PEXA

PEXA Monthly Dashboard · December 2025

EXECUTIVE SUMMARY

SERVICE AVAILABILITY:
There was a total of **2939 minutes** scheduled activity for the month of December 2025, with 8 changes/activities.
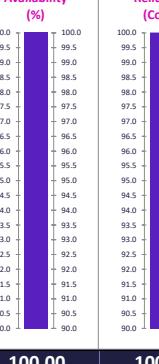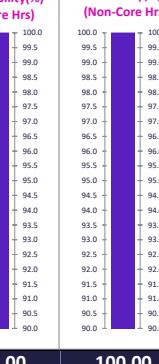
SERVICE RELIABILTY: CORE
There were **no** unscheduled outages during core hours for the month of December 2025.

SERVICE RELIABILTY: NON-CORE
There were **no** unscheduled outages during non-core hours for the month of December 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

Availability (%)	Reliability(%) (Core Hrs)	Reliability(%) (Non-Core Hrs)	Responsiveness (seconds)
100.00	100.00	100.00	1.259

Resilience
Met

COMMENTS:

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:

Tuesday, 02 December 2025 14:00 - Wednesday, 03 December 2025 00:00 AEDT

1 Scheduled Change - Without Downtime

Wednesday, 03 December 2025 21:00 - Thursday, 04 December 2025 00:00 AEDT

1 Scheduled Change - Without Downtime

Friday, 05 December 2025 20:00 - Friday, 05 December 2025 23:59 AEDT

2 Scheduled Change - Without Downtime

Saturday, 06 December 2025 08:00 - Sunday, 07 December 2025 00:00 AEDT

1 Scheduled Change - Without Downtime

Monday, 08 December 2025 22:00 - Monday, 09 December 2025 02:00 AEDT

1 Scheduled Change - Without Downtime

Friday, 12 December 2025 20:00 - Friday, 13 December 2025 02:00 AEDT

2 Scheduled Changes - Without Downtime

Monday, 15 December 2025 22:00 - Monday, 15 December 2025 23:00 AEDT

1 Scheduled Change - Without Downtime

Tuesday, 16 December 2025 22:00 - Wednesday, 17 December 2025 00:00 AEDT

1 Scheduled Change - Without Downtime

Monday, 22 December 2025 22:00 - Tuesday, 23 December 2025 00:00 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 upkeeps.

PEXA COMPLAINT MANAGEMENT

Complaints - General		
3		
Justified	**Resolve**	**Outstanding**
0	**3**	**0**

COMMENTS:
Complaints in Dec-25 were related to mobile signing certificate renewal, suspension due to SRP questionnaire, and Send check-in

Complaints - Refusal to Accept Subscriber		
0		
Justified	**Resolve**	**Outstanding**
0	**0**	**0**

COMMENTS:
NIL

Complaints - Subscriber Training		
-		
Justified	**Resolve**	**Outstanding**
-	**-**	**-**

COMMENTS:
NIL

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.