

## Pivot -RP - Q3 2021

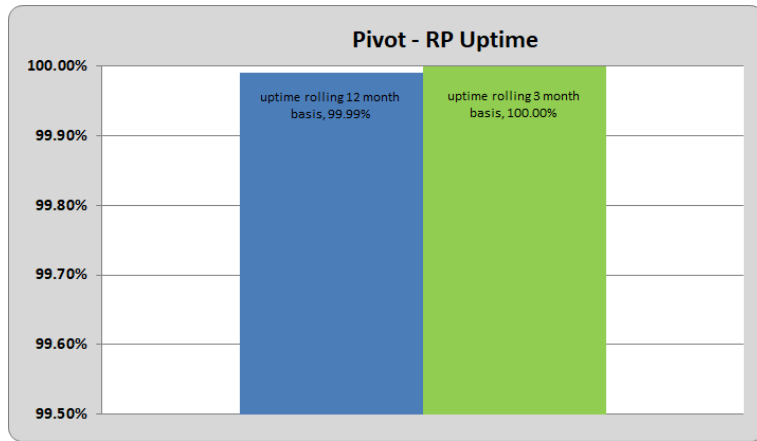
Uptime Quarterly Reports are published each quarter to provide a comprehensive view of our uptime performance as measured over the last three (3) months and over the last twelve (12) months

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

**The uptime measured on a rolling 12 month basis October 2020 - September 2021 is 99.99%**

**The uptime measured on a rolling 3 month basis July 2021 - September 2021 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 Q3 2021

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

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## Scheduled downtimes during maintenance windows in Q3 2021

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

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## Total unscheduled downtime minutes during past 12 months

Quarter	Total unscheduled downtime in Quarter (minutes)
Q4 2020	0
Q1 2021	0
Q2 2021	41
Q3 2021	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, 2019April 13, 2019