



3 October 2008

PROJECT: Universal Trading Platform – Support Desk

Universal Trading Platform Support Desk up and running and ready to answer your questions about the programme

NYSE Euronext is pleased to inform clients that a Support Desk dedicated to the Universal Trading Platform for Cash Europe has been launched for the duration of the programme.

Scope of the Universal Trading Platform Support Desk

The new Universal Trading Platform Support Desk has been set up to:

- answer client queries relating to the Universal Trading Platform for Cash Europe, the new pan-European MTF and Market Data for Cash Europe, for instance:
 - Functional questions on new order type or collar logic
 - Technical questions on CCG (Common Customer Gateway), Universal Trading Platform, Market Data feed, protocols
 - Questions relative to programme specifications and documentation
 - Questions relative to Universal Trading Platform migration and migration dates
 - Questions regarding connectivity.

- provide follow-up on client conformance testing, by:
 - Ensuring that clients have made the appropriate developments for the new Universal Trading Platform
 - Scheduling appointments for conformance testing
 - Providing real-time one-to-one conformance testing.

Useful Support Desk information

Contact details: **UTP Support Desk**
 Tel: +33 (0)1 4927 5090
 Email: utp@nyx.com

Opening hours: Monday – Friday: 09.00 – 18.00 CET
 06.00 – 09.00 and 18.00 – 21.00 CET calls are redirected to the CTS Help Desk

The Universal Trading Platform Support Desk will work closely with the existing CMO and CTS Desks and with NYSE Euronext account managers as usual.

Should you require any further information, please contact your local account manager or for any technical questions, please contact the CTS Help desk on +33 (0)1 4927 5050.

Kind regards,
Euronext Cash Market

CONTACT: utp@nyx.com

For more information and to view past info-flashes, visit: www.euronext.com/cashmembers

Website: www.euronext.com

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