

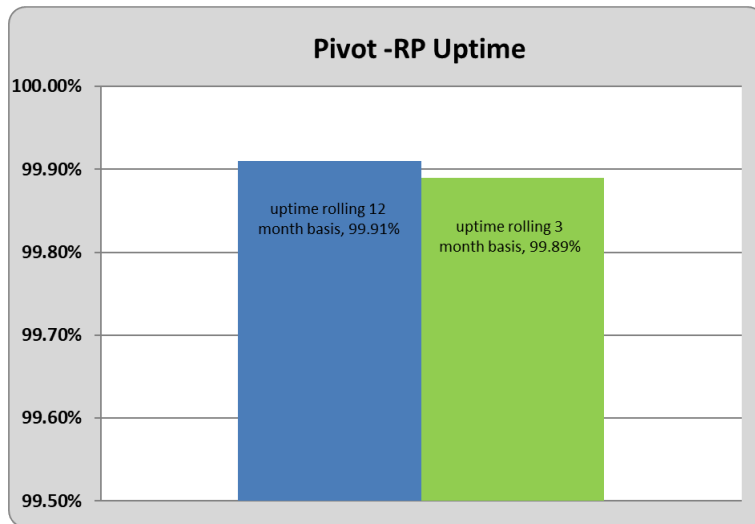
Pivot -RP - Q4 2023

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 from January 2023 to December 2023 is 99.91%

The uptime measured on a rolling 3-month basis from October to December 2023 is 99.89%.

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 Q4 2023

Dat	Start time [CET]	End time [CET]	Duration (minutes)	Description
October 13, 2023	05:23 AM	7:52 AM	149	An unplanned network failure in our data center caused a disruption to Pivot-RP. Once the issue was identified, the Exlibris cloud engineers worked to restart the service and solved the issue

Scheduled downtimes during maintenance windows in Q4 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)
Q1 2023	65
Q2 2023	236
Q3 2023	0
Q4 2023	149

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 by 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