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**Software and Hardware Requirements for Accessing PMEX Business Applications
(For PMEX Brokers)**

All brokers are hereby informed that the Exchange has issued guidelines for software and hardware requirements for accessing PMEX Business Applications for PMEX Brokers.

Please ensure strict compliance with guidelines specified in Annexure A.

For further information and assistance, please feel free to contact our Customer Support Services by phone on 111-11-PMEX (7639) or by email at support@pmex.com.pk.

Best regards,



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Annexure A

Objective

The objective of these guidelines is to define the procedures required for accessing PMEX business applications at Broker's premises. All Market Participants are advised to strictly follow the guidelines for ensuring smooth and secure services.

Hardware / Software Specifications for PMEX Business Applications

To achieve maximum performance/security, the end user must ensure that a dedicated PC with the recommended configuration is used exclusively for accessing PMEX business applications. No unnecessary software should be installed.

Minimum Desktop PC Hardware Requirements

Processor	SSE2 support (Core i3 or the higher)
RAM	16 GB
Hard Disk	500 GB (SSD)
Network Card	1 Gbps
UPS	Minimum 30-minute backup power supply is recommended (depending upon your infrastructure condition in respective cities)

Desktop PC Software Requirements

Operating System	Licensed Microsoft Windows 8/10/ 11
Minimum Internet Bandwidth	10 Mbps CIR internet (Contingent with PIE & Transworld Distribution)
Security Software	Exclusion of Trading in MT5 Application within the Security tools i.e. Proxy, Anti-Virus (EPP) and Firewalls.
Internet Browser	Google Chrome, Firefox, Internet Edge, and Safari
Network Time Protocol	Acquire NTP or PTP Time Synchronization Services

Annexure A

Guidelines

- Use of CIR (Committed Information Rate) of the internet is advised with a 99% guaranteed internet agreement with internet service providers (ISPs), main trading terminals or computers shall be connected to the above-mentioned internet service to get better results with PMEX trading system.
- Ensure that your computing device time is synchronized with the world clock and compare the same with the latest timestamp updated against the trading contract symbol. This would help you to gauge your device and internet performance.
- Make sure that the timestamp of your designated PC should match with MT5 trading application. For this purpose, you are requested to acquire "Network Time Protocol Services" such as NTP, or PTP with the **DNS** server along with the **proxy**/firewall to achieve the correct timestamp of trades.
- Make sure the internet is configured with three distribution sources of the internet in Pakistan, such as the Pakistan Internet Exchange (**PIE**) and Transworld (**TW**) or the **PEACE** Network of Cybernet.
- For the above-mentioned arrangement, you are advised to sign an agreement with ISPs including a clear understanding of distribution networks in Pakistan. We recommend selecting the following ISPs such as PTCL, Transworld, Multinet, and Cybernet for quality services.
- The minimum required internet bandwidth to access the MT5 application must be approx. 10 Mbps CIR internet. **Note:** Internet shall be contingent on at least two sources, such as **PIE** (Pakistan Internet Exchange) and **Transworld**.
- To monitor real-time internet connectivity, brokers must have access to the network monitoring reports which will help with periodical internet utilization status. The same will be provided by respective ISPs.
- Get registered/whitelisted your static internet IPs with Pakistan Telecommunication Authority (PTA) as well as with your internet service providers (ISPs).
- Upon whitelisting of IPs, brokers are supposed to provide all business-related details to PTA and their ISPs by explaining their access to PMEX trading applications, PMEX's web servers hosted over the internet along with the following details.
 - Brokers DNS Servers IPs.
 - Brokers Static IPs (Subnet) of Internet links.
 - Legitimate Trading Applications links, etc.

- Ensure continuous monitoring of your dedicated PCs (CPU, Memory) and internet bandwidth to avoid any trading interruption.
- Do not use shared internet services to access PMEX business applications.
- Do not perform "Voice Gray Trafficking" from your Internet/Static IP or use illegal VPNs, or else your connectivity/IPs may be blocked or filtered by PTA.
- Do not use unauthorized domain name services to access any of PMEX business applications, or else, PTA's ROOT/DNS services may block your reachability to PMEX's business applications.
- Do not share PMEX business application's ID and Password with anyone.
- Avoid accessing unlawful content present on the internet such as blasphemy, hate speech, violence & extremism. Since PTA is proactively playing its role in blocking/removal of unlawful content with social media platforms being approached in this regard. As a result of these activities, your internet IPs would automatically fall under the observatory firewalls of PTA which will slow down your internet connection.

Disclaimer: To get the best results, Pakistan Mercantile Exchange Limited strongly recommends adhering to its specifications, instructions and guidelines and may not be able to fully support in case of variations/violations.