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## Company Overview

January 2012



User & Market Data

Overview

# Active User Base

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Registered Users	122,516		
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Past 30 Days*	22,855	18.7%
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Past week*	9,469	7.7%
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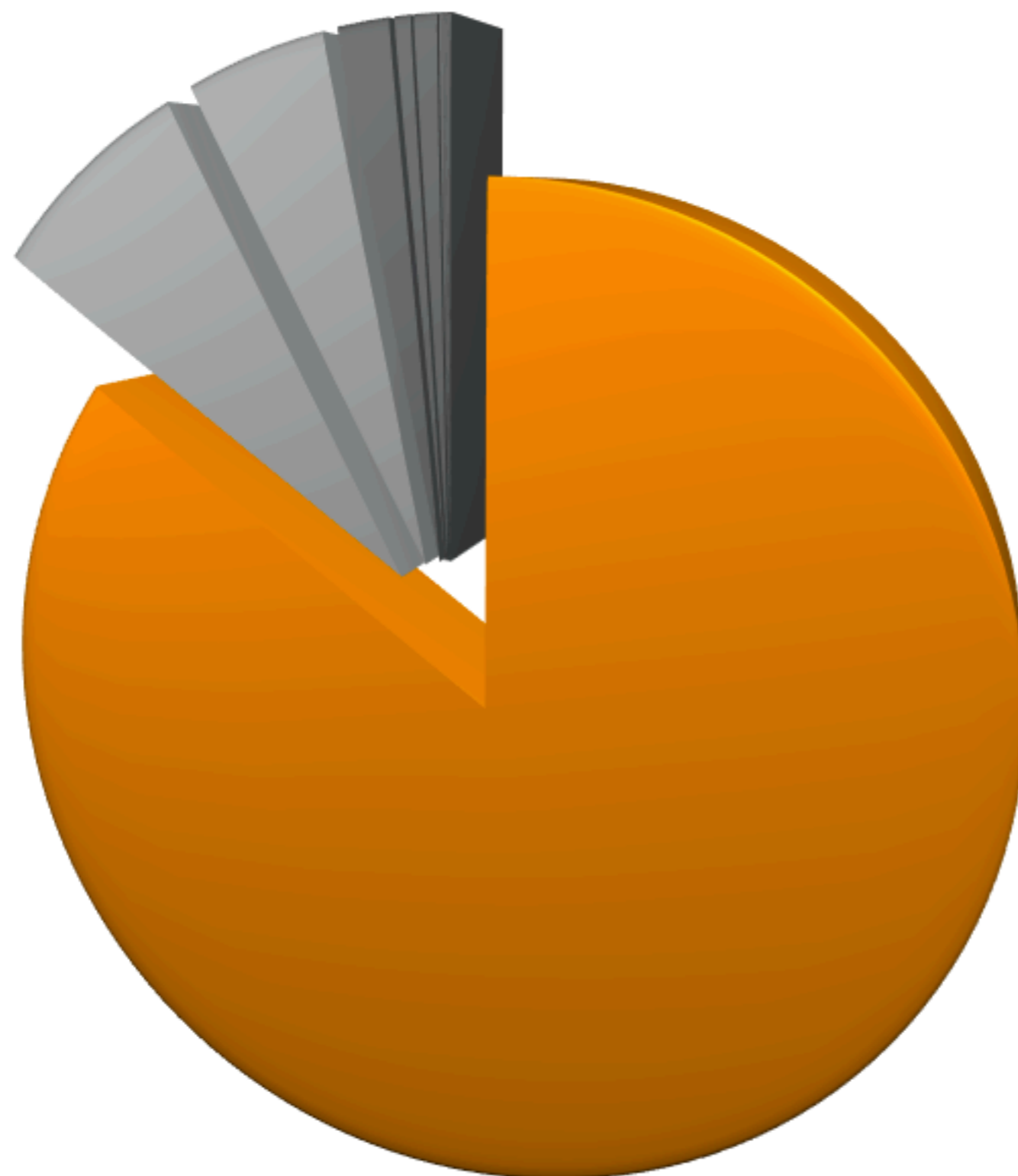
Past 24 hrs*	2,710	2.2%
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Data collected on January 30th 2012

\*Users who have logged in

# The Market\*

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- Mt.Gox
- TradeHill
- CryptoXchange
- BTC-E
- Camp Bx
- BitMarket
- Ruxum
- BitStamp
- Intersango
- ...

\*Bitcoincharts.com Global Data

# The Market (USD) - Details

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Mt.Gox	92.884%
Tradehill	4.107%
Crypto X Change	1.014%
BTC-E	0.777%
BTC-EX	0.567%
CampBx	0.331%
Intersango	0.236%
BitStamp	0.057%
BitMarket	0.012%
Ruxum	0.008%
Vircorex	0.003%
Bitcoin2Cash	0.002%
The Rock Trading Company	0.001%
Bitfloor	0.001%

# Support & Customer Satisfaction Data

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Ticket Average

Monthly

Daily

2,395

79.86

Customer Satisfaction

Last 30 Days

Last 7 Days

91%

95%

Resolution Performance

1st Resolution Time

Full Resolution Time

28hrs

48.8hrs

Tickets Solved

In One Reply

More Than One Reply

67%

33%



Networking & IT

Overview

# Server Data

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## Main Server

- 64-Core (4 x 8 Core CPU + Hyper-threading)
- 96 GB of RAM
- 600 GB SAS Raid 1
- Networking : 2Gbps (two separate gigabit uplinks bonded)

## Main Server Backup

- 64-Core (4 x 8 Core CPU + Hyper-threading)
- 96 GB of RAM
- 600 GB SAS Raid 1
- Networking : 2Gbps (two separate gigabit uplinks bonded)

## Data Backup

- Dedicated Backup Servers located in Europe (1x) and Japan (1x)
- From 10 to 12TB worth of Back-up Space per server mounted in Raid 1 or Raid 5
- 4096Bit encryption (PGP)

Monthly Cost ~ \$5,000.00 USD



# Security

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Mt.Gox relies on the most advanced standards when it comes to our customers security; we actively work with leading companies across the world like VeriSign and Prolexic to maintain a flawless experience anytime, anywhere.

Extended Validation Certificate or EV

X.509 public key certificate



Yubikey

Two factor authentication with hardware tokens



Attack mitigation capacity per Data Center :  
up to 100 Gbps

Across the entire Prolexic network



Cold Storage

90-98% of Bitcoins entrusted to Mt.Gox are safely stored offline





Financials

Overview

# Deposit Volume - Last 30 Days

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USD	\$2,700,000
EUR	€234,000
GBP	£70,000
AUD	\$20,000
PLN	zł130,000
YEN	¥740,000

Data collected on January 30th 2012.

# Deposit Volume - Last 7 Days

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USD	\$390,000
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EUR	€17,000
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GBP	£9,700
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AUD	\$8,400
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PLN	zł3,000
-----	---------

YEN	¥220,000
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# Withdrawal Volume - Last 30 Days

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USD	\$1,800,000
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EUR	€26,000
-----	---------

GBP	£15,000
-----	---------

AUD	\$22,000
-----	----------

PLN	zł116,000
-----	-----------

YEN	-
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# Withdrawal Volume - Last 7 Days

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USD	\$383,000
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EUR	€6,800
-----	--------

GBP	£2,800
-----	--------

AUD	\$415
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PLN	zł16,000
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YEN	-
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# Gross Turnover - Nov 2010 to Nov 2011

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USD

\$15,871,840

EUR

€6,202,525

GBP

£240,861

# Revenue & Operational Costs

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USD Revenue Nov 10 to Nov 11

\$337,450

BTC Revenue Nov 10 to Nov 11

52,400BTC

Monthly Operational Costs

~ ¥5,000,000





Partners

Overview

# Major Partners & Affiliates

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Banks

SMBC

HSBC

Security

Prolexic

VeriSign

Money Transfer  
Service Providers

Dwolla

BitInstant

AurumXchange

Paxum

CPA

Aoyama & Partners

# Contact & Info

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General

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Support

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Press

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