November 4, 2014

TO: OPRA Data Recipients

RE: October 30th SIAC Failover to Secondary Data Center: Supplemental Information

Dear OPRA Data Recipients:

At approximately 1:07 PM ET, on Thursday, October 30th, a network hardware failure impacting the CTS/CQS/OPRA data feeds was experienced at the SIAC primary data center. After investigation of the issue it was determined that a network hardware component suffered a partial failure, thus inhibiting an automatic failover/recovery via the surviving redundant network components. Following troubleshooting to identify the problem and the commencement of manual intervention/procedures to resolve the problem, the determination to fail over to the secondary data center was made due to continued issues and elapsed time.

At approximately 1:34 PM ET, SIAC failed over to the secondary data center in Chicago for the CTS/CQS data feeds and then the OPRA data feed. Normal processing resumed in Chicago at approximately 1:34 PM ET for CQS, approximately 1:37 PM ET for CTS, and approximately 1:41 PM ET for OPRA. Industry exchanges then connected to the secondary data center in Chicago as provided for in SIAC’s business continuity plan, and SIAC operated CTS/CQS/OPRA out of the secondary data center for the remainder of the day. The failed network component was replaced, tested, and normal operations from the primary data center were restored on Friday, October 31st.

SIAC continues to work with our network hardware vendor to address the partial failure and mitigation steps moving forward.

Sincerely,

OPRA, LLC