

## OANDA Europe Limited - System Availability Report

UP TIME PER MONTH <small>(production hours 5pm EST Sunday - 5pm EST Friday)</small>	OCTOBER 2020	NOVEMBER 2020	DECEMBER 2020	JANUARY 2021	FEBRUARY 2021	MARCH 2021	APRIL 2021	MAY 2021	JUNE 2021	JULY 2021	AUGUST 2021	SEPTEMBER 2021
<b>Website</b>	99%	99%	99.76%	100%	99.5%	100%	100%	100%	100%	99.91%	100%	100%
<b>Trading Platform</b>	99%	99%	99.94%	100%	99.5%	100%	99.97%	100%	99.99%	99.99%	98.9%	99.95%
<b>Client Deposit Funds</b>	99%	99%	99.76%	100%	99.5%	99.9%	100%	99.99%	100%	100%	100%	100%
<b>Client Withdraw Funds</b>	99%	99%	99.76%	100%	99.5%	99.9%	100%	99.99%	100%	100%	100%	100%
<b>Client access account</b>	99%	99%	99.76%	100%	99.5%	99.9%	100%	99.99%	100%	100%	100%	100%
<b>Client contact by phone</b>	100%	100%	100%	100%	100%	100%	99.75%	100%	100%	100%	100%	100%
<b>Client contact by chat</b>	100%	100%	100%	100%	100%	100%	100%	95%	100%	94%	97%	100%
<b>Client contact by email</b>	100%	100%	100%	100%	100%	100%	100%	95%	100%	94%	97%	100%
<b>Accounting opening</b>	99%	99%	99.76%	100%	99.5%	99.9%	100%	99.99%	100%	99.94%	99.99%	100%