

**SYSTEM AVAILABILITY:-**

| <b>Up time per month (production hours 5pm EST Sunday – 5pm EST Friday)</b> | <b>January 2023</b> | <b>February 2023</b> | <b>March 2023</b> | <b>April 2023</b> | <b>May 2023</b> | <b>June 2023</b> | <b>July 2023</b> | <b>August 2023</b> | <b>September 2023</b> | <b>October 2023</b> | <b>November 2023</b> | <b>December 2023</b> |
|---|---------------------|----------------------|-------------------|-------------------|-----------------|------------------|------------------|--------------------|-----------------------|---------------------|----------------------|----------------------|
| Website   | 100%                | 100%                 | 99.53%            | 100%              | 100%            | 99.81%           | 99.78%           | 99.81%             | 99.96%                | 99.96%              | 100%                 | 100%                 |
| Trading Platform  | 99.79%              | 99.97%               | 99.75%            | 100%              | 100%            | 89.73%           | 93.58%           | 99.01%             | 100%                  | 100%                | 100%                 | 100%                 |
| Client Deposit Funds  | 100%                | 99.6%                | 99.53%            | 100%              | 100%            | 99.08%           | 98.49%           | 100%               | 99.93%                | 99.72%              | 99.93%               | 100%                 |
| Client Withdraw Funds   | 100%                | 99.6%                | 99.53%            | 100%              | 100%            | 99.08%           | 98.49%           | 100%               | 99.93%                | 99.72%              | 99.93%               | 100%                 |
| Client access account   | 100%                | 99.97%               | 100%              | 100%              | 100%            | 100%             | 99.28%           | 100%               | 100%                  | 99.15%              | 100%                 | 100%                 |
| Client contact by phone   | 99.55%              | 100%                 | 100%              | 100%              | 100%            | 100%             | 100%             | 100%               | TBA                   | TBA                 | TBA                  | TBA                  |
| 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  | 100%                | 99.97%               | 100%              | 100%              | 100%            | 90.56%           | 98.75%           | 100%               | 100%                  | 99.66%              | 100%                 | 100%                 |