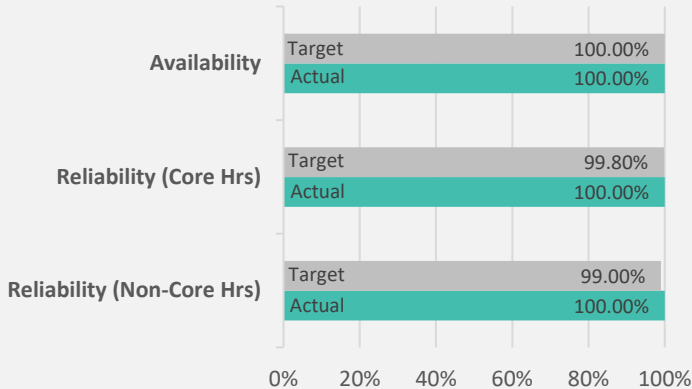


## Service Availability & Reliability



## Responsiveness & Resilience

- Average User Initiated Response Time (seconds): **0.034**
- No same root cause ELN disruptions within 6 months.

### Comments:

Nil

## Scheduled Maintenance

- No scheduled maintenance

### Comments:

- No unplanned maintenance

## Management Performance

### Incident Resolution

DR Situation: Nil  
Non-DR Situation: Nil

### Problem Identification

N/A

### Comments:

- No unplanned disruptions.

## 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:

- not less than 99.8% during Core Hours; and
- 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.