

SYSTEM RESTARTS FOLLOWING UNPLANNED SERVICE INTERRUPTIONS

After an unplanned service interruption, TriAct Canada Marketplace will restart the MATCH Now system with attention to the time required for Subscribers and Access Vendors (Customers) to facilitate returning their order flow to MATCH Now.

Matching Halted, Order Entry Available

If the service interruption is such that order entry is available to the MATCH Now system while trading is suspended, a Notice will be sent to all Customers of the impending resumption of trading once the issue has been resolved. An example of this type of interruption would be when market data is unavailable from a primary marketplace.

Sample Notice (sent at 11:02am):

“Please be advised that MATCH Now will resume trading at 11:05am. Please call TriAct Support at 416-861-1010 X0 with any questions or concerns.”

Matching Halted, Order Entry Unavailable

When the problem has been resolved, a Notice will be sent detailing the following:

- Time order entry will be available
- Time at which trading will resume, given a 10-minute “pre-opening” period for the first hour or less that order entry is down plus 5 minutes for every hour down thereafter
- Users will be advised that TriAct support can assist with cancellation of orders
- Trading will not resume for the day if the opening time would be 3:45pm or later

Sample Notice (sent at 2:35, system problem started at 1:30):

“Please be advised that order entry for MATCH Now is now available. Trading will resume at 2:45pm. Please call TriAct Support at 416-861-1010 X0 if you require any assistance with order cancellation.”