

CO:RE Trading Platform Service Description

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1 Summary

SIX and Verizon have drawn up a technical telecommunication concept to connect SIX Repo participants.

1.1 The following basic criteria had to be fulfilled

- Sound knowledge/network experience
- End to End delivery, maintenance and support
- Monitoring of the network by SIX Repo to provide support for end-users

Verizon is the first company to offer end-to-end communication services on a global basis entirely over its own facilities. This capability ensures the highest standards of reliability and quality and enables Verizon customers to connect through a state-of-the-art network.

For the SIX Repo participants a customized communication solution is offered. The service, which delivers a maximum of cost effectiveness and availability, is described in detail in chapter of this document.

1.2 Advantages of the proposed solution

- Based on highly reliable technology
- Verizon managed and monitored service
- Flexibility, Scalability: Bandwidth can be adapted within a short period and is available world-wide
- Optimum cost/benefit
- Verizon Support through 7x24h service-desk in cooperation with the SIX Repo Infodesk
- More reliable and better performance than an Internet connection

2 Service Description

2.1 Services

2.1.1 Service overview

Verizon's international network service is a fully owned private network providing state-of-the-art services to customers around the globe. The infrastructure in place for SIX Repo participants provides fully private point to point connections (or Permanent Virtual Circuits) between the CO:RE Trading platform servers and the SIX Repo participant.

The recommended speed for the connection(s) of the participant is determined by the requirements set out by the SIX Repo service.

The Verizon network POPs and CO:RE Trading platform connections are interconnected via redundant links for maximal availability. The connection from the CO:RE Trading platform server to the Verizon network is also redundant. The remote LAN is connected to Verizon network via a Cisco router and a leased-line. Redundant connectivity for the participant is available.

Verizon agrees to use reasonable efforts to maintain monthly Overall Network Availability of 99.80% and a Data Delivery Ratio within the ordered PVC speed of **99.9%**.

2.1.2 Installation of Leased-line Service

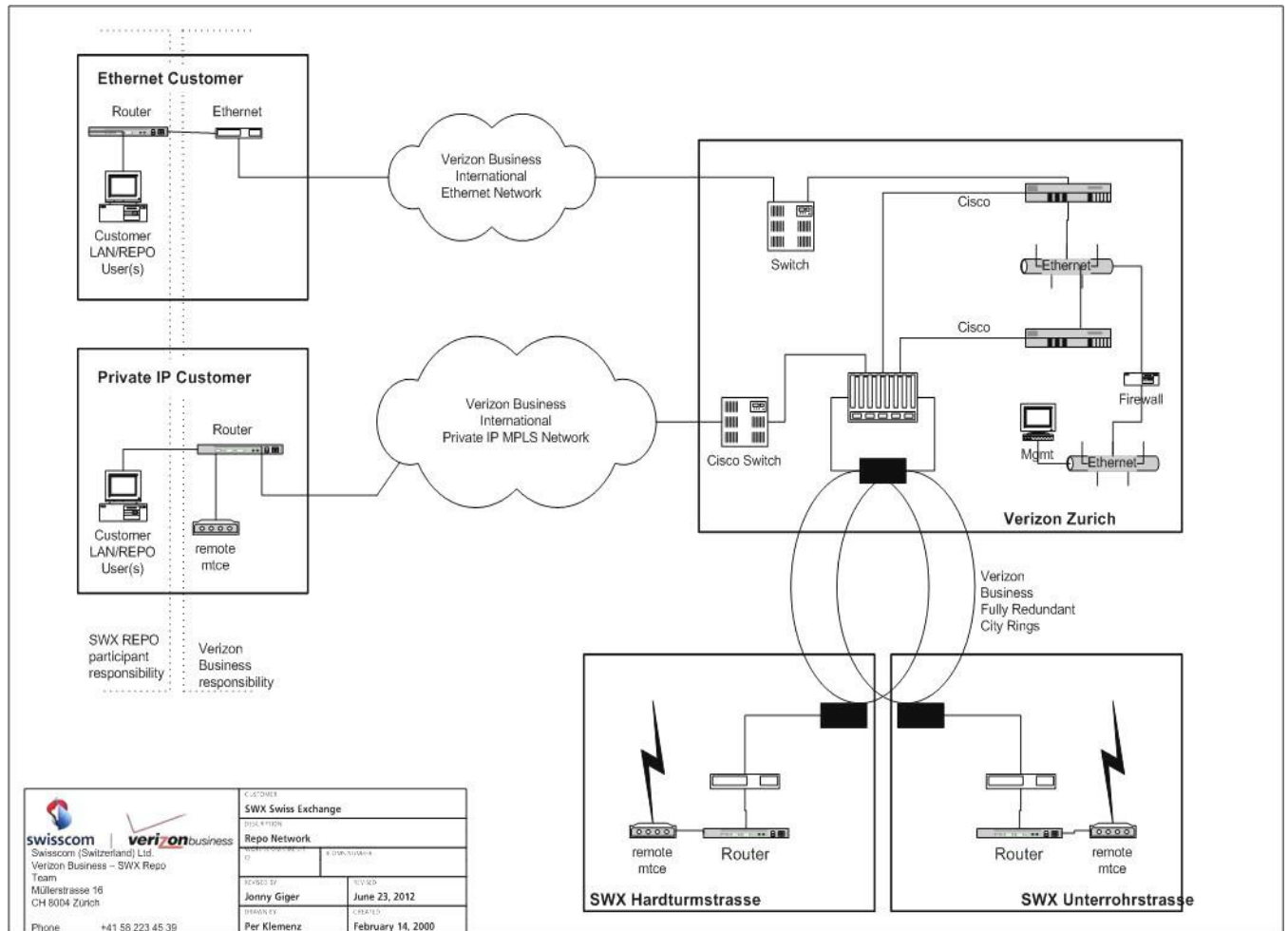
Hardware that will be installed by Verizon

- Cisco CPE routers as standard deliverables, other hardware available on request
- Analogue or GSM modems for remote configuration and maintenance

Verizon will manage the access line. Verizon or a local carrier will install the line(s) and modem(s). Verizon will manage the installation and coordination of the service(s)

The SIX Repo participant provides the LAN connection, an analogue phone line, space and local voltage for the Cisco Router and a Dial-up Modem.

2.1.3 Schematic set-up of Leased line



Schema, Quelle: Thomas Rathgeb, Swisscom

3 Terms, conditions and order administration

3.1 Service Details

A set of Speed / Bandwidth options has been defined for the various requirements. Depending on the Participants requirement, various bandwidths can be chosen:

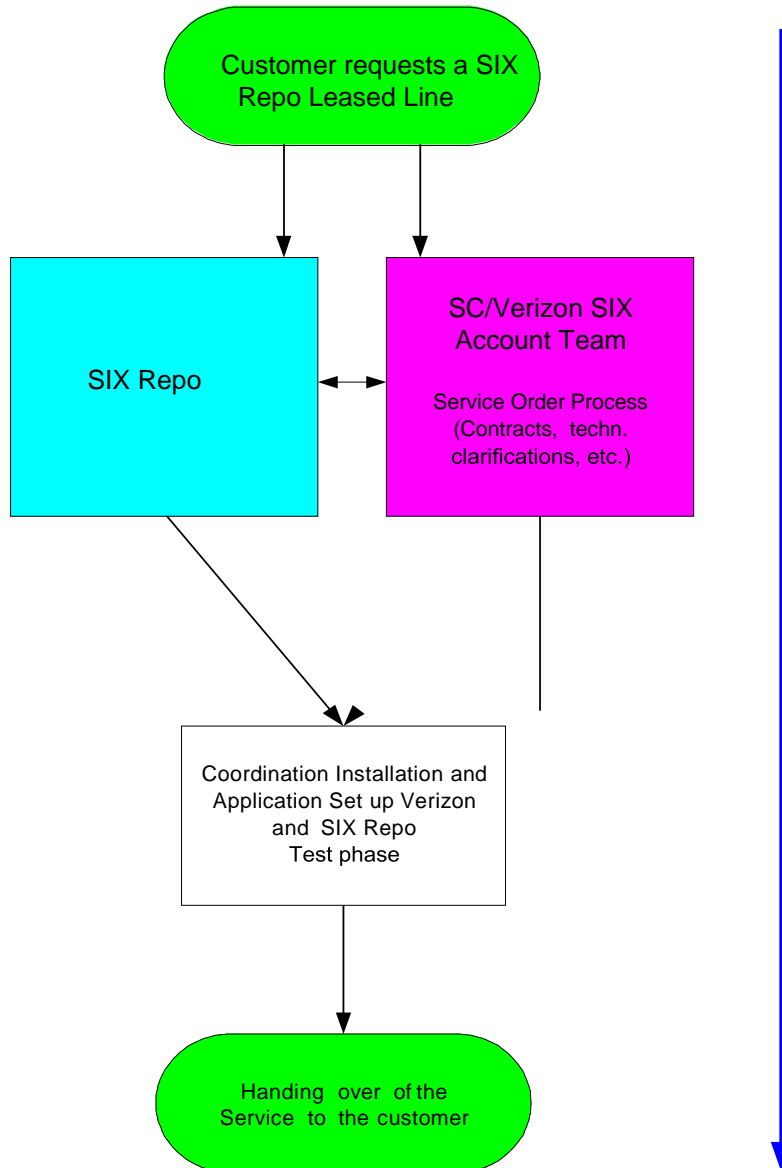
- The prices are by request.
- Various Speeds are available on request and will be reviewed in cooperation with SIX Repo.

3.2 Conditions

- Contract Term: 1 year
- Installation lead-time: ca. 6-8 weeks (expedites available in some regions upon request)
- Billing: monthly in arrears

3.3 Order handling

Repo Order Process



Quelle: Thomas Rathgeb

The International Master Service Agreement (IMSA) between the SIX Repo participant and Verizon establishes the terms and conditions under which Verizon will provide the service as defined in this SIX Repo Service Description to the SIX Repo participant. In addition to the IMSA, the Swisscom/Verizon Service Order Form states all technical details regarding the service.

To enable a smooth installation, the following ordering procedure has to be maintained:

Verizon fills out – in collaboration with the SIX Repo participant - the Service Order Form, including endpoint technical details and completes the Master Service Agreement with the correct address – both forms in duplicate and sends the documents to the SIX Repo Participant.

The SIX Repo participant signs the Service Order Forms as well as the Master Service Agreement and returns both documents to:

Swisscom (Switzerland) Ltd.

Global Business
SWX Project Team
Müllerstrasse 16
CH-8004 Zürich

The SIX Repo participant will receive a countersigned original of the Service Order Form and the Master Service Agreement. SWX Swiss Exchange will receive a copy of the Service Order Form in order to trigger their respective processes.

4 Support

4.1 Support Process

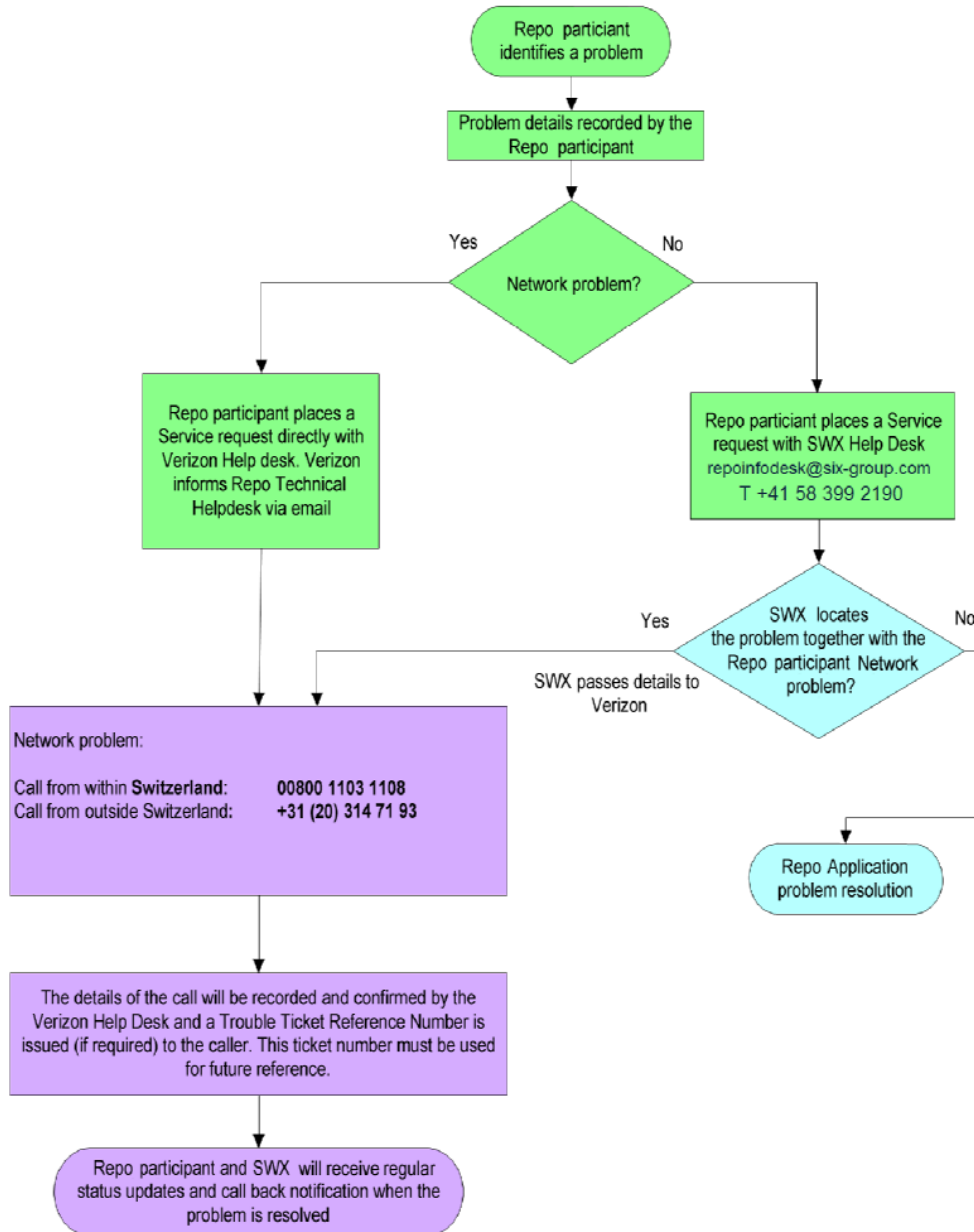
If a problem occurs with the SIX Repo Service during normal working hours – 6.00 a.m. – 10.00 p.m. CET – the SIX Repo participant calls the SIX Repo Infodesk. The SIX Repo Infodesk will locate the problem together with the SIX Repo participant and will then initiate further proceeding. An application problem will be resolved directly by the Repo Service Desk while a network problem will be handed over to the Verizon Service Desk.

For network problems during out of office hours – 10.00 p.m. – 6.00 a.m. CET - the SIX Repo participant can contact the Verizon Service Desk directly. In this case the assistance request will be reported to the SIX Repo Infodesk with an Email.

When a trouble ticket is opened at the Verizon Service Desk, it is assigned the appropriate priority, depending on the type of failure involved. Based on that priority and the length of time the trouble ticket is escalated through Verizon Network Operations management.

The following flow chart details the SIX Repo participant contact procedure which is used by the Verizon Customer Services Group in the event of the SIX Repo participant having problems with network access or performance and shows contact numbers which should be used.

Service Desk Flow Chart



Flow Chart Service Desk, Quelle: Jonny Giger, Swisscom AG

5 Business - Contacts

5.1 General Address

Swisscom (Switzerland) Ltd.
Global Business
SWX Repo Team
Müllerstrasse 16
CH 8004 Zürich

Phone +41 58 223 45 39

5.2 Requests for Connectivity and technical Solutions, Pricing & Contracts:

SWX Repo Team
International Repo Connectivity
Swisscom Verizon Business Managed Services

Phone +41 58 223 45 39

Email group.verizon-scap-swx@swisscom.com