

Outage Plan

In the event of an outage or disruption to the Dowgate MTF service (an event), the following procedures will apply:

Immediately the operators of the platform or the IT areas become aware of an event the outage alert button will be activated. This will automatically suspend the service and cancel all orders on the service. This will also generate communications, both into the platform and into the website.

A communication alert chart will appear in red colour both at the top left area of the platform and on the KSCM web site. This will state that the service has been suspended and will also contain the following information:

Time of suspension:	Local Madrid Time
Latest update time:	Updated every 30 minutes
Market Disruption:	Message flashing
Order Status:	Purge procedure / No Pending orders
Expected time of reopening:	TBD / Time

The above communication chart will be updated every 30 minutes, while the market disruption occurs.

All the participants of the platform, and the public will be informed at the time of reopening once the remediation process of the outage has started. This expected time will be shown in the communication chart, and will be announced 15 minutes in advance, at least.