



Company Overview

August 2012



User & Market Data

Overview

Active User Base

Registered Users	192,270	
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Past 30 Days*	15,391	8%
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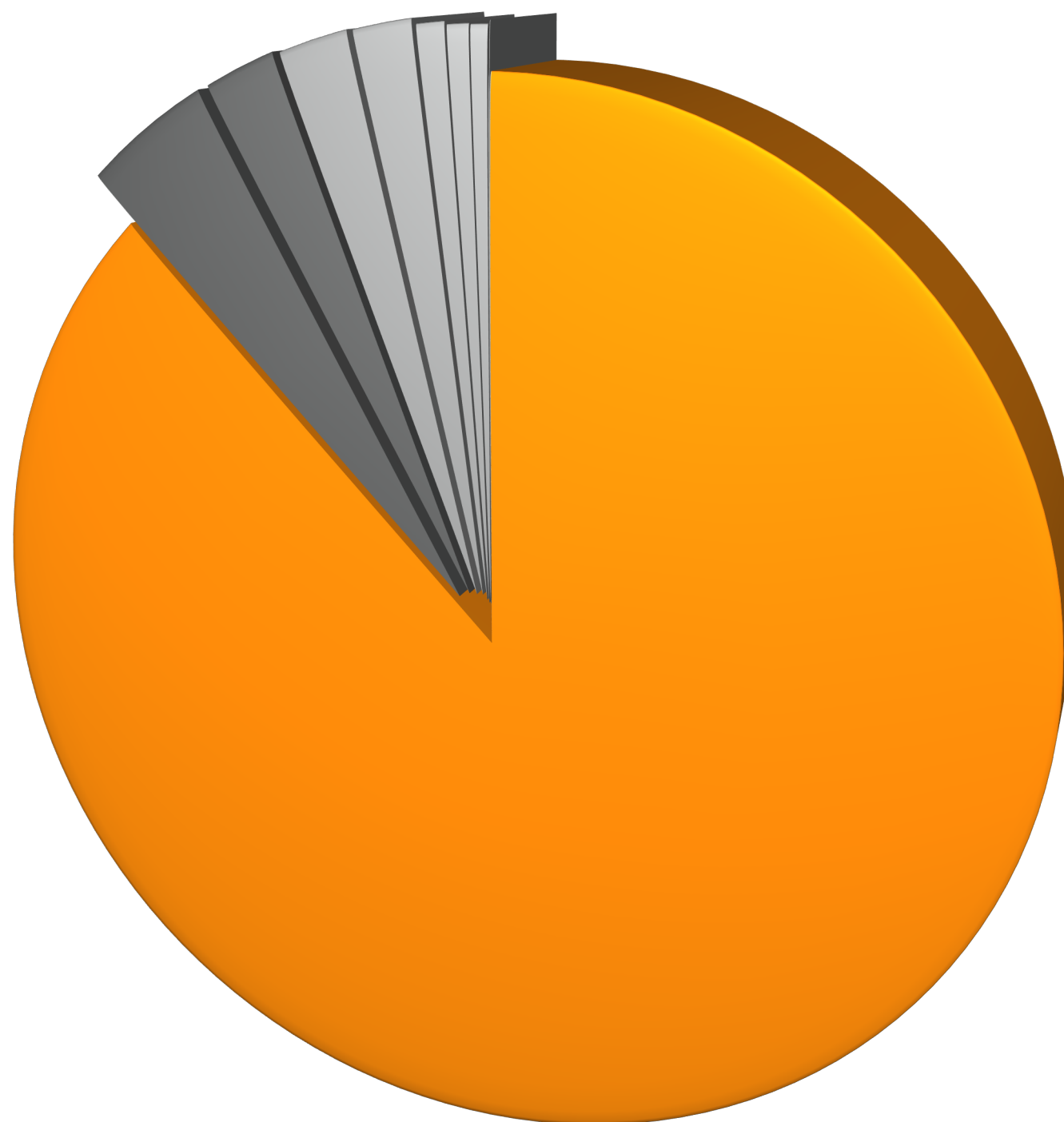
Past week*	3,418	1.7%
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Past 24 hrs*	373	0.2%
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Data collected on August 28th 2012

*Users who have logged in

The Market*



Mt.Gox
BTC-E
BitStamp
BitFloor
Camp Bx
Crypto X Change
BTCex
Intersango
BTC Tree
...

*Bitcoincharts.com

The Market (USD) - Details

Mt.Gox	87.8421%
BTC-E	4.1547%
BitStamp	2.2082%
BitFloor	2.0856%
CampBx	1.7230%
CryptoXchange	0.8080%
BTCex	0.6248%
Intersango	0.4885%
BTC Tree	0.0208%
Vircurex	0.0142%
BitMarket	0.0113%
Bitcoin-24	0.0080%
Bitme	0.0058%
ICBIT	0.0051%

Support & Customer Satisfaction Data

Ticket Average

Monthly

Daily

2,397

79.92

Customer Satisfaction

Last 30 Days

Last 7 Days

92%

93%

Resolution Performance

1st Resolution Time

Full Resolution Time

58.4hrs

70.6hrs

Tickets Solved

In One Reply

More Than One Reply

37%

63%



Networking & IT

Overview

Server Data

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

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

USD	\$3,100,000
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EUR	€590,000
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GBP	£329,000
-----	----------

AUD	\$100,000
-----	-----------

PLN	zł389,000
-----	-----------

YEN	¥34,000,000
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Deposit Volume - Last 7 Days

USD

\$650,000

EUR

€103,000

GBP

£42,800

AUD

\$49,100

PLN

zł115,100

YEN

¥8,700,000

Withdrawal Volume - Last 30 Days

USD	\$2,600,000
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EUR	€430,000
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GBP	£65,000
-----	---------

AUD	\$30,000
-----	----------

PLN	zł205,000
-----	-----------

YEN	-
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Withdrawal Volume - Last 7 Days

USD	\$405,000
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EUR	€99,000
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GBP	£15,900
-----	---------

AUD	\$6000
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PLN	zł33,000
-----	----------

YEN	-
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Trade Volume - Jan 2012 to Aug 2012

USD

\$105,638,305

EUR

€3,570,381

GBP

£2,016,032

Transferred Volume - Jan 2012 to Aug 2012

USD

\$38,708,468

EUR

€3,170,381

GBP

£1,806,938

Data collected on August 30th 2012 including all Wire Deposits and Withdrawals.

Revenue & Operational Costs

USD Revenue Jan 12 to Aug 12

\$380,450

BTC Revenue Jan 12 to Aug 12

58,400BTC

Monthly Operational Costs

~ ¥3,500,000



Partners

Overview

Major Partners & Affiliates

Banks	SMBC	Security	Prolexic
			VeriSign
Money Transfer Service Providers	Dwolla	CPA	Aoyama & Partners
	BitInstant		
	AurumXchange		
	OkPay		

Contact & Info

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