

The Service Level and Communications Working Group focuses on enhancing communication and dialogue among market data participants with a specific interest on promoting communication between Content Providers and the distributors and end-users of data. The Working Group has created a Best Practice Recommendations document which provides suggested guidelines for levels of service and communication in five core areas: scheduled interruptions and change management; unplanned interruptions; notification periods for general activities; system considerations and data recovery; and administrative policies. The Group has a Content Provider Tracking Program to measure how well exchanges adhere to the Group's suggested recommendations and annually recognizes an exchange as 'Outstanding Data Provider' for most closely meeting the spirit of the Best Practices document.

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