

Overview

The Cboe Global Indices Feed is a 24x7 data dissemination platform delivering current rates, index values, settlement values, exchange-traded product values and crypto currency values to market participants. It includes proprietary Cboe indices, like the VIX® Index, as well as indices, rates and values from Morningstar, S&P/Dow Jones, FTSE Russell, Ameribor, CoinRoutes RealPrice, MSCI, Societe Generale and others. Cboe takes pride in having a 99.99% operations uptime. This document presents an overview of the efforts made to provide for resiliency and support for Cboe Global Indices Feed.

Customer Connectivity

The Cboe Global Indices Feed delivers data to our customers through direct connections and via the cloud. Both have redundancies in place. Direct connections at our New York data center have primary and secondary connections on different networks that mirror each other and can be used simultaneously. A Disaster Recovery (“DR”) location in Chicago is also an option for index feed customers. The DR system is a separate and active live system operating in tandem with our primary site. Customers connected to the DR site would not need to take any further action in the event of a New York system disaster scenario.

Cloud services are provided through Amazon Web Services. Customers electing to receive data via the cloud can connect to our sites in the U.S., Europe and Asia Pacific.

System Resiliency

Cboe has taken several steps to avoid interruptions in the Cboe Global Indices Feed. Each of our production applications at the New York data center have a secondary application to which the system can fail over if needed. System health events and alerts are closely monitored by the Cboe Operations Support Center (“OSC”) and other teams.

Cboe’s Network Operations Center and Network Group also monitor the health of the index feed network. As described above, the Chicago data center has its own set of production applications running simultaneously with New York to calculate the same index values for customers.

Interruptions in the Cboe Global Indices Feed may occur despite Cboe’s efforts. The provision of data and rights to receive, use and/or redistribute data are subject to the relevant Cboe data agreements notwithstanding anything contained in this notice.

Communications

The OSC coordinates the communication effort with customers in the event of any production disruption or outage. When an event impacts the system, notifications are sent to customers and the message is posted on the [Cboe Global Indices Feed System Status](#) page. The OSC will continue to provide updates to the point of resolution to keep customers informed. To subscribe to this list, please email the [Operations Support Center](#).

Business Continuity

Customer support is available 24x7. Primary support is provided by the OSC, and other Operations’ teams also support the index feed outside of standard U.S. trading hours. Each team is mobile and prepared to work in or out of the office during an outage. Staff maintains and supports the primary systems using a work-from-remote support model to ensure the team’s readiness for any disaster occurrence. Team members are highly trained which enables them to respond to problems that may arise.

Cboe Operations Support Center:

312-786-7642 | indexsupport@cboe.com

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