

OANDA Europe Limited - System Availability Report

Up time per month (production hours 5pm EST Sunday – 5pm EST Friday)	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23
Website	100%	100%	100%	100%	100%	100%	99.53%	100%	100%	99.81%	99.78%	99.81%
Trading platform	100%	100%	100%	98.98%	99.79%	99.97%	99.75%	100%	100%	89.73%	93.58%	99.01%
Client deposit funds	99.89%	99.77%	99.50%	98.77%	100%	99.6%	99.53%	100%	100%	99.08%	98.49%	100%
Client withdraw funds	99.89%	99.77%	99.50%	98.77%	100%	99.6%	99.53%	100%	100%	99.08%	98.49%	100%
Client access account	100%	100%	100%	100%	100%	99.97%	100%	100%	100%	100%	99.28%	100%
Client contact by phone	100%	100%	100%	100%	99.55%	100%	100%	100%	100%	100%	100%	100%
Client contact by chat	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Client contact by email	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Accounting opening	99.93%	100%	100%	99.66%	100%	99.97%	100%	100%	100%	90.56%	98.75%	100%