

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	November 2021	December 2021	January 2022	February 2022
Website	99%	99.76%	100%	99.50%	100%	100%	100%	100%	99.91%	100%	100%	99.84%	99.91%	100%	97.99%	100%
Trading platform	99%	99.94%	100%	99.50%	100%	99.97%	100%	99.99%	99.99%	98.90%	99.95%	99.13%	99.54%	100%	99.93%	100%
Client Deposit Funds	99%	99.76%	100%	99.50%	99.90%	100%	99.99%	100%	100%	100%	100%	100%	99.91%	96.71%	99.93%	100%
Client Withdraw Funds	99%	99.76%	100%	99.50%	99.90%	100%	99.99%	100%	100%	100%	100%	100%	99.91%	99.71%	99.93%	100%
Client Access Account	99%	99.76%	100%	99.50%	99.90%	100%	99.99%	100%	100%	100%	100%	100%	99.91%	100%	99.93%	100%
Client Contact by Phone	100%	100%	100%	100%	100%	99.75%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Client Contact by Chat	100%	100%	100%	100%	100%	100%	95%	100%	94%	97%	100%	100%	100%	100%	100%	100%
Client Contact by Email	100%	100%	100%	100%	100%	100%	95%	100%	94%	97%	100%	100%	100%	100%	100%	100%
Accounting opening	99%	99.76%	100%	99.50%	99.90%	100%	99.99%	100%	99.94%	99.99%	100%	99.95%	99.91%	99.71%	99.93%	100%