

BME Bolsas y Mercados Españoles

Support Services and Procedures

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1 Abbreviations

Abbreviation	Definition
ASP	Application Service Provider
BME	Bolsas y Mercados Españoles
Co-Location	Minimum latency access to BME Systems
ISP	Infrastructure Service Provider
ISV	Independent Software Vendor
LSC	Local Support Center
NSP	Network Service Provider
RSP	Routing Service Provider

2 Service Description

2.1 LSC Service Portfolio

The **Local Support Center** (LSC) located in Madrid is the first point of contact for all Exchange participants with **technical** queries in relation to market data and order entry interfaces and provides support in connection with the services defined in sections 2.2 for:

- Members and Participants
- BME Connectivity and Hosting Solutions
- Approved Third Party Service Providers:
 - Application Service Providers (ASP)
 - Infrastructure Service Providers (ISP)
 - Routing Service Providers (RSP)
 - Independent Software Vendors (ISV)
 - Network Service Providers (NSP)

2.2 Local Support Center Services

LSC Madrid assists IT coordinators, administrators, developers, testers and network engineers in operating the various trading and reporting systems at BME.

LSC Madrid provides support for the BME platform¹ in the following fields:

- First-level and second-level support for issues and errors arising on the platform.
- Handling of issues as necessary to facilitate timely resolution.
- Assistance in resolving issues related to connectivity configurations that enable access to the BME platform, including related to services from BME Connectivity and Hosting Solutions:
 - Co-Location
 - BME London Hub
 - Proximity
 - Leased lines

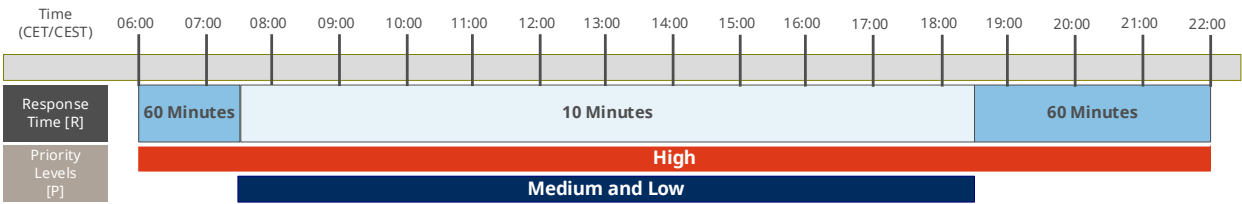
3 LSC Service Level Definition

3.1 Availability of Technical Support

		Times (CET/CEST)	Details
Exchange Days	Office Hours	07:30 to 18:30	Availability of support by a BME technical support representative is ensured.
	Outside Office Hours	06:00 to 07:30 18:30 to 22:00	Availability of support by a BME technical support representative is ensured. As a rule, a BME representative will return a call for assistance within a maximum of 60 minutes.
Weekends and Exchange Holidays	Support Hours	10:00 to 16:00	Availability of support by a BME technical support representative is ensured. As a rule, a BME representative will return a call for assistance within a maximum of 60 minutes.

¹ BME platform at the current stage. With the future harmonized platform, there will be new support service procedures.

3.2 Response Times on Exchange Days

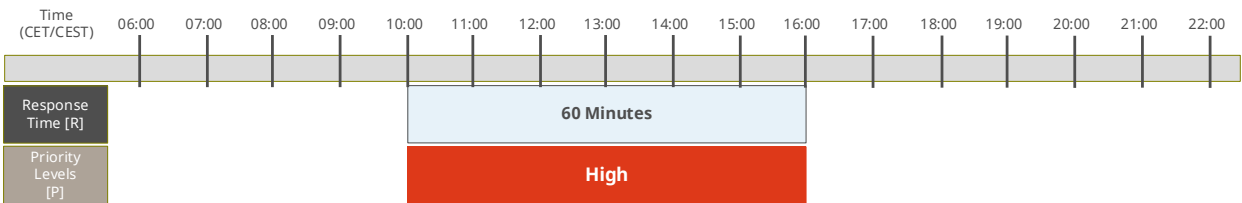


[R] indicates the **Response Times** during which a technical support representative of BME Exchange is available via telephone. Support will be considered to have been provided even when an incoming call is received by an answering service, provided the representative responds to the caller within the time limits indicated above.

Between 06:00 and 07:30 (CET/CEST) as well as between 18:30 and 22:00 (CET/CEST), services will be provided only for the purposes of supporting the production environment of BME Exchange.

[P] indicates the **priority level** handling dependent on the severity.

3.3 Response Times on Exchange Holidays and Weekends



[R] indicates the **Response Times** during which a technical support representative of BME Exchanges is available via telephone. Please note that the e-mails are not being monitored during these times. Support will be considered to have been provided even when an incoming call is received by an answering service, provided the representative responds to the caller within the time limits indicated above.

Services during these times will be provided only for the purposes of supporting the production environment of BME Exchange.

[P] indicates the **priority level** handling dependent on the severity.

Exceptional On-Call Availability:

In addition to the above-mentioned business hours, members / participants can make arrangements with its Local Support Centers for the provision of extended on-call availability in exceptional cases (for example relocation of the participant to new premises). The Local Support Center will do their best to accommodate a participant's needs.

4 Problem Management Procedures

The scope of this document is limited to external communications. Internal communication and escalation procedures are intentionally excluded and are governed by separate internal operational frameworks.



Emails and Confidential Data

Please note that participants and service providers are asked to **anonymize** any **confidential data** (for example client identification details such as nationality, birth date or bank internal identifier) **in the log files** prior to sending their emails to BME.

BME does **not need** any of this information for further investigations and **declines any responsibility** for security or data protection implications.

5 Dissemination of Information to Participants

The Surveillance department informs participants of all trading-related events affecting the availability or the functioning of the BME platform through the appropriate communication channels within a reasonable time frame.

The responsibility for the dissemination of trading-related information lies with the BME – Surveillance department.

5.1 Communication Principles

The following principles apply to all communications:

- All market members are informed simultaneously using common channels.
- Market Status webpages act as the single source of truth during incidents.
- Public disclosure supports transparency, confidence, and orderly markets.
- Regulatory notifications are executed without delay in accordance with applicable legislation.
- Post-incident communications close the incident lifecycle and support reconciliation and auditability.

5.2 Applicable Venues

The communications mentioned in this document are applicable for the following trading venues:

- MEFF
- BME Equity Markets & Exchanges
- MARF
- SENAF
- AIAF

5.3 Communication Channels

5.3.1 Live Status

BME informs about the live status (“traffic light” categorization) of all the BME’s platforms on the BME website.



BME Market Status

<https://www.bolsasymercados.es/en/market-status.html>

5.3.2 Outage Procedures

Information on the official outage procedures required by the Governing Bodies of BME can be found on the same website. The information is relevant for the specific trading venues.



For further information on external and internal communication during an outage, please refer to section 2 of each document.

Document	Address
Outage Management Equity	https://www.bolsasymercados.es/dam/descargas/exchange/bme-outages-protocols-equity-systems-en.pdf
Outage Management AIAF	https://www.bolsasymercados.es/dam/descargas/exchange/renta-fija/outages-management-aiaf.pdf
Outage Management SENAF	https://www.bolsasymercados.es/dam/descargas/exchange/renta-fija/outages-management-senaf.pdf

Document	Address
Outage Management MARF	https://www.bolsasymercados.es/dam/descargas/exchange/renta-fija/outages-management-marf.pdf
Incident Management in the MEFF Trading Systems	https://www.meff.es/docs/docsSubidos/Market-Status/Incidents-management-MEFF-trading-systems.pdf

6 Contact

Service Center	Phone Number	Email
LSC Madrid	+34 91 709 55 00	lsm@six-group.com

7 Legal Foundation, Amendments and Amplifications

BME is entitled to amend, expand or remove, without replacement, individual clauses within these Support and Service Procedures, or extend them with new procedures and declare these additions to be legally binding.

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