



# US Equities/Options/Futures Extranet Manual

Version 1.2.3

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## 1 Extranet Providers

Cboe partners with approved telecommunication network providers that operate a financial extranet to aggregate customer connectivity and provide low cost, value-added B2B services including connectivity for Exchange order entry access or the receipt of multicast market data.

In order to be approved as and maintain one's status as a Cboe Extranet Provider (EP), the firm is required to meet and maintain the following requirements:

1. Identify themselves as an Extranet in publically available marketing materials.
2. Sign a Connectivity Services Agreement including the [Extranet Addendum](#).
3. Provide network transport services only and not process or modify any of the information sent between two parties connected via the EP.
4. Provide customers reliable, redundant physical connectivity to one or more of the following Exchange sites:
  - a. Secaucus, NJ NY4 or NY5 primary site (Equinix)
  - b. Weehawken, NJ EWR2 primary site PoP (Cyxtera)
  - c. Chicago, IL ORD1 secondary site (Cyxtera)
  - d. Chicago, IL CH1 secondary site PoP (Equinix)
  - e. Chicago, IL 400 S LaSalle (400SL) secondary site (Cboe)
5. Physical connectivity must be wholly owned and managed by the EP; an EP may not nest their connectivity within another EP.
6. Provider must provide a Network Design Diagram to the Exchange that must be approved with the Exchange Network Operations Center.
7. EP must present customers to the Exchange within their own, dedicated IP address subnet range. Overlapping IP subnets or using a single, NAT address is not permitted.
8. EP will provide the Exchange with monthly reporting, detailing customer's name, assigned IP subnet, and subscribed market data feeds.
9. EP will only redistribute gigabit-shaped multicast feeds to authorized third parties with one Gigabit of bandwidth or greater for each gigabit-Shaped feed they are receiving. This is to ensure that customers are not oversubscribed, which can result in gaps in the feeds.
10. EP will be billed for each individual physical network connection according to the applicable exchange fee schedule(s).
11. Provider must maintain a staffed network support phone number between the hours of 7:30 AM and 7:00 PM Eastern time.

## 2 Cboe Extranet Provider Attribution

Approved Extranet Providers will be listed on the [cboe.com](http://cboe.com) website including provider contact information and a link to the firm's website. Customers that contact Cboe and inquire about Extranet access will be referred to the website page for Extranet Partner information. At a minimum, the EP will provide Cboe with the following information:

- Company name
- Sales Contact name
- Sales Contact email address
- Phone number
- Cboe Market Data Feeds that EP offers
- Data Center(s) where EP is providing member connectivity

Please e-mail questions or comments regarding this manual to [noc@cboe.com](mailto:noc@cboe.com). Cboe NOC is a one-call shop that supports customers and telecommunications providers during initial setup and continuing support of all connectivity issues.

## 3 Support

### 3.1 Support Hours

- Phone – **(913) 815-7005**
- Email – [noc@cboe.com](mailto:noc@cboe.com)
- Core phone support hours are 7:00 AM – 8:00 PM ET Monday – Friday.
- Outside of core support hours, to report a network issue that must be addressed prior to market open – leave a voice mail with the firm name, contact number, and the nature of the issue.
- For non-critical issues or for information, please email the NOC and your request will be responded to on the next business day.

## Revision History

Document Version	Date	Description
1.0.0	04/15/15	Initial version of Manual.
1.1.0	02/19/16	Bats branding/logo changes.
1.2.0	05/01/17	Integration of CBOE Futures Exchange.
1.2.1	10/17/17	Cboe branding/logo changes.
1.2.2	11/05/18	Added hyperlink for Extranet Addendum.
1.2.3	11/16/18	Updated Cyxtera data center identifiers.