

Appendix 2 Central Matching Service – Electronic eXchange Related Processes

Service Definition

Task	Measure
Service Definition	
<p>Electronic eXchange Related Processes (eXRP) is a subset of the services offered by the Central Matching Service. eXRP delivers a single interface service (the CMS - eXRP) to participating Uncleared Multilateral Trading Facilities (UMTFs), Clearing Registration Agents (CRAs) and Clearing Agents (CAs) who offer commercial clearing services to the market.</p> <p>The service will host and run the EFETnet eXRP module as a service.</p> <p>The service will be responsible for communications between the CMS - eXRP and registered users. The service will be responsible for resolution of all communication issues between the CMS - eXRP and registered users.</p>	
CMS - eXRP Administration Processes	
<i>Client maintenance</i>	
Adding organisations to the CMS - eXRP	Part of the standard client on-boarding plan
Facilitation of testing with new CMS - eXRP organisations – communications and trial document transfer	Part of the standard client on-boarding plan
Training of new CMS - eXRP users – business	On request, part of the standard client on-boarding plan
Training of new CMS - eXRP users – technical	On request, part of the standard client on-boarding plan
Solving communication issues with UMTFs	P2 (see issues below)
Solving communication issues with CRAs	P2 (see issues below)
Solving integration issues with UMTFs	P2 (see issues below)
Solving integration issues with CRAs	P2 (see issues below)
System Availability	
System availability	<p>24x7, 99% available for all planned hours, measured on a calendar month basis. Excludes planned and emergency outages as defined below</p> <p>The 99% availability measure will apply 3 months after the service go live date. For the first 3 months of service operation an availability level of 95% will apply</p>
Planned outages	<p>An allowance for planned outages (outside of standard and skeleton support hours) of 2 hours per day plus one additional outage of not more than 8 hours in any one calendar month with 1 calendar week's notice</p> <p>Outages on a weekday to be between 20:00 and 07:00 UK time</p>
Emergency outages	<p>An allowance for single planned outage of not more than 4 hours in any two calendar months with 2 business day's notice within or outside of standard and skeleton support hours</p>

Task	Measure
Support Windows	
Standard support	Helpdesk available from 08:00 – 18:00 UK time Monday – Friday excluding UK public holidays
Skeleton support	Helpdesk available from 09:00 – 17:00 UK time for any UK public holidays falling on a Monday – Friday
Emergency support	All times outside of Standard and Skeleton support hours
No support	There is no support available on the following days: Christmas Day, Boxing Day, New Year's Day Good Friday, Easter Monday
Monitoring	
System availability	Ongoing 24x7
Network availability	Ongoing 24x7
Client Ping Pong (validate client backend connection)	Hourly when in Standard support Hourly when in Skeleton support
Client sending documents	Hourly within Standard Support Twice daily when in Skeleton support
Client receiving documents	Hourly within Standard Support Twice daily when in Skeleton support
Issues – Definition	
P1 Definition	Major failure of service for one or more clients, no workaround exists for at least one client.
P2 Definition	Major failure of service for one or more clients, where a workaround exists for all affected clients.
P3 Definition	Any other help desk call (fault, clarification, support) for one or more clients.
Change Request Definition	Request for change to the service and/or application by a registered user.
Information Request Definition	Request for information regarding the CMS - eXRP by any party
Issues – Response times	
Standard support	
The Standard Support SLA applies only during standard support hours. The timings for responding/updating shall stop at the end of a standard support day and start again at the start of the next standard support day. The service shall continue to provide updates to affected CMS - eXRP users until the issue has been resolved.	
P1	Response to call in 30 minutes. Update to client every 1 hours within Standard Support hours.
P2	Response to call in 120 minutes. Update to client every 4 hours within Standard Support hours.
P3	Response to call in one business day. Update to client upon request.
Change Request	Response to call in one business day.
Information Requests	Response to call in one business day.

Task	Measure
Skeleton support	
The Skeleton Support SLA apply only during skeleton support hours. The timings for responding/updating are documented within each issue level	
P1	Response to call in 60 minutes. Update to client every 2 hours between 09:00 – 17:00 UK time.
P2	Response to call in 240 minutes. Update to client every 4 hours from 09:00 – 17:00 UK time until Standard support restarts.
P3	No action
Change Request	No action
Information requests	No action
Emergency support	
The Emergency Support SLA apply outside of both standard and skeleton support hours. The timings for responding/updating are documented within each issue level	
P1	Emergency number supplied. Response to call on emergency number within 120 minutes. Update to client every 4 hours between 09:00 – 17:00 UK time.
P2	No action
P3	No action
Change Request	No action
Information requests	No action
Performance¹	
Performance requirement for document processing	70,000 documents processed in 60 minutes
Performance requirement for eXRP business submissions	6,000 eXRP submissions in 60 minutes
Performance requirement for eXRP application screen response	Screen will refresh in no more than 3 seconds
Security of data	
N/A – Addressed in the document “Central Matching Service Data Security Policy – electronic eXRP”	
Service reporting – KPIs	
The CMS - eXRP application will be available as per the System Availability statement.	Service Availability measured on a calendar month basis as a percentage of available time Service Availability for any month will be published within one week of the month end
The CMS - eXRP application meets the performance requirements as agreed in the Acceptance Measures and Criteria, e.g. 70,000 documents processed in 60 minutes 6,000 eXRP submissions in 60 minutes Screen will refresh in no more than 3 seconds	Performance measured on a calendar month basis: 95% of measured events meet or exceed the stated performance measure for that event Performance for any month will be published within one week of the month end

¹ EFETnet to verify all of the SLAs under performance section.

Task	Measure
The CMS - eXRP team respond to logged issues as per the Issues statement.	Response time measured on a calendar month basis: 99% of all P1 issues meet or exceed the stated response measures 95% of all other issues meet or exceed the stated response measures for that issue level Response time for any month will be published within one week of the month end
The time take for the CMS - eXRP team to resolve issues (issue fix time)	By issue severity, the time take to resolve an issue Issue fix time for any month will be published within one week of the month end
Number of incidents raised (by criticality)	The number of incidents raised in a given period and how they are distributed across the criticality levels

Service Specific Terms and Conditions

1. Legal Basis for Clearing

It is solely the responsibility of the relevant parties to establish the underlying clearing relationships that provide the legal basis upon which the service may present trade data from the submitting party to the submitting party's designated Clearing Agent for registration into clearing; EFETnet accepts no legal responsibility for establishing any necessary legal relationships and acts solely as a technical platform for the exchange of data between parties already in an established clearing relationship.

2. Trade Status

The EFET eXRP Standard, available from the EFET website (www.efet.org), defines the eXRP process in detail and explains each step in the processing of the trade data and related state of the business documents involved. It is the sole responsibility of the Licensed User to investigate any failures in the eXRP process which result from the correct processing of their data. If a document is "Rejected" according to the correct processing of the data due to erroneous content then it is the sole responsibility of the Licensed User to take appropriate steps to resolve the content error, making any necessary adjustments in their own systems which may then lead to the resubmission of an amended document to the service. If a document is successfully submitted to the Clearing Registration Agent (CRA) by the eXRP process but subsequently "Refused" for clearing by the Clearing Agent (CA) clearing system, then it is the sole responsibility of the Licensed User to take appropriate steps to resolve the business issue with the CRA which may then lead to the resubmission of an amended document(s) to the service.

3. Trade Processing

Trade data submission: Electronic communications are governed by the EFET Communication Standard, available from the EFET website (www.efet.org), and message submission must be compliant with this. Messages which are not compliant with the EFET standard (Communications or eXRP) will be rejected and a message detailing the rejection reason sent to the Licensed User. Licensed Users are responsible for the timeliness of submission of trade data in line with the eXRP standard.

4. Static Data

The CMS – eXRP service relies on static data provided by EFET to route trade data to the submitting party's Clearing Registration Agent. Provided EFETnet presents the trade data using the static assigned to such Clearing Registration Agent, EFETnet shall not be liable if there are any inaccuracies or omissions in such clearing data.

5. Access to clearing systems

Where the CMS – eXRP service is directly interfacing to third party clearing systems and requires confidential information related to that interaction, such as user identifiers and/or passwords, then EFETnet warrants that it will keep such information confidential according to the terms set out in

Schedule 8 to the EFETnet GTCs, Clause 13 CONFIDENTIALITY AND DATA SECURITY, and as further described in the CMS Data Security Policy.

Service Price Schedule

Refer to Schedule 1 Fee Schedule to the EFETnet General Terms and Conditions