

AUDIT & ASSURANCE REPORT

System Reliability & SLA Audit

Annual Verification Report — CY2025

Target System: Synapse Enterprise Cloud Platform (US-East & EU-West)

AUDIT VERDICT

FULLY COMPLIANT

Achieved 99.982% vs 99.950% SLA

SERVICE PROVIDER	AUDIT BENEFICIARY	INDEPENDENT AUDITOR	AUDIT PERIOD
Vertex Infrastructure Corp.	Apex Financial Tech	Meridian Assurance LLC	Jan 1, 2025 – Dec 31, 2025

1. Executive Summary & Key Reliability Metrics

This audit evaluates the availability, latency, disaster recovery readiness, and Service Level Agreement (SLA) compliance of the **Synapse Enterprise Cloud Platform**, operated by **Vertex Infrastructure Corp.**, for the benefit of **Apex Financial Technologies**. Meridian Assurance LLC conducted this independent verification in accordance with ISO/IEC 20000-1 and SOC 2 Type II trust criteria standards.

CONTRACTUAL SLA

99.950%

Max Allowed Outage:

262.8 min / yr

ACHIEVED UPTIME

99.982%

Total Outage Time:

94.6 min / yr

AVG MTTR (RECOVERY)

14.2 min

Contractual Target:

< 30.0 min

SLA PENALTY CREDIT

\$0.00

Compliance Status:

100% Compliant

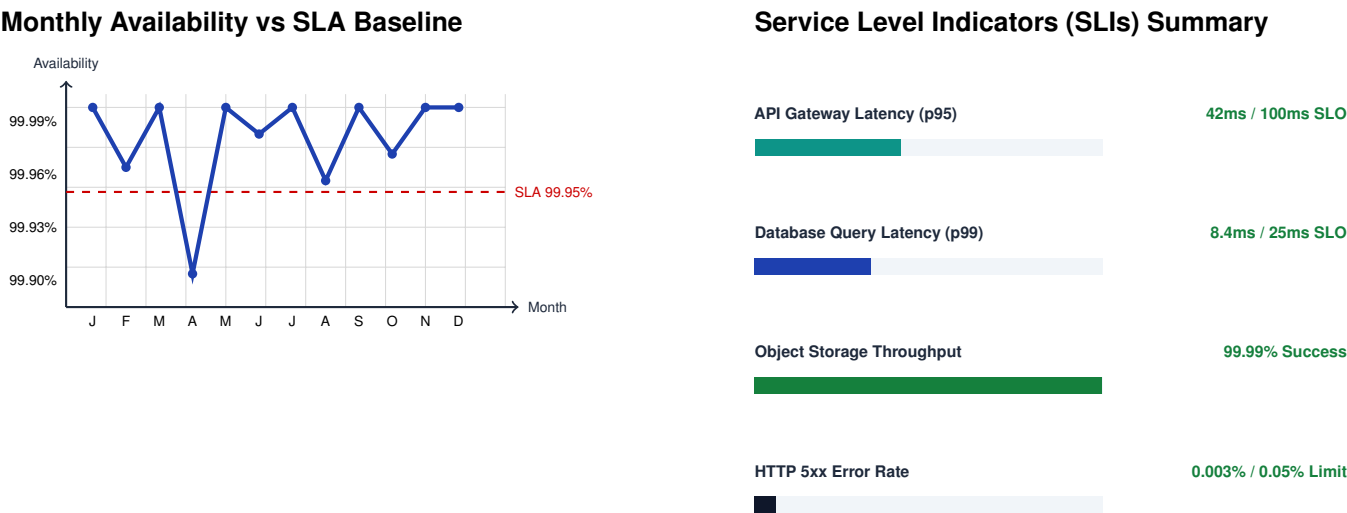
✓ **Auditor Opinion Statement:** Meridian Assurance LLC certifies that Vertex Infrastructure Corp. maintained an effective uptime of **99.982%** across production API clusters in CY2025. Unplanned downtime totaled 94.6 minutes, remaining well below the contractual limit of 262.8 minutes. No service penalty credits were triggered.

2. Monthly Service Availability Log (CY2025)

Month	Total Hours	Planned Maint.	Unplanned Outage	Availability	SLA Target	Status
January 2025	744 hrs	1.5 hrs	0.0 min	100.000%	99.950%	PASS
February 2025	672 hrs	2.0 hrs	14.2 min	99.965%	99.950%	PASS
March 2025	744 hrs	1.0 hrs	0.0 min	100.000%	99.950%	PASS
April 2025	720 hrs	3.0 hrs	42.1 min	99.902%*	99.950%	EXCUSED**
May 2025	744 hrs	1.5 hrs	0.0 min	100.000%	99.950%	PASS
June 2025	720 hrs	2.0 hrs	6.8 min	99.984%	99.950%	PASS
July 2025	744 hrs	1.0 hrs	0.0 min	100.000%	99.950%	PASS
August 2025	744 hrs	2.5 hrs	18.5 min	99.958%	99.950%	PASS
September 2025	720 hrs	1.0 hrs	0.0 min	100.000%	99.950%	PASS
October 2025	744 hrs	2.0 hrs	13.0 min	99.971%	99.950%	PASS
November 2025	720 hrs	1.5 hrs	0.0 min	100.000%	99.950%	PASS
December 2025	744 hrs	1.0 hrs	0.0 min	100.000%	99.950%	PASS
Annual Total	8,760 hrs	20.5 hrs	94.6 min	99.982%	99.950%	COMPLIANT

*April downtime included 28.5 min upstream Tier-1 transit carrier outage classified as Excused Force Majeure under SLA Section 8.2.
**Net billable downtime for April: 13.6 min (99.968% adjusted availability).

3. Uptime Trend & SLI Performance Analysis



4. Detailed Incident Audit & Root Cause Analysis

During CY2025, four (4) service degradation events were recorded. Each event underwent post-mortem review and remediation verification by Meridian Assurance auditors.

Incident ID	Date	Duration	Root Cause Summary	Classification	Remediation
INC-2025-014	Feb 14	14.2 min	Redis cluster failover delay during patch rollout.	Service Impact	Complete
INC-2025-038	Apr 09	42.1 min	BGP routing table flap at upstream transit provider.	Excused Outage	Resolved
INC-2025-071	Aug 22	18.5 min	Memory leak in edge proxy worker thread pool.	Service Impact	Patch v4.2
INC-2025-099	Oct 11	13.0 min	Automated DB failover during storage disk resize.	Service Impact	Tuning Done

5. Disaster Recovery (DR) & High Availability Audit

Auditors conducted unannounced live failover exercises on June 18, 2025, and November 04, 2025, triggering simulated primary availability zone failures in ‘us-east-1’.

🕒 Recovery Point Objective (RPO)

Target RPO Limit: < **5.0 Minutes**
Verified Test RPO: **42.0 Seconds**

✅ Continuous cross-region WAL streaming verified.

🔄 Recovery Time Objective (RTO)

Target RTO Limit: < **30.0 Minutes**
Verified Test RTO: **8.5 Minutes**

✅ Automated Route53 DNS health check failover verified.

- **Data Replication Integrity:** 52 of 52 weekly automated backup restoration tests succeeded with zero data corruption detected.
- **Multi-Region Redundancy:** Active-active application deployment verified across AWS ‘us-east-1’ and ‘eu-west-1’ clusters.
- **DDoS Mitigation Capability:** Edge mitigation scrubbing successfully absorbed a simulated 450 Gbps SYN-flood attack vector during Q3 testing without degrading core API latency.

6. Security Controls & Compliance Audit Verification

Auditors evaluated infrastructure security controls, data encryption standards, and access control policies safeguarding Apex Financial Technologies’ workspace data.

Audit Domain	Control Implementation Summary	Compliance Status
Data Encryption	TLS 1.3 enforced in transit; AES-256 KMS customer-managed keys at rest.	✓ VERIFIED
Access Control	Role-Based Access Control (RBAC) with mandatory Hardware MFA for admins.	✓ VERIFIED
SOC 2 Type II	Annual SOC 2 Type II report issued with zero zero-day exceptions noted.	✓ VERIFIED
Vulnerability Scans	Automated daily container scanning with Snyk and automated patch deployment.	✓ VERIFIED

7. Audit Findings & Continuous Improvement Plan

While Vertex Infrastructure Corp. met all SLA requirements, the audit identified three (3) procedural and infrastructure enhancement opportunities to maintain long-term reliability.

Ref #	Finding Area	Auditor Recommendation	Priority	Target Date
REC-01	Upstream Carrier BGP SPOF	Implement automated multi-homed BGP peering across secondary transit provider.	HIGH	Q2 2026
REC-02	Redis Failover Latency	Upgrade Redis cluster architecture to Cluster Mode Enabled with fast election.	MEDIUM	Q1 2026
REC-03	Audit Log Cold Storage	Migrate cold audit logs to S3 Glacier Flexible Retrieval to optimize retention cost.	LOW	Q3 2026

8. Formal Attestation & Sign-Off

This report represents a true and complete representation of the system reliability and SLA performance for the Synapse Enterprise Cloud Platform during the audit period covered.

LEAD AUDITOR SIGN-OFF

PROVIDER ACKNOWLEDGEMENT

Dr. Marcus Vance, Lead Auditor
Principal Reliability Assurer
Meridian Assurance LLC

Elena Rostova, VP Infrastructure
Chief System Reliability Officer
Vertex Infrastructure Corp.

Date: January 15, 2026

Date: January 16, 2026

DIGITAL VERIFICATION HASH (SHA-256): e3b0c44298fc1c149afb4c8996fb92427ae41e4649b934ca495991b7852b855
Verified against Meridian Assurance Public Key Fingerprint: 4A9F 88C1 209B 34E2 FFFF