

OANDA Europe Limited - System Availability Report

Up time per month <small>(production hours 5pm EST Sunday – 5pm EST Friday)</small>	November 2020	December 2020	January 2021	February 2021	March 2021	April 2021	May 2021	June 2021	July 2021	August 2021	September 2021	October 2021
Website	99%	99.76%	100%	99.50%	100%	100%	100%	100%	99.91%	100%	100%	99.84%
Trading platform	99%	99.94%	100%	99.50%	100%	99.97%	100%	99.99%	99.99%	98.90%	99.95%	99.13%
Client Deposit Funds	99%	99.76%	100%	99.50%	99.90%	100%	99.99%	100%	100%	100%	100%	100%
Client Withdraw Funds	99%	99.76%	100%	99.50%	99.90%	100%	99.99%	100%	100%	100%	100%	100%
Client Access Account	99%	99.76%	100%	99.50%	99.90%	100%	99.99%	100%	100%	100%	100%	100%
Client Contact by Phone	100%	100%	100%	100%	100%	99.75%	100%	100%	100%	100%	100%	100%
Client Contact by Chat	100%	100%	100%	100%	100%	100%	95%	100%	94%	97%	100%	100%
Client Contact by Email	100%	100%	100%	100%	100%	100%	95%	100%	94%	97%	100%	100%
Accounting opening	99%	99.76%	100%	99.50%	99.90%	100%	99.99%	100%	99.94%	99.99%	100%	99.95%