

National Stock Exchange of India Limited

Circular

Department: MEMBER SERVICE DEPARTMENT	
Download Ref No: NSE/MSD/62245	Date: May 31, 2024
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All Market Participants,

Sub: Colocation Advisory - Update

This is in partial modification to section VII.2 of Exchange circular NSE/MSD/61829 dated April 30, 2024, regarding physical access to colocation data center.

As mentioned in the circular Physical access to Co-location facility to the participants and their authorized member/vendors is currently not allowed to Colo participant during market hours.

Based on feedback, Colo participants shall be allowed physical access to Colocation facility and can also request for L1 remote hand support during market hours in case of emergencies. Details of the seeking the facilities are as follows:

1. The Colo Participants shall be allowed to access colo data centre during any emergency declared by the participant. Participant should declare requirement of emergency access or for L1 support of reboot of hardware to Exchange.
 - 1.1. In case of emergency access:
 - a. Participant must specify the detail of the rack impacted and racks to which access is required. An incident report form should be submitted by participant to Exchange for emergency access.
 - b. Participant seeking such request shall be required to provide specific undertaking regarding that they shall be held liable for any adverse impact due to changes being done by the participant during market hours.
 - 1.2. In case of request for L1 support
 - a. Participant should inform Colo support team over email for L1 remote reboot of hardware with the detail of the hardware, identification details, rack U number.
 - b. The email should be sent only from the list of authorised email id registered by the Colo Participant with colo support team. i.e. the escalation matrix.
 - c. Participant should share an undertaking clearly stating that participant is responsible and accountable for any adverse impact resulting from the action taken by NSE colo team, including wrongly acting on another hardware or all hardware.

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Digitization of access and L1 support requests:

Exchange is in process of implementing a digital request mechanism for accessing Co-location facility and seeking L1 support. However, till the online system is developed and implemented, the interim requests shall be handled through email. Participants will be required to send an email to Colo support team requesting for emergency access or L1 remote hand support with all requisite details and also provide incident report along with undertaking as designed for this purpose. The incident reporting format and undertaking format shall be notified through Colo guideline separately by the colo support team.

2. The emergency access facility and reboot request of hardware, the requests shall be a chargeable service.

2.1. The charge for each access request during market hours shall be Rs. 5,000/- per rack

- a) The fees shall increase with number of instances in a calendar month.
- b) First instance of emergency rack access = Rs 5,000/ per rack (
- c) Second instance of emergency rack access = $2 \times 5,000 = 10,000$ / per rack
- d) Third instance of emergency rack access = $3 \times 5,000 = 15,000$ / per rack
- e) Charges multiply with every instance of access (as explained above) with a monthly reset.

Note: The aforesaid emergency rack access charges will be levied for each rack being accessed and may vary depending upon the instance of emergency access i.e. first time/ second time / third time and so on. For example: A member X accessing rack 1, rack 2 and rack 3 in emergency mode, is accessing rack 1 for first time but rack 2 for 2nd time and rack 3 for 3rd time in the same month, the applicable charge for accessing rack 1 will be Rs. 5000/- and charges for accessing rack 2 will be 10000/- and charges for accessing rack 3 will be 15000/-. Accordingly, his cumulative charges for the emergency access to rack 1, 2 and 3 (for the mentioned instance) will be Rs.30,000/- (5000+10000+15000).

2.2. The charge for each L1 support for hardware reboot requested during market hours shall be Rs. 1000/- per rack wherein L1 support is requested

- a) The fees shall increase with number of instances in a calendar month.
- b) First instance of hardware reboot = 1,000/ hardware in the first instance.
- c) Second instance of hardware reboot = $2 \times 1,000 = 2,000$ /hardware in the second instance.
- d) Third instance of hardware reboot = $3 \times 1,000 = 3,000$ /hardware in the third instance.
- e) Charges multiply with every instance of access (as explained above) with a monthly reset.

2.3. Taxes as applicable shall apply on the above charges.

2.4. The charges shall be collected from the Exchange Dues account for the participant.

The facilities mentioned above shall be effective from 8:00 am of June 10, 2024. All other provisions mentioned in the aforesaid circular shall remain unchanged.

In case of further queries regarding implementation, you may connect with colo support team on 022-50348100, 022-61124900 or email colosupport@nse.co.in

National Stock Exchange of India Limited

For and on behalf of

National Stock Exchange of India Limited

Bharat Gandhi

Chief Manager

Disclaimer:

Exchange will provide co-location facility on a best effort basis and shall not be responsible for any direct/indirect/consequential loss/damage/claim of any kind for any reason whatsoever including but not limited to power failure, air conditioning failure, system failure and loss of connectivity etc. Further, the Exchange shall not be liable for discontinuation of co-location facility owing to legal and/or regulatory requirement. Colo participants are requested to note that the Exchange Co-location facility does not have a separate BCP / DR site and Co-location is not available in the Exchange's DR facility. Considering the current technology intensive environment in which Indian Securities market operates, to ensure stability in operations of colo participants and to protect the interest of investors and market at large, colo participants are advised to sufficiently review all potential risks along with its impact on the business and put in place Business Continuity Planning (BCP)/Disaster Recovery (DR) systems.