sympli Monthly Performance Report - November 2018

Note: The ELN system commenced production in December 2018. Service availability, reliability and responsiveness performance reporting will commence from December 2018 period.

Service Availability and Reliability

Service Availability (%)	Service Reliability (%) (Core Hours)	Service Reliability (%) (Non-Core Hours)
N/A	N/A	N/A
0.00	0.00	0.00

Scheduled Maintenance

No scheduled maintenance during the period

Emergency Maintenance

No emergency maintenance during the period

Unplanned Disruptions

No unplanned disruptions during the period

System Responsiveness
Average User initiated response time (in seconds)

N/A

System Resilience
Number of ELNO disruptions with the same root cause within 6 months:

N/A

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

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 following 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.