

## Pivot -RP- Q4 2020

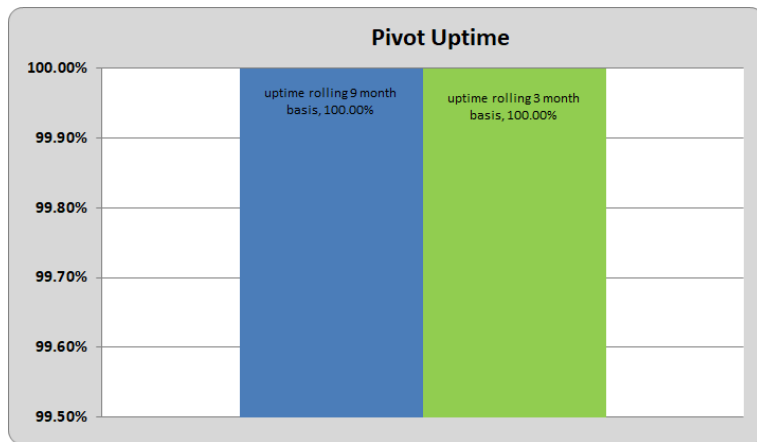
Uptime Quarterly Reports are published each quarter to provide a comprehensive view of our uptime performance as measured over the last three (3) months and over the last nine (9) months

The report measures our performance as defined in the Service Level Agreement.

**The uptime measured on a rolling 9 month basis April 2020 - December 2020 is 100%**

**The uptime measured on a rolling 3 month basis October 2020 - December 2020 is 100%**

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 2020

Date	Start time [CET]	End time [CET]	Duration (minutes)	Description

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## Scheduled downtimes during maintenance windows in Q4 2020

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

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## Total unscheduled downtime minutes during past 9 months

Quarter	Total unscheduled downtime in Quarter (minutes)
Q2 2020	0
Q3 2020	0
Q4 2020	0

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## 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.)

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## Further Information

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

April 13, 2019 April 13, 2019