

Notification No.: PMEX/MKT, BD&CSS/2023/04

February 16, 2023

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

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

Please ensure customers strictly comply with the 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,



Adnan Hafeez
Chief Operating Officer

Head Office:
3B, 3rd Floor
Bahria Complex IV
Ch. Khaliq-uz-Zaman Road
Gizri, Karachi – 75600, Pakistan.

Islamabad Office:
Office No. G-9 (B)
ISE Towers, Jinnah Avenue
Blue Area
Islamabad, Pakistan.

Lahore Office:
Office No. 3, Mezzanine Floor
Al-Qadir Heights I
Babar Block New Garden Town
Lahore, Pakistan.

UAN: +92 21 111-623-623
Fax: +92 21 35155-022
Islamabad: +92 51 2894003-4
Lahore: +92 42 35752825-6
Email: info@pmex.com.pk

Objective

The objective of these guidelines is to define the procedures required for accessing PMEX business applications from the Customer's premises. All customers of Futures Brokers 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

Desktop PC Software Requirements

Operating System	Licensed Microsoft Windows 8/10/ 11
Minimum Internet Bandwidth	10 Mbps CIR internet (Contingent on 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

Minimum Mobile Phones Hardware Requirements

Processor	Core i3 equivalent processors or higher
Memory (RAM)	Minimum 6 GB

Software Mobile Phone Requirements

Operating System	Android version 10 or higher
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

General Instructions and Guidelines

All Customers of Futures Brokers are advised to follow the below guidelines:

- The minimum required internet bandwidth to access the MT5 application must be approx. 10 Mbps internet. **Note:** Internet shall be contingent on at least two sources, such as **PIE** (Pakistan Internet Exchange) and **Transworld**. We recommend selecting the following ISPs such as PTCL, Transworld, Multinet, and Cybernet for quality services.
- Ensure that your computing device time is synchronized with the world clock and compare the same with the latest timestamp updated against the trading symbol. This would help you to gauge your device and internet performance.
- To monitor real-time internet connectivity, customers must have access to the network monitoring reports which will help in periodical internet utilization status. The same will be provided by respective ISPs.
- Do not use shared internet services to access PMEX business applications. Therefore, CIR (Committed Information Rate) is recommended.
- Get registered/whitelisted your static internet IPs with Pakistan Telecommunication Authority (PTA) as well as with your internet service providers (ISPs).
- Do not use any desktop PC, laptop, and Mobile phone which is manufactured older than three years.
- Do not use a cell phone having an outdated Android / IOS version for trading on 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.
- Cellular 3G or 4G data SIM (shared) internet is not recommended for connecting mobile phones to access PMEX's business applications.
- Ensure continue monitoring of your dedicated PCs (CPU, Memory) and internet bandwidth to avoid any trading interruption.

Annexure A

- 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.

am