



SIX Exfeed Message No. 11/2024

Review Your Subscriptions for MSC Alerts: Receive Immediate Information During Major Incidents Affecting SWXess and SIX MDDX Data Feeds

To Business Coordinators
 Technical Coordinators

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Action required 

Summary

SIX Swiss Exchange recently noticed that some participants, service providers and data vendors were not subscribed to the MSC Alerts. As a result, they may not have received important information about the status of the SWXess Trading Platform or the SIX MDDX data feeds.

Participants, service providers and data vendors are responsible for managing their own subscriptions for MSC Alerts. We kindly request that you review and update your subscriptions to ensure you receive all necessary information.

This message concerns:

Markets: SIX Swiss Exchange SIX Swiss Exchange – Structured Products

SIX Indices SDX Trading

Interfaces: SIX MDDX

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In light of a recent incident, SIX Swiss Exchange recommends that participants, service providers and data vendors **review their subscriptions for MSC Alerts**, particularly if they wish to receive immediate updates about the status of the SWXess Trading Platform and the SIX MDDX data feeds.

MSC Alerts are the sole communication channel for participants, service providers and data vendors to receive **prompt information via email and/or SMS** during **major technical incidents**. Please note that these messages will include a link to the **System Status Page in the Member Section**, where you can find detailed information and the latest updates.



If you wish to receive prompt information via email and/or SMS during major incidents, please review and configure, if necessary, your subscription in the SIX Swiss Exchange Member Section as described below.



For further information concerning the dissemination of information, please refer to the document "Support Services and Procedures for SWXess", section 3.7.

https://secure.six-swiss-exchange.com/member_section/download/dam/SupportServicesProcedureSWXess.pdf

1 You Already Have a User Account for the Member Section

If **you already have a User Account** for the SIX Swiss Exchange Member Section and you want to subscribe to MSC Alerts, please follow these steps:

1. Log on to the Member Section: https://secure.six-swiss-exchange.com/member_section/login.html
2. On the left, in the navigation click **Account Information** and then **My Subscriptions**.
3. From the available options select your subscription preferences.



Make sure you select **MSC Alert Priority Level 1-High** to receive prompt information **via email and/or SMS** during a service disruption in the Production environment.

To receive information via **SMS**, you will need to **validate your mobile phone number**. For more details, please refer to the document "Member Section User Help".



Member Section User Help

https://secure.six-swiss-exchange.com/membersection_userhelp/index.htm

4. Click **Save my Subscriptions**.

2 You Do Not Have a User Account for the Member Section

If **you do not yet have a User Account**, request one. Please follow these steps:

1. Make sure you know the **Group name** of your company.
 - a. Either ask one of your colleagues who already has a **User Account** to let you know the **Group name** of your company
 - b. or contact your Local Support Center. The contact details are listed at the bottom of this MSC Message.
2. Go to the Member Section **Login** page: https://secure.six-swiss-exchange.com/member_section/login.html
3. On the left, in the navigation click **Request for User Account**.
4. Fill in the form and click **Proceed**.
5. Enter the **Personal Authentication Key** (PAK) that you have received to verify your email address. Wait for the email confirming that the **Master User** has activated your account. The **Master User** is a member of your own organization.
6. Log on and subscribe to **MSC Alerts Priority Level 1-High** as described above (see 1).

3 Additional Information by SIX

In addition to the MSC Alerts, which are intended to provide prompt information during service disruptions, SIX Swiss Exchange offers a wide range of information channels. Below is a selection of webpages:

SIX Swiss Exchange	Web Address
Trading Activity	https://www.six-group.com/en/market-data.html
Newsboard	https://www.six-group.com/en/market-data/news-tools/newsboard.html#/
SIX Swiss Exchange Messages	https://www.six-group.com/en/market-data/news-tools/swiss-exchange-messages.html#
Exfeed Messages	https://www.six-group.com/en/market-data/news-tools/exfeed-messages.html#
Index Messages	https://www.six-group.com/en/market-data/indices/index-operation/index-messages.html#

For information on all SIX business fields, please refer to the **Newsroom**:

SIX	Web Address
All Business Fields	https://www.six-group.com/en/newsroom/news.html#