

Escalation Procedure

In the event of an operational or technical issue on NYSE Euronext's European regulated cash markets or NYSE Arca Europe, please follow the escalation procedure described.

For commercial issues and any enquiries not in relation to a specific fault, please contact your local relationship manager.

Customer Escalation Procedure (Amsterdam, Brussels, Lisbon and Paris)

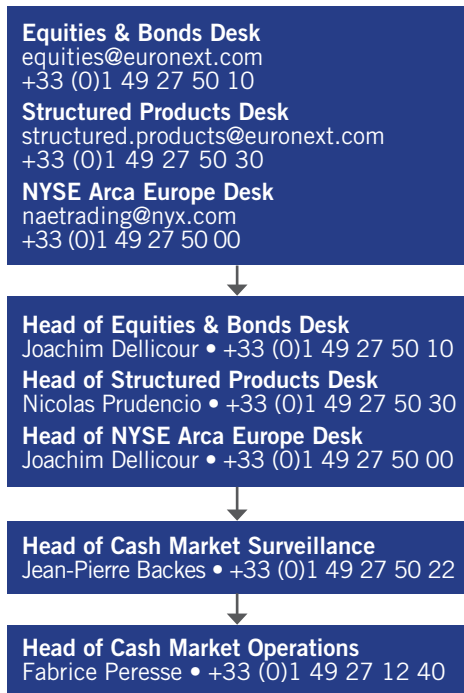
To track the progress of established operational or technical faults and their resolution, please ensure that you make a note of the full name of the person you speak to as well as any customer reference they may give you.

Market/Functional Support Technical Support

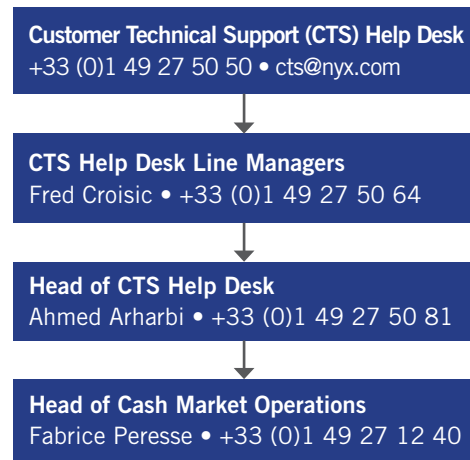
The Equities & Bonds and Structured Products Surveillance teams of Euronext Cash Market Operations (CMO) provide customers with functional assistance on everyday operations taking place on Euronext regulated cash markets, NYSE Alternext and NYSE Arca Europe, and also monitor the market on a functional level making sure that regulatory rules and policies are respected. Should a functional problem arise, trading clients should contact the appropriate Surveillance desk directly.

Euronext Customer Technical Support (CTS) is responsible for resolving all technical issues experienced by members, data vendors and ISVs on Euronext regulated cash markets, NYSE Alternext, NYSE Arca Europe, SmartPool and the Bourse de Luxembourg, which NYSE Euronext partners with the technology side. CTS is also responsible for the administration of customer access means and Euronext central systems.

For market/functional support contact:



For technical support contact:



This publication is solely intended as information and does not constitute any investment advice or an offer, solicitation or recommendation to acquire or dispose of any investment or to engage in any transaction. Although this publication is issued in good faith, no representation or warranty, express or implied, is or will be made and no responsibility or liability is or will be accepted by NYSE Euronext or by any of its officers, employees or agents in relation to the accuracy or completeness of this publication and any such liability is expressly disclaimed. No information set out or referred to in this publication shall form the basis of any contract. The creation of rights and obligations in respect of financial products that are traded on the exchanges operated by NYSE Euronext's subsidiaries shall depend solely on the applicable rules of the market operator. NYSE Euronext encourages you to reach your own opinion as to whether investments are appropriate or relevant and recommends you not to make any decisions on the basis of the information contained in this publication before checking it, as you will bear full responsibility for any use that you make of it. Persons wishing to trade products available on NYSE Euronext markets or wishing to offer such products to third parties are advised, before doing so, to check their legal and regulatory position in the relevant territory and to understand the related risks. All proprietary rights and interest in or connected with this publication are vested in NYSE Euronext. No part of it may be redistributed or reproduced in any form or by any means or used to make any derivative work (such as translation, transformation, or adaptation) without the prior written permission of NYSE Euronext. NYSE Euronext refers to NYSE Euronext and its affiliates and references to NYSE Euronext in this publication include each and any such company as the context dictates. NYSE EuronextSM, NYSE® and Euronext® are registered marks of NYSE Euronext. © 2009, NYSE Euronext - All rights reserved. MAL/L5553/Sep-09/500