Availability: All GLEIF services met the availability targets in the reporting period.

Operating: In the reporting period, all services met their required service level targets.

### Availability

- **Services with target = 99.9%**
  - Check for Duplicates: 99.9%
  - GLEIF Website: 99.9%
  - Upload LEI & LE-RD: 99.9%
  - LEI Look-up API: 100%
  - Provide LOU Communications Portal: 99.9%

- **Services with target = 97.7%**
  - Customer Portal: 99.9%
  - Data Room: 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: 5.8 Hours / 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
- Provide electronic LOU invoices: 4 Days / 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
- LEI Look-up API: 0.1 Seconds / 1 Second

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