

15 March 2010

Market Data incident on 15 March 2010

Subsequent to the launch of the Universal Trading Platform Market Data (UTP-MD) feed, an additional process started sending duplicate messages between 10:18 and 10:58 CET. Most members and data vendors were unaffected by this issue, however a number of clients were affected depending on the configuration of their market data.

As soon as the problem was identified, the process responsible for the sending of duplicate messages was stopped.

In order to enable those clients affected to recover their market data in an optimal manner, the following steps were taken:

- Retransmission of the market sheet as follows:
 - o Equities, Bonds and ETFs from 11:19 to 11:29 CET
 - o Warrants and Certificates 11:30 CET
 - o Equities from 12:51 to 13:01 CET.

- Increase of limits for Retransmission and Refresh:
 - o Retransmission from 1000 to 5000 and
 - o Refresh from 100 to 1000.

Following these actions, the recovery mechanism was successfully integrated by all clients.

NYSE Euronext is taking all necessary measures to avoid a reoccurrence of this issue and apologises for any inconvenience caused by this incident. Any clients affected by today's issue requiring assistance on a functional or technical matter should contact us as per the below:

For functional issues:
Cash Market Surveillance
Tel: +33 (0)1 4927 5030
Emails: sp.eu@nyx.com
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For technical issues:
European Service Desk
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Kind regards,

NYSE Euronext European Cash Markets

CONTACTS:

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

Website: www.euronext.com

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