

## PEXA Monthly Dashboard - November 2025



## EXECUTIVE SUMMARY

## SERVICE AVAILABILITY:

There was a total of **3119 minutes** scheduled activity for the month of November 2025, with 9 changes/activities.

## SERVICE RELIABILITY: CORE

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

## SERVICE RELIABILITY: NON-CORE

There were **no** unscheduled outages during non-core hours for the month of November 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

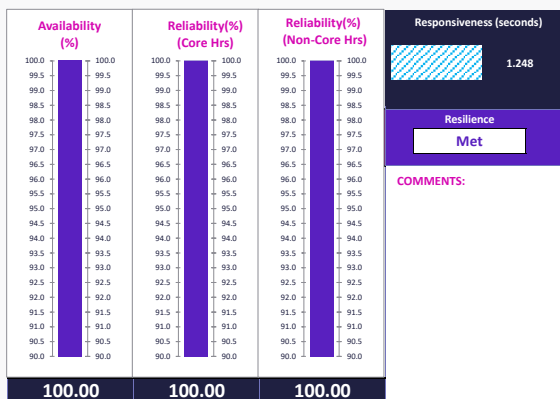
Not Applicable

## 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:

Wednesday, 05 November 2025 22:00 - Wednesday, 05 November 2025 23:59 AEDT

1 Scheduled Change - Without Downtime

Saturday, 08 November 2025 08:00 - Sunday, 09 November 2025 00:00 AEDT

1 Scheduled Change - Without Downtime

Wednesday, 12 November 2025 22:00 - Thursday, 13 November 2025 00:00 AEDT

1 Scheduled Change - Without Downtime

Friday, 14 November 2025 20:00 - Saturday, 15 November 2025 02:00 AEDT

1 Scheduled Change - Without Downtime

Wednesday, 19 November 2025 20:00 - Thursday, 20 November 2025 00:00 AEDT

2 Scheduled Changes - Without Downtime

Friday, 21 November 2025 20:00 - Saturday, 22 November 2025 00:00 AEDT

1 Scheduled Change - Without Downtime

Saturday, 22 November 2025 09:00 - Saturday, 22 November 2025 16:00 AEDT

1 Scheduled Change - Without Downtime

Wednesday, 26 November 2025 18:30 - Wednesday, 26 November 2025 22:30 AEDT

1 Scheduled Change - Without Downtime

Friday, 28 November 2025 23:00 - Saturday, 29 November 2025 01:00 AEDT

1 Scheduled Change - 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 0			COMMENTS: NIL
Justified 0	Resolve 0	Outstanding 0	
Complaints - Refusal to Accept Subscriber 0			COMMENTS: NIL
Justified 0	Resolve 0	Outstanding 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 0	Problem Identification 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.