

## Operational and Security Outline

The BillView SaaS reporting tools are provided through two hosting options. A 'private cloud' and AWS cloud environment.

The private cloud service is hosted on servers resident in a secure server room located at Fastlane Software's Perth offices in St Georges Terrace Perth. Traffic to and from the Billview servers is via https and pass through double firewalls, one in the router and one in each of the BillView servers.

The AWS cloud is hosted in Sydney Australia.

Customer data is siloed within databases dedicated to that customer, no customer data is resident in shared databases.

All Fastlane Software staff and equipment used to deliver the BillView reporting platform are located within Australia.

## Availability, Service and Support

The BillView platform aims to be available for all intended users 24/7, 365 days of the year. Scheduled maintenance will occur during after hours.

Support hours are 8.30am to 7.00pm EST weekdays excluding public holidays.

Each customer will be supported by a dedicated Account Manager who will be the primary point of contact for all issues relating to the loading of data, the representation of customer data and any other requests.

## Data Representation

BillView will accurately represent the billing information provide for reporting.

Processing and display of received billing data will generally be within 1 business day. If multiple sources of data is required for creation of the reporting view, this will be from the date of receiving the last portion of data required.

