

Sierra Chart

I would be very grateful if you would answer all my questions so then I can get proper clarification that would be great one by one. 😊

The screenshot shows the Sierra Chart 'Activate Services' page. At the top, there is a navigation bar with the title 'Activate Services' and a user profile for 'Tommy O Gorman'. Below this, there are links for 'Main Control Panel', 'Activate Services', 'Make a Payment', and 'Emergency Account Activation'. The current date and time are displayed as 'Thu, 22 Oct 2020 08:10:06 +0000 - up for 8:54'.

A red banner indicates 'Account Notes/Actions Required:'. The notes include:

- It is necessary to complete the agreement for the [Delayed Exchange Data Feed](#) to continue to have access to it beyond July 31, 2020. Click on this [link](#) to complete the agreement. It is **necessary to complete this agreement** to gain access to this delayed streaming data feed which includes delayed streaming data for the CME Group futures. Unless you have a source for real-time streaming data from either the [Denali Exchange Data Feed](#) or from an external trading service providing real-time CME Group data, you will no longer have streaming data for CME Group futures within Sierra Chart.
- Your usage time will automatically renew in 44 days (2020-12-05).** Provided that there is sufficient **Services Balance** at the time of renewal. [Renew Now](#) Use **Renew Now** to **manually** extend the usage time on your account for the number of selected months and Service Package and have the amount deducted from the Service Balance. However, there is not a need to do this because this will happen automatically on 2020-12-05.

Below the notes, there are links for 'Available Services' and 'Instructions'. A green arrow points to the 'Available Service' section, which shows a dropdown menu with '5 - Advanced - 36 USD / Month' selected. A purple text overlay says 'You can see this is what i purchase is - 5 Advance..ok'. Below the dropdown, there is an 'Update/Set' button and an 'Update and Renew Now' button. The text below the buttons reads: 'Use **Update and Renew Now** to **manually** extend the usage time on your account for the number of selected months and Service Package and have the amount deducted from the Service Balance. However, there is not a need to do this because this will happen automatically on 2020-12-05.' At the bottom, it says 'Active Service: 5 - **Advanced** - Active until: **2020-12-05 23:59:59 UTC**'.

Can seem on an above screenshot I have purchased the 5 Advance Feed for real feed as in live feed at the present second \$36.00. The reason why I did this was because I had 10-minutes delayed feed and I was happy to pay \$36 to get the real live exchange feed and the program that I picked all the 5 advanced live feed.

Payment Result

[Tommy O Gorman] Logout

[Main Control Panel](#)

Current Date - Time: **Thu, 22 Oct 2020 08:09:44 +0000** up for 17:35

Account Notes/Actions Required:

- ★ It is necessary to complete the agreement for the [Delayed Exchange Data Feed](#) to continue to have access to it beyond July 31, 2020. Click on this [link](#) to complete the agreement. It is necessary to complete this agreement to gain access to this delayed streaming data feed which includes delayed streaming data for the CME Group futures. Unless you have a source for real-time streaming data from either the [Denali Exchange Data Feed](#) or from an external trading service providing real-time CME Group data, you will no longer have streaming data for CME Group futures within Sierra Chart.
- **Your usage time will automatically renew in 44 days** (2020-12-05). Provided that there is sufficient **Services Balance** at the time of renewal. Use **Renew Now** to manually extend the usage time on your account for the number of selected months and Service Package and have the amount deducted from the Service Balance. However, there is not a need to do this because this will happen automatically on 2020-12-05.

Payment Successful

The Services Balance is used for Sierra Chart Usage Time, the Sierra Chart Exchange Data Feed, SMS messages, text-to-speech alerts, and remote assistance support.

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Receipt

This is a receipt for your payment for Sierra Chart Additional Services. The details of the payment are as follows:

Date-Time: 2020-10-21 21:02:14 UTC
Account Name: Tommy O Gorman
Name: Tommy O Gorman
Amount Paid: 36.00 USD
Payment Processor: Stripe
Transaction/Order ID: cs_live_rigdSTBkJUUhmebmZ6dN7JL7QqU42to7hywsasQ251QkTF8JINPAB4W
Statement Descriptor: Sierra Chart

Thank you for using Sierra Chart!

If there is any problem with this transaction, let us know and do not initiate a chargeback. We are charged a 25 USD fee for those, which may be billed directly to your Sierra Chart account.

For questions about this payment reply to this email or fill out an Account Support Ticket:
<https://www.sierrachart.com/UserControlPanel.php?page=SupportTickets>

Note: Currency conversion or international transaction fees charged by your card provider are not included in the amount billed above.

Sierra Pacific Software Ltd, trading as www.sierrachart.com

[Main Control Panel](#)

IP: 109.79.116.130 | Country: Ireland | Region: Tipperary

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Statement Descriptor: Sierra Chart

Purchase Sierra Chart Usage Time and Other Services

- [Activate Services](#) - Activate Sierra Chart Service Package (Usage Time) / Denali Exchange Data Feed.
Documentation:
 - [Service Package](#)
 - [Denali Exchange Data Feed](#)
- [Services Balance Payment Form](#) - Make a payment for Sierra Chart services.

Account Details

Account Name: Tommy O Gorman
Current Usage Time Ending Date: 2020-12-05 23:59:59 UTC 45 Days
Current Service Package: 5
Service Package Enabled For Renewal: 5 - Advanced (Monthly) - 36 USD / Month [Change Package or Set Service Package For Renewal](#)
Allowed Systems: 1 out of a total of 2 system(s) is currently being used.
 Services Balance: 0.00 USD - [Make Payment](#)
Affiliate ID: default
Name: Tommy O Gorman
Email: designertommy@live.com
Account Creation Date: 2020-10-20
Last Login: 2020-10-22 06:40:37 (1.85 hours ago)
Trading Accounts: .

- [Manage Account Information](#) - Update Email Address, Password, Phone Number, and other details.

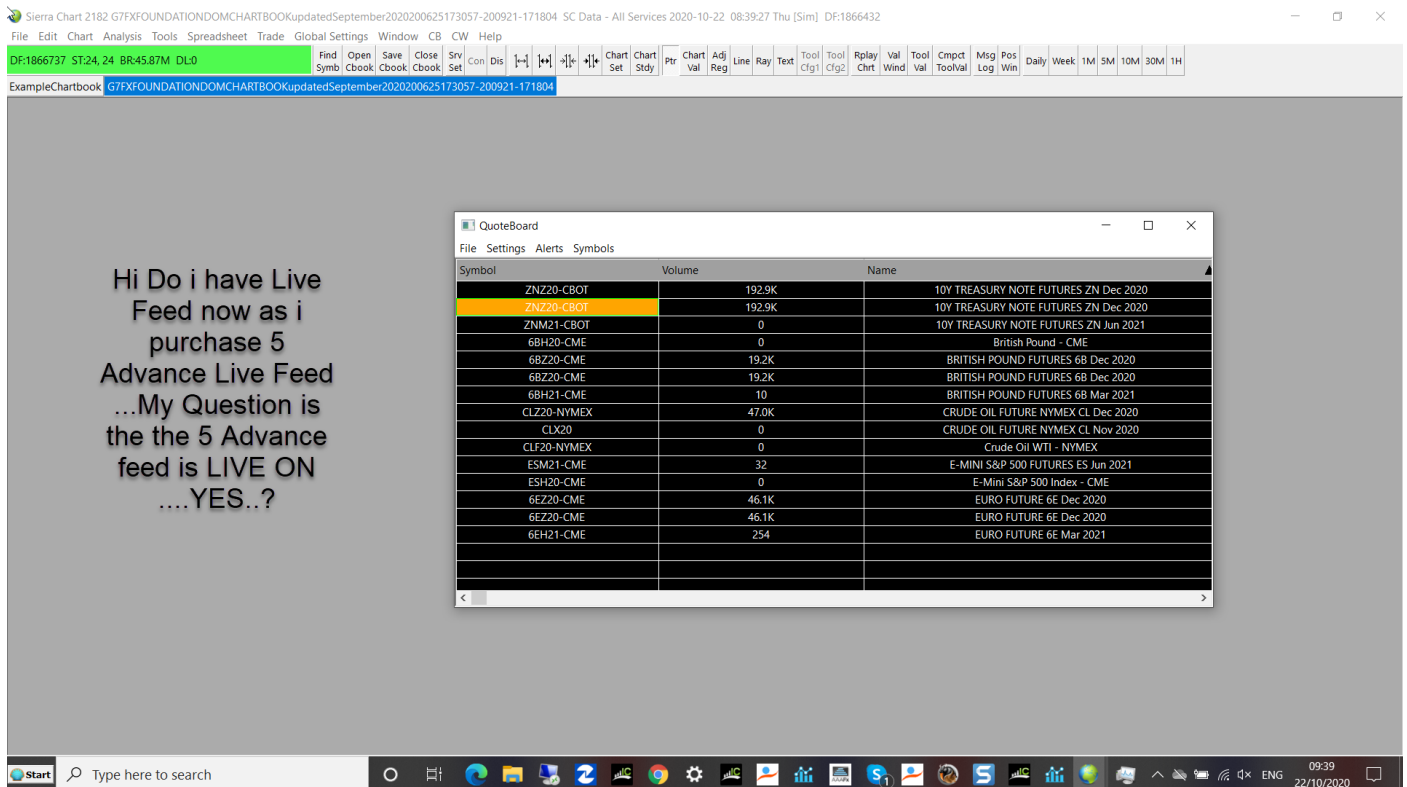
Other Services

- [Emergency Account Activation](#)
- [View Recurring Services](#)
- [View Transaction Log and Payment Receipts](#)
- [View Order Fills Transaction Log](#)

Can you explain to me the questions I have on this above screenshot ..

(1) it says I have 45 days before I will have to to upgrade does it mean or before my next month fee I will have to purchase from you to continue using your live feed data is this correct what I see or can you explain to me better..? So the 5th of December 2020 will be my next monthly payment is that correct purchase for \$36 to Sierra Chart I will have to pay for the following new month,,,,???

(2) you can see that I have purchased for \$36 the 5 advanced and it says 1 system out of 2 so I am allowed to download your you're starting system to one more system PC or laptop is that correct..??



In the above screenshot

(1) do I have live feed now and it is not delayed feed is this correct...???

(2) or is there a setting I need to adjust to make it live feed...?

I really appreciate you answering above questions to all of the screenshot's to I have laid out for you on this PDF.

Thanking you

Blessings

Tommy O Gorman