

PEXA Monthly Dashboard - August 2025



EXECUTIVE SUMMARY

SERVICE AVAILABILITY:

There was a total of **2520 minutes** scheduled activity for the month of August 2025, with 5 changes/activities.

SERVICE RELIABILITY: CORE

There were **no** unscheduled outages during core hours for the month of August 2025.

SERVICE RELIABILITY: NON-CORE

There were **112 minutes** unscheduled outages during non-core hours for the month of August 2025.



KEY TERMS

BUSINESS DAY

A day that is not:
(a) a Saturday or Sunday;
(b) a public holiday, special holiday or bank holiday in the place in which any relevant act is to be or may be done.

DR

Disaster Recovery

NON-DR

Non-Disaster Recovery

PEXA

Property Exchange Australia

CORE HOURS

6:00am to 10:00pm

SUBSCRIBER

A person who is authorised to use PEXA to complete conveyancing transactions on behalf of another person or on their own behalf.

NON-CORE HOURS

10:00pm to 6:00am

KPI

Key Performance Indicator

NA

Not Applicable

TBD

To Be Developed



PEXA OPERATIONAL PERFORMANCE



MEASUREMENT

AVAILABILITY - PEXA must be available to its Subscribers 24 hours per day, 7 days per week, 52 weeks per year, exclusive of Scheduled Maintenance

RELIABILITY - PEXA 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 PEXA to respond to a user-initiated request

RESILIENCE - PEXA must not be disrupted for the same root cause within six month period



SCHEDULED MAINTENANCE



DETAILS:

Saturday, 02 August 2025 08:00 - Sunday, 03 August 2025 00:00 AEST

2 Scheduled Change - Without Downtime

Monday, 04 August 2025 20:00 - Tuesday, 05 August 2025 00:00 AEST

1 Scheduled Change - Without Downtime

Friday, 08 August 2025 20:00 - Friday, 08 August 2025 22:00 AEST

1 Scheduled Changes - Without Downtime

Saturday, 16 August 2025 20:00 - Sunday, 17 August 2025 00:00 AEST

1 Scheduled Changes - Without Downtime

MEASUREMENT

SCHEDULED MAINTENANCE - All scheduled platform maintenance activity occurring outside Core Hours where PEXA has provided notice, including, but not limited to, system upgrades, implementation, functionality deployments, system upkeep.



PEXA COMPLAINT MANAGEMENT

Complaints - General			COMMENTS: Complaint raised was outside of PEXA control - reduced settlement hours on the NSW bank holiday (set by RBA)
Justified	Resolve	Outstanding	
0	1	0	
Complaints - Refusal to Accept Subscriber			COMMENTS: NIL
Justified	Resolve	Outstanding	
0	0	0	
Complaints - Subscriber Training			COMMENTS: NIL
Justified	Resolve	Outstanding	
-	-	-	

MEASUREMENT

COMPLAINTS - PEXA has the obligation to capture and track all inquiries and complaints that flow through to the company. All information will be used for continuous improvement and documentation for future references.



PEXA MANAGEMENT PERFORMANCE

Disaster Resolution	Problem Identification
0	0
COMMENTS:	

MEASUREMENT

DISASTER RESOLUTION - In a disaster recovery situation where PEXA's Business Continuity and Disaster Recovery Plan is invoked, PEXA must be restored to full Service Availability within 4 hours.

Where a service disruption occurs in a non-disaster recovery situation, PEXA must be restored within 40 minutes.

PROBLEM IDENTIFICATION - Root cause of each service disruption must be identified within agreed timeframe.