



EDX Markets Contacts – Production Environment

EDX Member Firm:

Full Name	Email Address/ Distribution List	Phone Number	Authorized		Emergency Contact ³ (Y/N)
			Trading ¹	Technical ²	

Production contacts will be used for mass communications system to provide updates on markets related issues such as market halts, system-wide issues, features not functioning properly, customer-reported incidents with high merit, and emergency maintenance. In the event the Markets Operations team needs to engage with you regarding trading or system related items, direct phone numbers could help with expediency.

¹ Authorized Traders may receive or request passphrase information on behalf of your firm. In addition, Authorized Traders will have orders status and order cancellation privileges.

² Authorized Technical contacts may receive or request passphrase information on behalf of your firm. In addition, Authorized Technical contacts may request Production log files when required.

³ Emergency contacts would receive notifications, phone calls, or emails in the event of a time-sensitive trading or system related issue.

Email completed request form to marketoperations@edxmarkets.com.



EDX Markets Contacts – UAT Environment

EDX Member Firm:

Full Name	Email Address/ Distribution List	Phone Number	Authorized ¹ (Y/N)	Emergency Contact ² (Y/N)

UAT contacts will be utilized in our mass communications system to provide updates on environmental information, including maintenance and upgrades.

¹ Authorized UAT users may receive or request passphrase information on behalf of your firm.

² Emergency contacts would receive notifications, phone calls, or emails in the event of a time-sensitive trading or system related issue.