

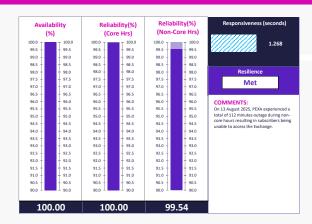
## PEXA Monthly Dashboard - August 2025

# **EXECUTIVE SUMMARY** SERVICE AVAILABILITY: re was a total of 2520 minutes scheduled activity for the month of August 2025, with 5 changes/activities. There were **no** unscheduled outages during core hours for the month of August 2025. SERVICE RELIABILTY: NON-CORE neduled outages during non-core hours for the month of August 2025.

#### 侗 **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. Disaster Recovery Non-Disaster Recovery NON-DR 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

## 

### PEXA OPERATIONAL PERFORMANCE





### **SCHEDULED MAINTENANCE**



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

2 Scheduled Change - Without Downtim

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

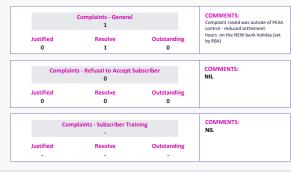
AVAILABILITY - PEXA must be available to its Subscribers 24 hours per day, 7 days per week, 52

AVAILABILITY - PEXA must be available to its Subscribers 24 hours per day, / days per week 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 99.8% 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 - 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 upkeeps



#### PEXA COMPLAINT MANAGEMENT



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:	

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