Monthly Report – October 2026 (SA only)

sympli

Service Availability

Performance Level	Target	Actual
1.1.1	99.9% in Core Hours	100%
	98% in Non-Core Hours	100%
1.1.2	99% in Core Hours	87.94%
	98% in Non-Core Hours	95.92%

Responsiveness & Resilience

- Average user-initiated response time (seconds): 0.533
- Same root cause ELN disruptions within 6 months: 0
- Data loss recovery point objective (minutes): 0

Comments:
Nil.

ELNO System Maintenance

Scheduled Maintenance:
From 10:00pm AEDT on Friday 9 October 2026 to 6:00am AEDT on Monday 12 October 2026

Unscheduled Maintenance:
No unscheduled maintenance.

Change Management

Scheduled changes resulting in a Severity 1 or 2 Incident: 0%

Comments:
Nil.

Complaints Management

Operational Complaints		Subscriber Refusal Complaints		Subscriber Training Complaints	
Received: 0	Justified: 0	Received: 0	Justified: 0	Received: 0	Justified: 0
Resolved: 0	Outstanding: 0	Resolved: 0	Outstanding: 0	Resolved: 0	Outstanding: 0

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 conduct Conveyancing Transactions using the Sympli ELNO System.

Responsiveness
Time taken by the Sympli ELNO System to respond to an API gateway request.

Service Availability
The Sympli ELNO System must be available to its Subscribers 24 hours per day, 7 days per week, 52 weeks per year, exclusive of Scheduled Maintenance. The minimum performance required during Service Availability Hours is:

- 1.1.1 - not less than 99.9% during Core Hours and not less than 98% during Non-Core Hours, inclusive of all Severity 1 and 2 Incidents.
- 1.1.2 - not less than 99% during Core Hours and not less than 98% during Non-Core Hours, inclusive of all incidents.

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

Complaint
An expression of dissatisfaction made to or about Sympli, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected.

System Resilience
The ELNO System must not be disrupted for the same root cause within a six-month period, and the maximum period in which ELNO System any data can be lost is 30 minutes.

Incident
Any event which causes, or may cause, the provision or operation of the ELN by the ELNO to cease, be interrupted, or which causes or may cause a reduction in the service or the quality of the services provided by the ELNO; a Data Breach; a Security Incident.

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Incident Response

Incident Severity	Number of Incidents	Response Time Target	Response Time Actual	Restore Time Target	Restore Time Actual	Notification Target	Notification Actual
Sev 1	0	30 minutes	-	40 minutes	-	1 hour	-
Sev 2	0	30 minutes	-	40 minutes	-	4 hours	-
Sev 3	1	60 minutes	Met	2 Business Days	Not met	12 hours	Met
Sev 4	0	4 hours	-	5 Business Days	-	24 hours	-

Post Incident Review Reports

PIR sent to Registrar	Target	Actual
Sev 1 and 2 Incidents	10 Business Days	-
Sev 3 and 4 Incidents	10 Business Days (on request)	-

Third-Party Incident Reports

TPIR sent to Registrar	Target	Actual
Sev 1 and 2 Incidents	10 Business Days	-
Sev 3 and 4 Incidents	10 Business Days (on request)	-

Timeliness of Enquiry Response

Category	Target	Actual
Verbal enquiry wait times	75% of verbal enquiries answered and not placed on hold or in a queue within 2 minutes (excluding when abandoned <15 seconds)	100%
Verbal enquiry abandoned	<5% of all verbal enquiries abandoned before the call is answered or whilst the call is on hold or in a queue (excluding when abandoned <15 seconds)	0%
Verbal enquiry escalated	<10% of all verbal enquiries referred to personnel with specialist knowledge due to the complexity of the enquiry	7%
Written enquiries Actioned - not requiring escalation	90% of written enquiries provided with a bespoke response by return email or telephone call within 3 Business Days	100%
Written Enquiries Actioned – requiring escalation	85% of written enquiries referred to personnel with specialist knowledge due to the complexity of the enquiry provided with a bespoke response by return email or telephone call within 5 Business Days	96.5%

Key Terms & Measurements

Enquiry
An enquiry from a Subscriber or other Customer of the ELNO (including complaints and disputes) in relation to the operation of and services provided by the ELNO in connection with the ELN. It includes Verbal Enquiries and Written Enquiries.

Written Enquiry
Any communication delivered in written form, including emails, electronic messages, website submissions, chat functions, instant messaging or any other digital platform or application used for the exchange of information between parties.

Verbal Enquiry
Any communication delivered orally, whether in person, by telephone, video conference, or any other technology that enables real-time voice interaction between parties.

Monthly Report – October 2026 (all other jurisdictions)

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