

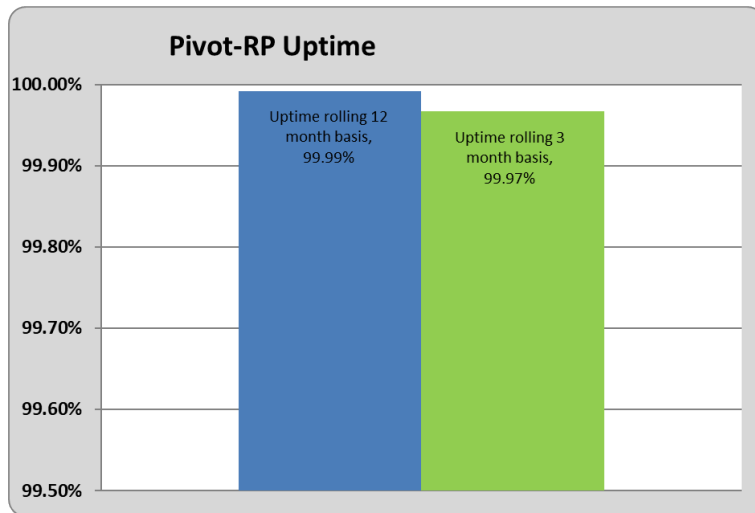
Pivot -RP - Q4 2025

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 January 2025 - December 2025 is 99.99%

The uptime measured on a rolling 3 month basis October 2025 - December 2025 is 99.97%

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 2025

Date	Start time [CET]	End time [CET]	Duration (minutes)	Description
November 10, 2025	15:06	15:47	41	API services connection issues

Scheduled downtimes during maintenance windows in Q4 2025

Start Date	Day of Week	Start Time [CET]	End Time [CET]	Duration (Minutes)
November 08, 2025	Saturday	22:42	22:54	12

Total unscheduled downtime minutes during the past 12 months

Quarter	Total unscheduled downtime in Quarter (minutes)
Q41 2025	0
Q2 2025	0
Q3 2025	0
Q4 2025	43

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