**Message No. 02 / 2012**

**Subject**: Problem with SMF

**To**: Business Coordinators, Technical Coordinators

**Authorised by**: Customer Support

**Markets**: SIX Swiss Exchange, Scoach Schweiz AG

**Interfaces**: SMF, MDI

**Pages**: 1

**Date**: 13.01.2012

> Please take note of the following information:

<table>
<thead>
<tr>
<th>Date and time of the incident</th>
<th>13.01.2012 / 09:00 CST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Markets and Sources affected</td>
<td>Please see the “Markets” table above</td>
</tr>
</tbody>
</table>
| Interfaces and infrastructure affected | • Swiss Market Feed (SMF)  
• Market Data Interface (MDI) |
| Customers affected | All |
| Impact on customers | Trade data missing / delayed opening |
| Current status of interfaces and infrastructure | Problem on the Exchange System solved |
| Reason | Technical problem |
| Status | Opening will take place at the following times  
- **12:00 CET** for SIX Swiss Exchange: all segments which usually open at 09:00h  
- **12:15 CET** for SIX Swiss Exchange/Scoach Schweiz: all segments which usually open at 09:15h  
- **12:30 CET** for SIX Swiss Exchange: all segments which usually open at 09:30h |
| Action required by customers | None |

> If you have any questions, please do not hesitate to contact SIX Exfeed Customer Support Center:  
**Technical Desk**: +41 58 399 2445  
helpdesk@six-exfeed.com  
**Administration Desk**: +41 58 399 2977  
admin@six-exfeed.com