

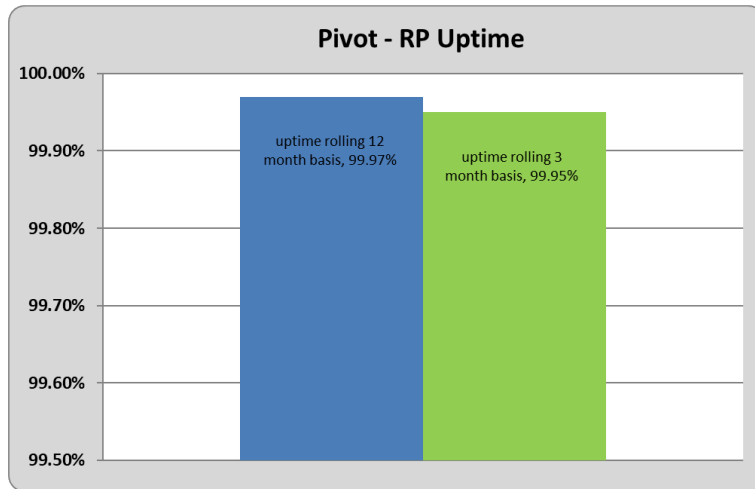
Pivot -RP - Q1 2023

Uptime Quarterly Reports are published each quarter to provide a comprehensive view of our uptime performance as measured over the last three (3) months and over the last twelve (12) months. The report measures our performance as defined in the Service Level Agreement.

The uptime measured on a rolling 12 month basis April 2022 - March 2023 is 99.97%

The uptime measured on a rolling 3 month basis January 2023 - March 2023 is 99.95%

Please note our System Uptime Status page, which allows our customers to view the current status of their instance/ environment at any time, using the following link: <http://status.exlibrisgroup.com>



Unscheduled downtime incidents in Q1 2023

Date	Start time [CET]	End time [CET]	Duration (minutes)	Description
January 04, 2023	05:26 AM	06:31 AM	65	During a non-disruptive planned maintenance activity, a DNS issue resulted in a downtime of ~65 minutes. Ex Libris engineers resolved the issue immediately and also implemented a fix to avoid such downtime from reoccurring.

Scheduled downtimes during maintenance windows in Q1 2023

Start Date	Day of Week	Start Time [CET]	End Time [CET]	Duration (Minutes)

Total unscheduled downtime minutes during the past 12 months

Quarter	Total unscheduled downtime in Quarter (minutes)
Q2 2022	12
Q3 2022	63
Q4 2022	30
Q1 2023	65

How is Uptime Calculated?

The uptime calculation is based on the following calculation (as defined in the Service Level Agreement):

"**Uptime**" means the total period in minutes during which the Service is available for access and use during this period.

"**Uptime Percentage**" means Uptime expressed as a percentage, calculated in accordance with the following formula:

$$\text{Uptime Percentage} = X / (Y - Z) \times 100$$

Where:

X = Uptime

Y = Last 12 months period

Z = The duration (in minutes) of any SLA Exclusions* during these 12 months

*SLA exclusions are defined in the contract SLA (e.g. Scheduled maintenance, etc.)

Further Information

If you have any queries on the information within this report please contact Ex Libris through your usual channel.

April 13, 2019April 13, 2019