PEXA Monthly Dashboard September 2026

Monthly Availability

System Disruption

3.2.1 Severity 1
Full system outage

Core Hours	Non-Core Hours
100%	100%
99.9% target	*98% target*

No reported Sev1 in September

Restoration target:
40 minutes = ACHIEVED

3.2.2 Severity 2
Partial Disruption to System components (incl. Lodgement and Settlement)

Core Hours	Non-Core Hours
100%	100%
99.9% target	*98% target*

No reported Sev2 in September

Restoration target:
40 minutes = ACHIEVED

3.2.3 Severity 3*
Disruption to System components (incl. Lodgement and Settlement)

Core Hours	Non-Core Hours
99.27%	100%
99% target	*98% target*

2 Sev3 - PEXA Payment File Processing Issue, ATO Verification and Lodgement Issue

Restoration target:
2 business days = ACHIEVED

** Core-hours availability revised from 99.36% to 99.27% following RCA and customer impact review.*

Performance Level 1.1.1 (Severity 1 & 2) = ACHIEVED

Isolated Workspace Incidents

3.2.4 Severity 4
Minor events affecting individual Workspaces

Core Hours	Non-Core Hours
35.06%	45.65%
99% target	*98% target*

Restoration target:
5 business days = NOT 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

Justified	0
Outstanding	0
Resolved	1

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

Complaints - Refusal to Accept Subscriber

Justified	0
Outstanding	0
Resolved	0

Complaints - Subscriber Training

Justified	0
Outstanding	0
Resolved	0

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

Verbal Enquiry answered within 2 minutes	Verbal Enquiry abandoned	Verbal Enquiry escalated	Written enquiries actioned - escalation not required	Written enquiries actioned - escalation required
87.4%	1.9%	3.1%	99.4%	100%
75% target	*<5% target*	*<10% target*	*90% target*	*85% target*

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

PEXA

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.