



Eurex Repo Service Description

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1 Summary

SWX Swiss Exchange and Verizon (formerly known as MCI) have drawn up a technical telecommunication concept to connect Eurex Repo participants.

The following basic criteria had to be fulfilled:

- ◆ Sound knowledge/network experience
- ◆ End to End delivery, maintenance and support
- ◆ Monitoring of the network by SWX Swiss Exchange 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 Eurex 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 2 of this document.

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 help-desk in cooperation with the Eurex Repo help-desk
- ◆ 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 Eurex Repo participants provides fully private point to point connections (or Permanent Virtual Circuits) between the Eurex Repo tunnel servers and the Eurex Repo participant.

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

The Verizon network POPs and Eurex Repo connections are interconnected via redundant links for maximal availability. The connection from the Eurex Repo 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

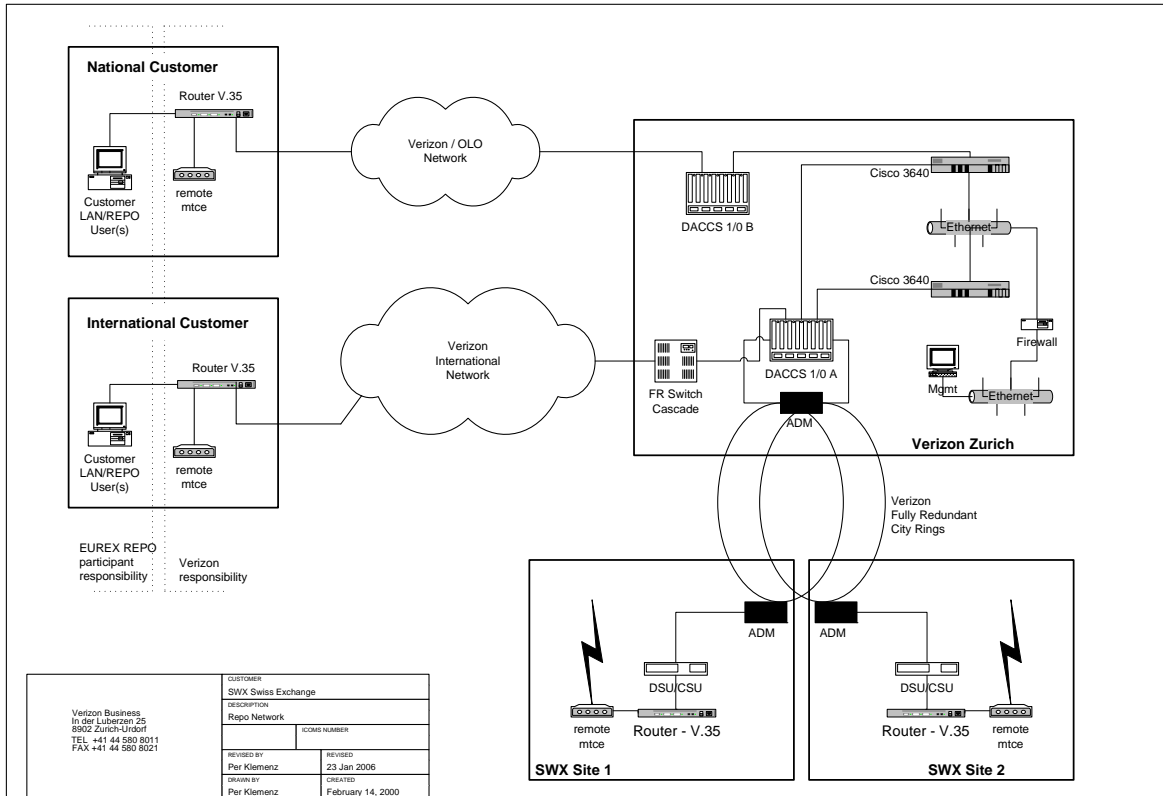
Hardware that will be installed by Verizon

- Cisco 1841 or Cisco 2811 as standard deliverables, other hardware available on request
- Analogue Modem 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 Eurex 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





3 Terms, conditions and order administration

3.1 Service Details

A set of Speed / Bandwidth options has been defined for the various requirements. The Participant may choose from the Bandwidths indicated in the table below. The basic Private Virtual Circuit is 32kbps which has proven to be optimal for most connections. Depending on the Participants requirement, various Options for burstable bandwidth can be chosen:

PVC Speed	Burstable Speed	Total	
		Install	Monthly
32	64	EUR 3'400	EUR 700
32	128	EUR 3'400	EUR 800
32	256	EUR 3'400	EUR 900

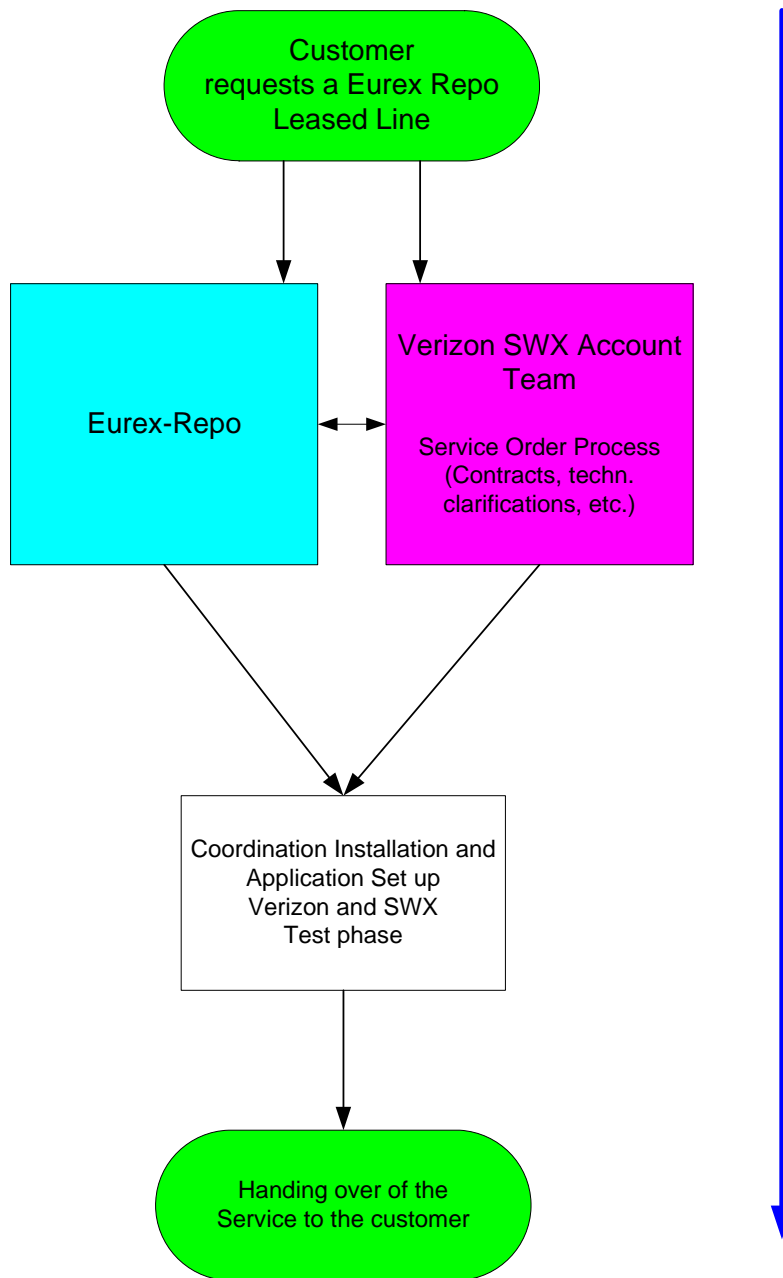
- The prices shown are indicative.
- Other Speeds are available on request and will be reviewed in cooperation with SWX Swiss Exchange.

3.2 Conditions

Contract Term: 1 year
Installation lead-time: ca. 4-8 weeks (expedites available in some regions upon request)
Billing: monthly in advance

3.3 Order handling

Eurex Repo Order Process





The International Master Service Agreement (IMSA) between the Eurex Repo participant and Verizon establishes the terms and conditions under which Verizon will provide the service as defined in this Eurex Repo Service Description to the Eurex Repo participant. In addition to the MSA, the 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 Eurex 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 Eurex Repo Participant.

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

Swisscom (Switzerland) Ltd.
Corporate Business
Verizon Business - SWX Project Team
Müllerstrasse 16
CH-8004 Zürich

www.swisscom-verizonbusiness.com

The Eurex 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

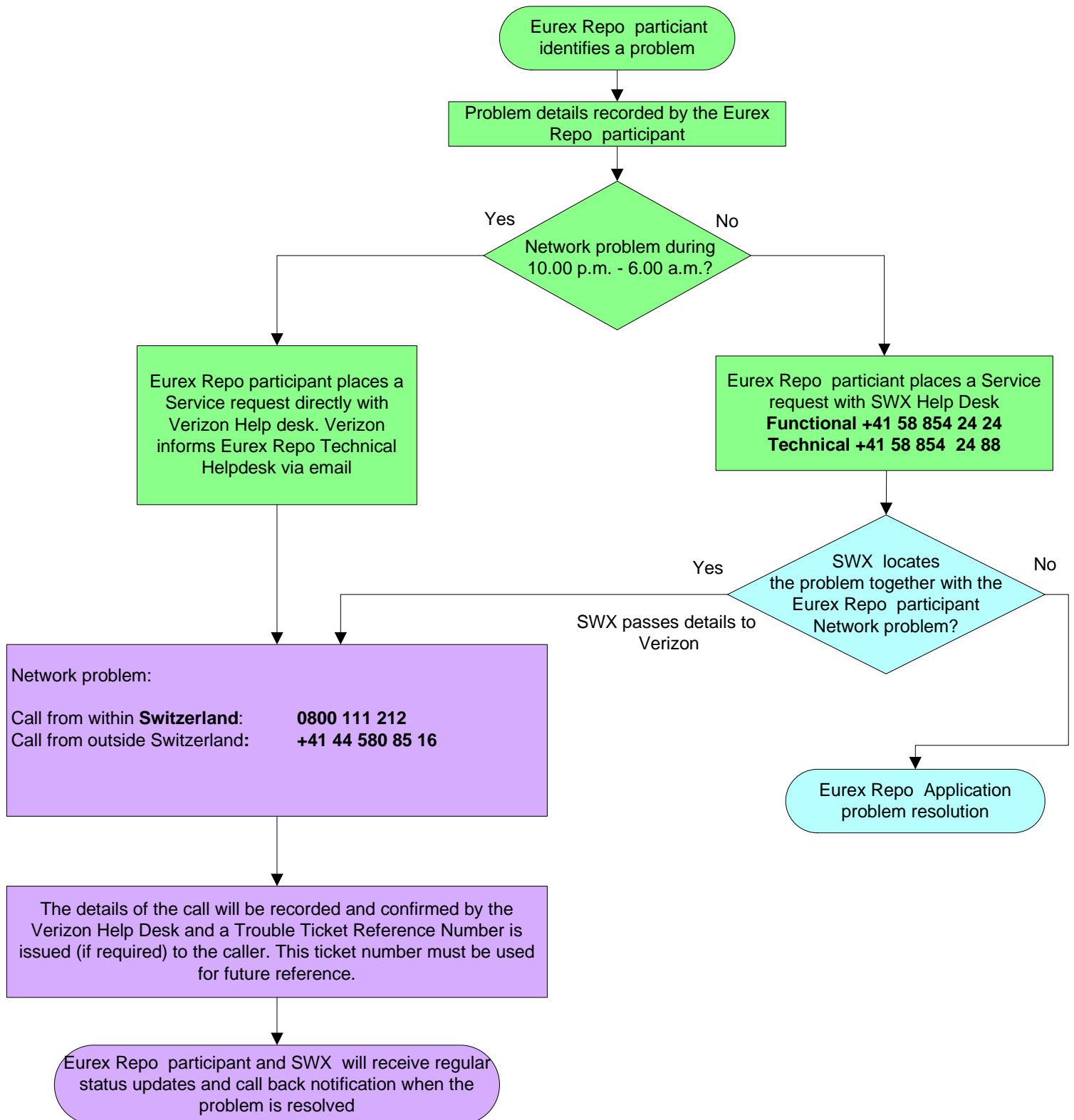
If a problem occurs with the Eurex Repo Service during normal working hours – 6.00 a.m. – 10.00 p.m. CET – the Eurex Repo participant calls the Technical or Functional Eurex Repo Help Desk. The Eurex Repo Help Desk will locate the problem together with the Eurex Repo participant and will then initiate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

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

When a trouble ticket is opened at the Verizon Help 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 Eurex Repo participant contact procedure which is used by the Verizon Customer Services Group in the event of the Eurex Repo participant having problems with network access or performance and shows contact numbers which should be used.

Help Desk Flow Chart





5 Verizon Business - Contacts

General Address

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

Phone +41 44 294 90 40
Fax +41 44 294 81 50

SWX Repo Team
International Repo Connectivity
Verizon Business Managed Services

Requests for Connectivity and technical Solutions, Pricing & Contracts:

Phone +41 44 294 82 84
Fax +41 44 294 81 50

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

Web www.swisscom-verizonbusiness.com