PEXA

PEXA Monthly Dashboard · January 2025

EXECUTIVE SUMMARY

SERVICE AVAILABILITY:
There was a total of **240 minutes** scheduled activity for the month of January 2025, with 1 change/activity.

SERVICE RELIABILTY: CORE
There were **no** unscheduled outages during core hours for the month of January 2025.

SERVICE RELIABILTY: NON-CORE
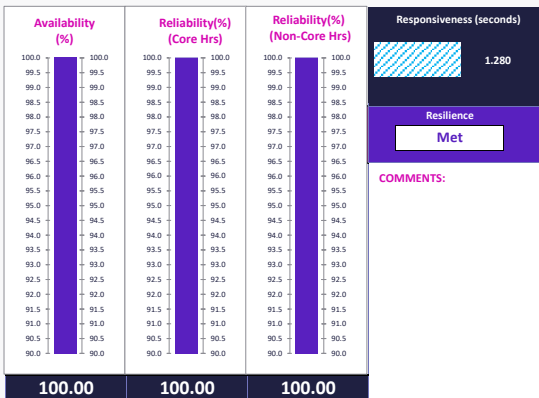There were **no** unscheduled outages during non-core hours for the month of January 2025.

KEY TERMS

PEXA OPERATIONAL PERFORMANCE

Availability (%)	Reliability(%) (Core Hrs)	Reliability(%) (Non-Core Hrs)	Responsiveness (seconds)
			1.280
			Resilience
			Met
			COMMENTS:
100.00	**100.00**	**100.00**	

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, 22 January 2025 20:00 - Thursday, 23 January 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 Jan-25 were mainly about mobile signing technical issue, costing and requirements concern on mobile signing, and workspace related communication gaps in resolving

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.