## OANDA Europe Markets Ltd - System Availability Report

| Up time per month<br>(production hours 5pm EST Sunday – 5pm EST Friday) | January<br>2022 | February<br>2022 | March<br>2022 |
|---|-----------------|------------------|---------------|
| Website   | 97,99%          | 100%             | 100%          |
| Trading platform  | 99,93%          | 100%             | 100%          |
| Client Deposit Funds  | 99,93%          | 100%             | 100%          |
| Client Withdraw Funds   | 99,93%          | 100%             | 100%          |
| Client Access Account   | 99,93%          | 100%             | 100%          |
| Client Contact by Phone   | 99%             | 100%             | 100%          |
| Client Contact by Chat  | 100%            | 100%             | 100%          |
| Client Contact by Email   | 100%            | 100%             | 100%          |
| Accounting opening  | 99,93%          | 100%             | 100%          |