

04-27-2018
Alert 2018-007



TMX Production Alert

Update #1: TMX Experiencing Issues

April 27, 2018

Please be aware that TMX continues to experience issues with trading, all users are equally impacted and are unable to connect to our Exchanges.

We apologize for the inconvenience.

Further updates will be provided as the investigation continues.

For more information contact [TMX Market Operations](#) at (416) 947-4705.

Incident Declared

Information Update Bridge Now Open

The Incident Information Update Bridge has been opened to provide the most up-to-date status of the ongoing incident.

Bridge Details: Toll Free: 1-888-402-9166; Local: 416-933-8665

Meeting Code: 8694845#

The bridge is one-way communication. If you need to inquire about the status of an order or confirm an execution, please contact TMX Market Operations at 416-947-4357

For more information contact [TMX Market Operations](#) at [\(416\) 947-4357](#) or [\(416\) 947-4705](#).

Update #2: TMX Experiencing Issues

Please be aware that TMX continues to experience issues. Trading is down until further notice.

We apologize for the inconvenience.

Further updates will be provided as the investigation continues.

For more information contact [TMX Market Operations](#) at [\(416\) 947-4705](#).

Update #3: TMX Experiencing Issues

Please be aware that TMX continues to experience issues. We will not re-open unless significant time is given to manage orders.

We apologize for the inconvenience.

Further updates will be provided as the investigation continues.

For more information contact [TMX Market Operations](#) at [\(416\) 947-4705](#).

Update #4: TMX Experiencing Issues

Please be aware that TMX continues to experience issues. We will not re-open unless significant time is given to manage orders.

We apologize for the inconvenience.

Further updates will be provided as the investigation continues.

For more information contact [TMX Market Operations](#) at (416) 947-4705.

Update #5: TMX Experiencing Issues

Please be aware that TMX continues to experience issues. We will not re-open unless significant time is given to manage orders.

We apologize for the inconvenience.

Further updates will be provided as the investigation continues.

For more information contact [TMX Market Operations](#) at (416) 947-4705.
