


## Message No. 01 /2012

Subject	<b>Problem with SMF</b>	
To	<input checked="" type="checkbox"/> Business Coordinators	<input checked="" type="checkbox"/> Technical Coordinators
Authorised by	Customer Support	
Markets	<input checked="" type="checkbox"/> SIX Swiss Exchange <input checked="" type="checkbox"/> SIX Liquidnet Service	<input checked="" type="checkbox"/> Scoach Schweiz AG <input type="checkbox"/> BX Berne Exchange
Interfaces	<input checked="" type="checkbox"/> SMF	<input type="checkbox"/> MDI
Pages	1	
Date	13.01.2012	Important Information 

Please take note of the following information:

<b>Date and time of the incident</b>	13.01.2012 / 09:00 CST
<b>Markets and Sources affected</b>	Please see the “ <b>Markets</b> ” table above
<b>Interfaces and infrastructure affected</b>	<ul style="list-style-type: none"> <li>Swiss Market Feed (SMF)</li> </ul>
<b>Customers affected</b>	All
<b>Impact on customers</b>	Trade data missing
<b>Current status of interfaces and infrastructure</b>	Problem with Swiss Market Feed (SMF) interface
<b>Reason</b>	Technical problem
<b>Status</b>	Problem analysis on-going
<b>Action required by customers</b>	None

*If you have any questions, please do not hesitate to contact SIX Exfeed Customer Support Center:*

<i>Technical Desk:</i>	<i>+41 58 399 2445</i>	<i>helpdesk@six-exfeed.com</i>
<i>Administration Desk:</i>	<i>+41 58 399 2977</i>	<i>admin@six-exfeed.com</i>