

OANDA Europe Markets Ltd - System Availability Report

UP TIME PER MONTH (production hours 5pm EST Sunday - 5pm EST Friday)	JANUARY 2021	FEBRUARY 2021	MARCH 2021	APRIL 2021	MAY 2021	JUNE 2021	JULY 2021	AUGUST 2021	SEPTEMBER 2021
Website	99.998%	99.50%	100%	100%	100%	100%	99.91%	100%	100%
Trading Platform	99.998%	99.50%	100%	99.97%	100%	99.99%	99.99%	98.90%	99.95%
Client Deposit Funds	99.998%	99.50%	99.90%	100%	99.90%	100%	100%	100%	100%
Client Withdraw Funds	99.998%	99.50%	99.90%	100%	99.90%	100%	100%	100%	100%
Client access account	99.998%	99.50%	99.90%	100%	99.90%	100%	100%	100%	100%
Client contact by phone	100%	100%	100%	100%	100%	100%	100%	99.90%	100%
Client contact by chat	100%	100%	100%	100%	100%	100%	94%	100%	100%
Client contact by email	100%	100%	100%	100%	100%	100%	94%	100%	100%
Accounting opening	99.998%	97.5%	99.90%	100%	99.90%	100%	99.94%	99.99%	100%