

PEXA Monthly Dashboard September 2026



Monthly Availability

System Disruption

Isolated Workspace Incidents

3.2.1 Severity 1 Full system outage		3.2.2 Severity 2 Partial Disruption to System components (incl. Lodgement and Settlement)		3.2.3 Severity 3 Disruption to System components (incl. Lodgement and Settlement)		3.2.4 Severity 4 Minor events affecting individual Workspaces	
Core Hours	Non-Core Hours	Core Hours	Non-Core Hours	Core Hours	Non-Core Hours	Core Hours	Non-Core Hours
100%	100%	100%	100%	99.36%	100%	35.06%	45.65%
99.9% target	98% target	99.9% target	98% target	99% target	98% target	99% target	98% target
No reported Sev1 in September		No reported Sev2 in September		2 Sev3 - PEXA Payment File Processing Issue, ATO Verification and Lodgement Issue		Restoration target: 5 business days = NOT ACHIEVED	
Restoration target: 40 minutes = ACHIEVED		Restoration target: 40 minutes = ACHIEVED		Restoration target: 2 business days = ACHIEVED			
Performance Level 1.1.1 (Severity 1 & 2) = ACHIEVED				Performance Level 1.1.2 (Severity 1,2,3 & 4) = NOT ACHIEVED			

Key Terms:

- PEXA - Property Exchange Australia
- SUBSCRIBER - A person who is authorised to use PEXA to complete conveyancing transactions on behalf of another person or on their own behalf.
- CORE HOURS - 6:00am to 10:00pm AEST/AEDT
- NON-CORE HOURS - 10:00pm to 6:00am AEST/AEDT

PEXA Complaint Management

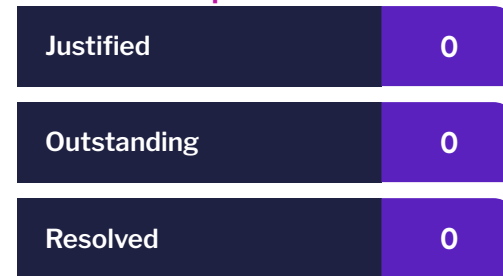


Complaints - General

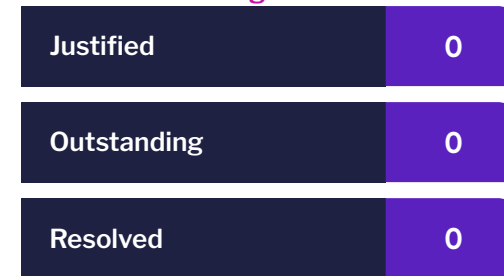


The resolved complaint was the outstanding complaint that carried over from August to September.

Complaints - Refusal to Accept Subscriber



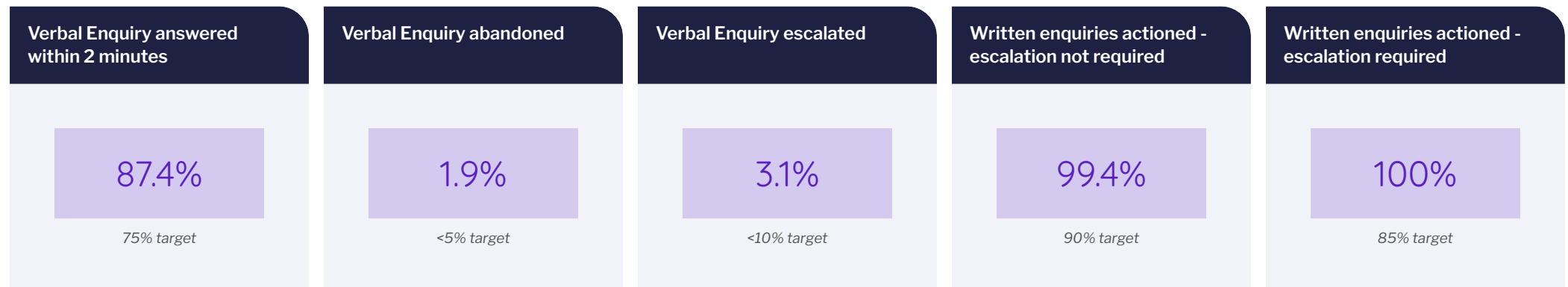
Complaints - Subscriber Training



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 Customer Service and Timeliness



Measurement:

TIMELINESS % = (successfully Actioned enquiries / total Enquiries) x 100

ACTIONED - means when an Enquiry has been completed or resolved

ENQUIRY - means any enquiry from a Subscriber or other Customer (including complaints and disputes)

TOTAL ENQUIRIES - means the total number of a category of Enquiries received

VERBAL ENQUIRY - means any communication delivered orally, whether in person, by telephone, video conference, or any other technology that enables real-time voice interaction between parties

WRITTEN ENQUIRY - means any communication delivered in written form, including emails, electronic messages, website submissions, chat functions, instant messaging or any other digital platform or application used for the exchange of information between parties.

Change Management, System Responsiveness, Resilience & Recovery

Change Management

100%

99% target

Scheduled changes must not result in a Sev 1 or 2 Incident

End User Response Time	
Requests / min	780
90th percentile	2,459ms
95th percentile	3,409ms
99th percentile	8,047ms

System Responsiveness (seconds)

1.321
<3 seconds target

System Resilience

ACHIEVED
No same root cause more than 2 within 6mos (target)

Recovery Point Objective

0
No data loss in September (30 minutes target)

Scheduled Maintenance



Saturday, 05 September 2026 08:00 - Sunday, 06 September 2026 00:00 AEST

1 Scheduled Change - Without Downtime

Wednesday, 09 September 2026 22:00 - Thursday, 10 September 2026 02:00 AEST

2 Scheduled Changes - Without Downtime

Wednesday, 16 September 2026 22:00 - Thursday, 17 September 2026 02:00 AEST

4 Scheduled Changes - Without Downtime

Friday, 18 September 2026 22:00 - Saturday, 19 September 2026 02:00 AEST

2 Scheduled Changes - Without Downtime

Monday, 21 September 2026 22:00 - Tuesday, 22 September 2026 02:00 AEST

1 Scheduled Change - Without Downtime

Tuesday, 22 September 2026 22:00 - Wednesday, 23 September 2026 02:00 AEST

1 Scheduled Change - Without Downtime

Wednesday, 23 September 2026 22:00 - Thursday, 24 September 2026 02:00 AEST

1 Scheduled Change - Without Downtime

Saturday, 26 September 2026 08:00 - Sunday, 27 September 2026 00:00 AEST

1 Scheduled Change - Without Downtime

Monday, 28 September 2026 22:00 - Tuesday, 29 September 2026 02:00 AEST

1 Scheduled Change - Without Downtime

Tuesday, 29 September 2026 22:00 - Wednesday, 30 September 2026 02:00 AEST

1 Scheduled Change - Without Downtime

Wednesday, 30 September 2026 22:00 - Thursday, 01 October 2026 02:00 AEST

5 Scheduled Changes - Without Downtime

Measurement:

All scheduled maintenance activities performed during Non-Core Hours where PEXA has provided prior notice, including, but not limited to, system upgrades, implementations, functionality deployments, and system upkeep.