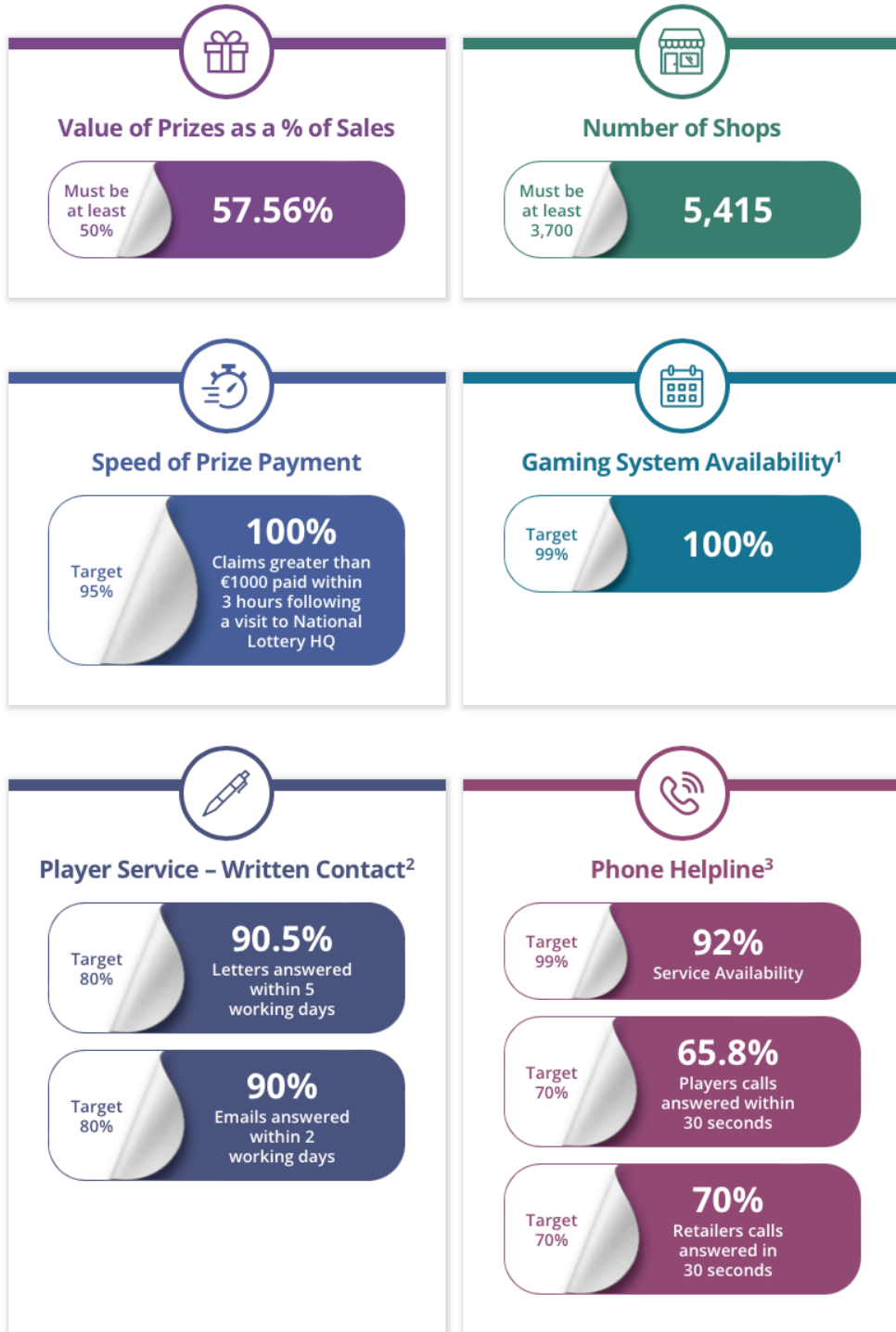


## Operator Performance Metrics 2020

The Operator is required to report on a broad range of performance metrics throughout the year. The following results are some of the key performance metrics reported by the Operator to the Regulator for the year ended 31 December 2020.



- 1 7am to 10pm, excluding draw break, 7 days a week, excluding Christmas Day and prearranged outages and 7am – 11pm for online instant win games.
- 2 Service availability - 9.15am to 5.30pm, Monday to Friday, excluding Christmas Eve and Public Holidays.
- 3 8am to 8pm, 7 days a week, excluding Christmas Eve, Christmas Day, New Years Day and draw break.