**Availability:** The breach identified with regard to the services ‘Upload LEI & LE-RD’ and ‘Check for duplicates’ was due to a temporary failure of the high availability firewall at GLEIF’s datacenter provider.

**Administration:** During the third quarter of this year, GLEIF issued electronic invoices to all relevant parties as required.

**Operating:** This month all services met their required service level targets.

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**Availability**

- **Upload LEI & LE-RD:** Target 99.9%<br>99.9%
- **Check for Duplicates:** Target 99.9%<br>99.9%
- **Provide LOU Communications Portal:** Target 97.7%<br>99.9%
- **Customer Portal:** Target 97.7%<br>100%
- **Data Room:** Target 97.7%<br>99.9%

**Operating**

**PROCESSING TIME FOR:**

- Check for duplicates: <0.1 Minutes / 1 Minute
- Conduct annual accreditation verification: N/A / 30 Days
- Manage technical incidents – Priority 1: N/A / 24 Hours
- Manage technical incidents – Priority 2: <1 Day / 2 Days
- Manage technical incidents – Priority 3: 1 Day / 3 Days
- Perform accreditation (GLEIF) - Accreditation plan: N/A / 45 Days
- Perform accreditation (GLEIF): N/A / 3 Months
- Perform accreditation (LOU): N/A / 6 Months
- Provide electronic LOU invoices: N/A / 10 Days
- LOU queries in the Communications Portal: N/A / 2 Days
- Register an account for gleif.org login: <1 Day / Next Day
- Upload LEI & LE-RD: <0.1 Hours / 1 Hour

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