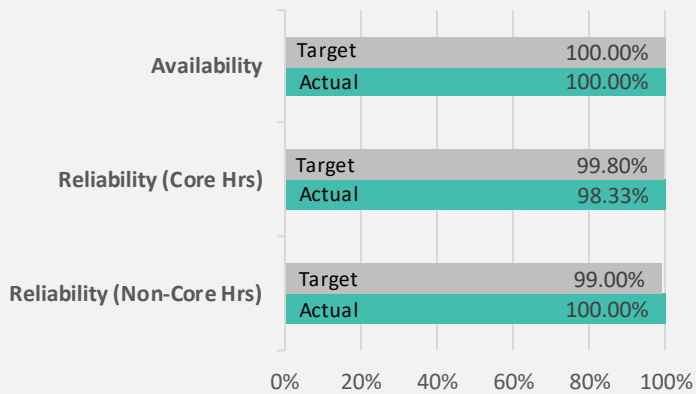


Service Availability & Reliability



Responsiveness & Resilience

- Average User Initiated Response Time (seconds): **0.026**
- No same root cause ELN disruptions within 6 months.

Comments:

Nil

Scheduled Maintenance

- Friday 24/06/22 10 pm to Monday 27/06/22 6 am - No downtime

Comments:

- No unplanned maintenance

Management Performance

Incident Resolution

DR Situation: Nil
Non-DR Situation: 353 mins (core hrs)

Problem Identification

Nil

Comments: Unplanned Disruption: On 10 June 2022 two unexpected issues resulted in users being unable to create workspaces for 353 mins, while simultaneously being unable to access the ELN for 98 mins during the same time-frame.

Complaints Management

General Complaints: 0

Justified: 0 Resolved: 0 Outstanding: 0

Comments:

Subscriber Access & Registration Complaints: 0

Justified: 0 Resolved: 0 Outstanding: 0

Comments:

Subscriber Training Complaints: 0

Justified: 0 Resolved: 0 Outstanding: 0

Comments:

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.

Complaints

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

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.

System Resilience

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

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.