



Service Description for Eurex Repo

December 2005

1. Summary

BT Radianz's fast, secure reliable shared market infrastructure, RadianzNet, is the leading connectivity and messaging platform for financial firms and service providers around the world.

For the Eurex Repo participants a managed network connectivity solution is offered.

Advantages of this solution:

- Fast and easy access
- Consolidated access to Eurex Repo
- Cost-savings
- Network security
- Reliability
- Centralised control system
- 24x7 global customer support centres.

The BT RadianzProvider Service offers the ability for Eurex Repo as a Provider to make their application/s available to End Users ("Members"), and to replicate data to distributed hosts, using BT Radianz's extranet infrastructure, RadianzNet.

The BT RadianzMember Service Access offers the ability for Members to access Eurex Repo's applications using RadianzNet.

2. Service description

For resilient and non-resilient access

2.1. Resilient service access

The BT Radianz Extranet Service is provided using the following standard components which may be shared in cases where BT Radianz is providing more than one Extranet Service to a particular Location (see Section I(C), below):

- Access Circuit – Circuits used to provide connectivity between a Customer Location and a BT Radianz Point of Presence (POP). Access Circuits are ordered through BT Radianz, but are provided and terminated appropriately by a local access provider serving each location. In cases where resilient Access Circuits are to be provided, BT Radianz's preferred procedure is to order the two Access Circuits from different local carriers in order to provide additional diversity. When two carriers are not reasonably available, BT Radianz will work with the single carrier to provide an alternative solution (e.g., diverse paths) when BT Radianz is reasonably able to do so. The selection of the specific facilities to be used to provide the Services shall be within BT Radianz's sole discretion.
- Customer Edge (CE) – A dedicated router of a model series and specific configuration selected by BT Radianz based on the throughput capacity required.
- Provider Edge (PE) – Access equipment located at BT Radianz's POP locations throughout the world providing local connection points into RadianzNet. The PE may support Access Circuits from multiple customers.

A standard RadianzProvider or RadianzMember Location connection (illustrated in Fig. 1 below) consists of:

- Dual Customer Edge (CE) routers at the Customer's Location;
- Dual (shared) Provider Edge (PE) routers; and
- Two Access Circuits, one from each CE to a Radianz POP. Diverse POPs are provided where two POPs are available within 25 kilometres (15.5 miles) of the Customer Location. Connection to secondary POPs beyond 25 kilometres of the Customer Location is a chargeable Customer option unless otherwise stated in an Order.

- For Split Site configurations, CE routers are provided at two separate Customer Locations, which must be less than 5km apart if failover is supported by a private LAN connection; otherwise, failover must be supported by wide-area routing protocols.

Under Normal Operation, all traffic traverses the primary Access Circuit and PE router. In the event these components fail, the secondary Access Circuit and PE router will be used. Traffic will be switched back to the primary path once the fault is resolved.

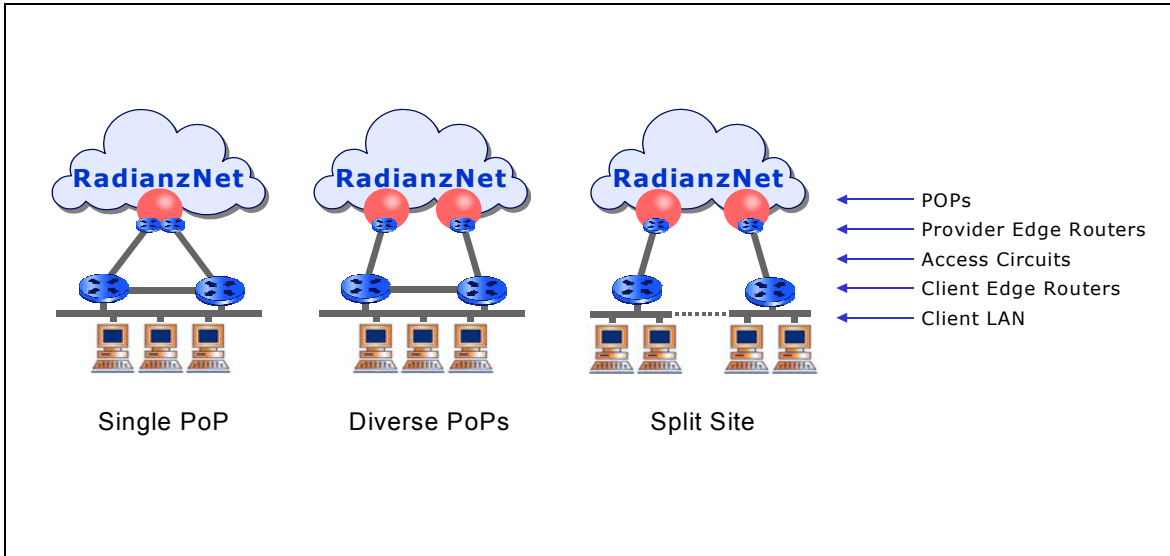


Figure 1 – Resilient connectivity

2.2. Non-resilient service access

For non-resilient RadianzMember Service Access, a Location connection (illustrated in Fig. 2 below) consists of:

- Single Customer Edge (CE) router at the Customer's Location;
- Single (shared) Provider Edge (PE) router; and
- One Access Circuit, from the CE to the PE router.

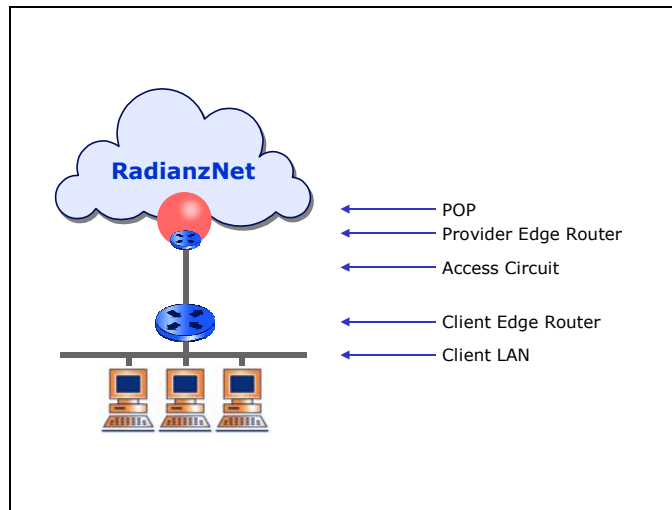


Figure 2 – Non-resilient connectivity

3. Terms, conditions and order administration

3.1. Prices resilient / non resilient service access

Member access charges (end clients of Eurex Repo)

Installation charge: \$ 1000

Monthly charge:

Table 1: **NON-Resilient** connections (1 line/router, 98.5 % availability)

Location	64K, non-resilient / monthly charge	128K, non-resilient / monthly charge	256K, non-resilient / monthly charge
Zurich	\$ 380	\$ 530	\$ 670
Rest of Switzerland	\$ 490	\$ 630	\$ 750
Metropolitan London	\$ 840	\$ 1270	\$ 1850
Metropolitan Europe 1 (Amsterdam, Brussels Frankfurt, Luxembourg City, Milan, Munich, Paris)	\$ 900	\$ 1370	\$ 1980
Metropolitan Europe 2 (Barcelona, Berlin, Copenhagen, Düsseldorf, Hamburg, Helsinki, Madrid, Stockholm, Stuttgart, Vienna)	\$ 1040	\$ 1550	\$ 2280
Regional Europe	\$ 1400	\$ 2200	\$ 3500
Metropolitan New York City	\$ 1090	\$ 1650	\$ 2410

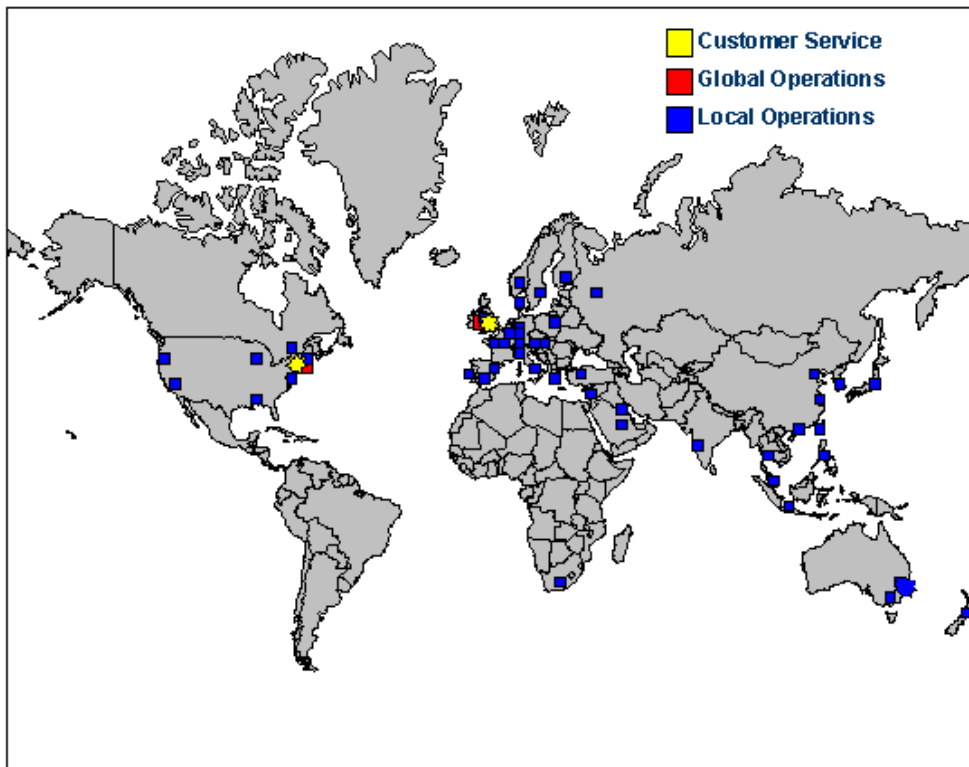
Table 2: **Resilient** connections (2 lines/routers, 100 % availability)

Location	64K, resilient / Monthly charge	128K, resilient / Monthly charge	256K, resilient / Monthly charge
Zurich	\$ 640	\$ 880	\$ 1070
Rest of Switzerland	\$ 940	\$ 1240	\$ 1550
Metropolitan London	\$ 1050	\$ 1550	\$ 2170
Metropolitan Europe 1 (Amsterdam, Brussels Frankfurt, Luxembourg City, Milan, Munich, Paris)	\$ 1140	\$ 1690	\$ 2350
Metropolitan Europe 2 (Barcelona, Berlin, Copenhagen, Düsseldorf, Hamburg, Helsinki, Madrid, Stockholm, Stuttgart, Vienna)	\$ 1310	\$ 1890	\$ 2700
Regional Europe	\$ 1630	\$ 2620	\$ 4350
Metropolitan New York City	\$ 1300	\$ 1930	\$ 2730

4. Support

The BT Radianz Global Service Centers (GSCs) are located in London, New Jersey and Sydney operating in a 24x7 'follow-the-sun' mode.

Highly skilled, technical service individuals specially trained to address service incidents staff the BT Radianz GSC. BT Radianz GSC assumes ownership of incidents from the time of their initial reporting through to resolution, and will provide customers with regular progress updates until full resolution of the problem is achieved and confirmed by both parties.



4.1. Support Process

4.1.1. Toll Free Telephone Support

BT Radianz has provided toll free telephone numbers to the Global Service Centers in 24 countries for our customers' convenience. These are listed below:

Europe, Middle East, Africa

Austria	0800 201686
Belgium	0800 94482
Denmark	802 00041
Finland	0800 184884
France	0800 552458
Germany	0800 1010554
Greece	800 411 22466
Italy	800 239429
Luxembourg	800 220 59
Netherlands	0800 0233305
Norway	800 33262
Portugal	800 204547
Russia	737 0874
Spain	900 502162
Sweden	020210777
Switzerland	0800 808821
UK	0800 0154493

Americas

USA	1 877 228 1497
Canada	866 841 2108

Asia-Pacific, Australasia

Australia	1 800 222092
Japan	0034 800 400510
Hong Kong	2 106 4034
Singapore	1 800 245 5631
South Korea	00798 14 800 6166
Taiwan	0800 621 168

Note: For callers in countries other than those listed above, please call the London GSC on +44 207 542 1001.

4.1.2. E-mail Support

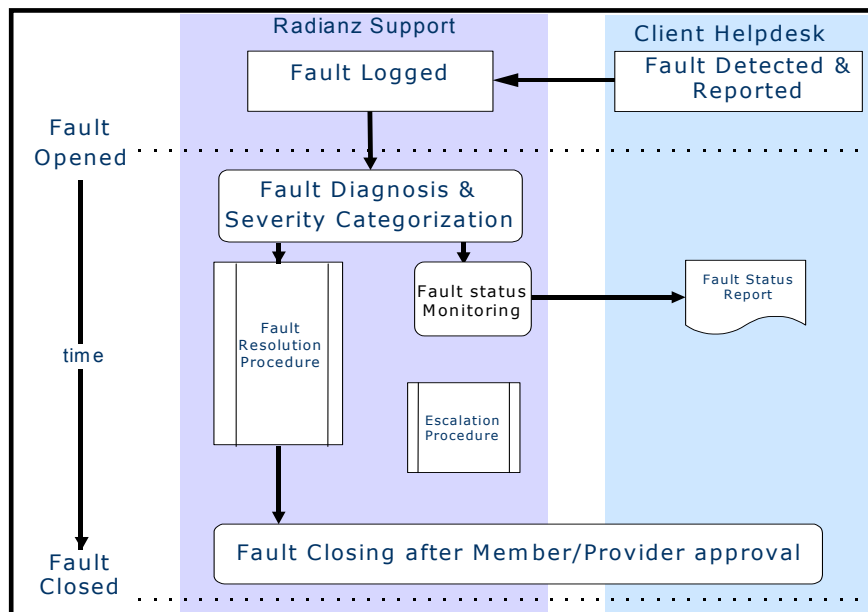
BT Radianz has provided an e-mail address, should this be your preferred method of contact for non-urgent issues. The e-mail address is: gsc@btradianz.com

E-mail will be monitored and responded to in a timely manner from each of the Global Service Centers. Rapid response and resolution will be key to all incidents reported, therefore Radianz suggests that voice contact is the optimal way to report urgent service concerns, as e-mail can be subject to slight delays while navigating the Internet.

4.2. Help desk flow chart

All client sites can report their problems and faults in the first instance to their own helpdesk, quoting a detailed description of their problem; this can then be logged directly with Radianz GSC.

Upon receipt of a fault the customer's helpdesk will commence a troubleshooting procedure with the end-user. If the customer's helpdesk determines that the reported fault is related to the Radianz network or its services, they will immediately escalate the reported fault to the Radianz GSC. The GSC will raise a trouble ticket within 15 minutes of a fault being reported. When reporting a fault the Client Helpdesk should provide all the information defined on the Fault Reporting Checklist, contained in this pack, to insure the fastest possible fault resolution.



5. Radianz Contacts

General Address:

BT Radianz
Loewenstrasse 1
Zurich 8001
Switzerland

Phone: 0041 (1) 217 8000

Fax: 0041 (1) 217 8005

Zurich, December 2005