



## SIX Exfeed Message No 25/2018

Subject **SIX MDDX: Update on Issue of 14 September 2018 in the Production environment**

To  Business Coordinators  
 Technical Coordinators

Authorized by Customer Support

Pages 1

Date 18.09.2018

Import Information 

### This message concerns:

**Markets:**  SIX Swiss Exchange  SIX Swiss Exchange – Structured Products

**Interfaces:**  MDDX  MDI  IMI

Dear Vendor

As communicated in [SIX Exfeed Message No. 24/2018](#), we experienced a data interruption issue on the SIX MDDX Production feed on 14 September 2018.

Due to a technical problem, we lost the connectivity to all our internal sources at **13:45:54 (CEST)**. The last process was restored at **13:51:20 (CEST)**. After reconnection, we sent all the recovered messages missed in the lapse of time to all Datavendors.

Following investigations, our workflow has been revised with measures introduced to prevent a re-occurrence of this issue.

If you have any questions related to the incident above, please contact [Local Support Center](#) for technical and [SIX Exfeed Customer Support](#) for business support.

Yours sincerely

SIX Exfeed Ltd  
Customer Support