SERVICE ALERTS
FREQUENTLY ASKED QUESTIONS

What are Service Alerts?

Service Alerts provide information about service incidents affecting the use or availability of a Thomson Reuters product or service.

An example of a Service Alert from Thomson Reuters would be an outage affecting the availability of real time prices on an Exchange feed. A Thomson Reuters Service Alert informs you of an outage with key information published about what's affected, what's happening to restore service, and when normal service is expected to resume. Service Alerts are regularly updated through the lifecycle of the incident to keep you informed of the latest situation.

Where are Service Alerts published? How can I receive them?

Service Alerts are published to many desktop products via the <ALERT> quote page.

Service Alerts are also published to the **Thomson Reuters Customer Zone** where you can subscribe by specific categories to receive emails on service incidents that are most relevant from the Thomson Reuters Customer Zone.

Where do I go to subscribe or view Service Alerts online?

www.gva.rapid.reuters.com/alerts/servicealerts/

What is the difference between the My Alerts and All Alerts views on the Customer Zone?

The 'My Alerts' view only shows those alerts that match your current subscription, as set by you using the Subscription Wizard or the Amend Subscription button on an Alert Detail page.

'All Alerts' shows all current published alerts

Can I receive alerts via email?

Yes. You can choose to have alerts sent to your email address. The email address that will receive alerts is listed in the "Delivery/My Delivery Details" section.

The email message also contains a hyperlink to the alert details. If you are not already logged into the portal, you will be prompted for your username and password. You may find the "Sign me in automatically" tick box on the log in screen useful here. You can also use the "Text" option to have a text-only version of the email sent to an address of your choice. This option is very useful for sending your specially chosen alerts to a mobile device.

Can I receive alerts via SMS (Short Message Service)?

You can configure two different email addresses in the "My Delivery Details", one of which will be sent as a "text only" version of alerts (rather than HTML formatted text). This can be configured to be any email address you wish. Blackberry, pager, I-phone, and 3-G users can have emails sent directly to their phones. Many mobile service providers such as Vodafone.net and O2 offer email-forwarding services that will send an email to your phone via SMS – sometimes for a small fee. We recommend that you contact your service provider to enable this service and to acquire or enable the email address you will use.

Can I set up a group account?

You can register for the service under a group name, using a group email address. Alternatively, you can use the "Text Only" option to have alerts sent to the group email address of your choice.

In the Subscription Wizard/Edit Subscriptions view, there are six categories of alerts. What do they mean?

Priority Alerts

Priority Alerts are a subset of alerts which are high impacting on critical content or products e.g. NYSE, Thomson Reuters Dealing. Selecting this category will subscribe you to all alerts which are issued as 'Priority Alerts' for content and product disruptions.

Data and News

The data and news alert category provide the ability to subscribe for alerts by particular data or news content provided by Thomson Reuters or 3rd party providers. These alerts are typically about the availability or accuracy of data or news information.

Infrastructure

Disruption to Thomson Reuters core data processing and distribution systems can affect varying sets of applications and/or data content across cities, countries and regions. Select from this category to receive alerts on disruptions relevant to your use of Thomson Reuters information. For your convenience, we have recommended a base set of infrastructure templates in one branch of the subscription tree. We recommend you select all of these, then unsubscribe to individual alert categories if you feel that you are being alerted unnecessarily. To ensure that you receive all alerts relevant to your service, please select appropriate Content and Application alerts.

Application

Thomson Reuters services are presented in many formats. Your view of these services will depend on the application(s) that bring the data to you, including your desktop software, web-based apps, and local routing systems. Select these categories to receive alerts on disruptions relevant to the applications you use. To ensure that you receive all alerts relevant to your service, please select appropriate Infrastructure and Content alerts.

Thomson ONE

The Thomson ONE category enables subscribers to receive alerts specific to the suite of Thomson ONE products.

Thomson Reuters Eikon

The Thomson Reuters Eikon category enables subscribers to receive alerts specific to the following variants of Thomson Reuters Eikon: Thomson Reuters Eikon, Thomson Reuters Eikon for Wealth Management, Thomson Reuters Eikon Mobile, and Thomson Reuters for Compliance Management.

What are the 2-5 character codes shown in brackets on category branches in the Data & News branch of the subscription wizard tree?

These are the Product Definition Page (PDP) codes for an Exchange. They are permissioning codes that may help some technical staff to identify areas of interest.

What are the "Recommended Selections" and why are they important?

These are categories that apply to Thomson Reuters underlying data and network systems. Issues with these systems can affect a wide range of Thomson Reuters products – too many to list individually for each system. We strongly recommend that you select all of these and then unsubscribe at a later date if you feel you are receiving some alerts unnecessarily. Unsubscribing is easy – just click the "amend subscription" button on any alert to change your settings for that category.

In the subscription wizard, what is the minimum I should select?

You should select everything in the "Recommended Selections" branches. If you feel that you are receiving some alerts unnecessarily, you can easily unsubscribe at a later date. Unsubscribing is easy – just click the "amend subscription" button on any alert to change your settings for that category.

How can I see the history of an alert?

Each alert may have many updates. The history of these updates is shown on the Alert Details page for each alert. Updates are listed in reverse chronological order (i.e. with the most recent showing first).

Can I see alerts that have already been resolved?

The Resolved Alerts section lists all alerts that have been closed within the last 30 days, often including much older Alert history.

These are displayed in an "All Alerts" window or a "My Alerts" window that filters the alerts according to your subscriptions.

Why can I see Resolved Alerts on the main Alerts page?

Newly Resolved Alerts remain on the main Alerts page for a number of hours after they are first resolved. They are then moved onto the Resolved Alerts page.

Who should I contact if I have a problem?

Customers should log a query using the Contact Us functionality in the Customer Zone. In the Product drop down list, select "Product not found…. Search more", and then type "Service Alerts" in the "Enter Product Here:" box.

How can I let Thomson Reuters know about my ideas for new features?

Service Alerts was developed in response to customer feedback, and we welcome your thoughts and ideas. Please complete our feedback form in the Customer Zone at:

http://customers.reuters.com/a/support/serviceAlertsFeedback/SAForm.asp

What is the difference between the Alert reference numbers e.g. <ALERT5> versus the Service Alert ID e.g. 117836?

The Alert page numbering facility is restricted in the number of identifiers it can use and thus recycles numbers. The online version of Service Alerts has no such restriction and each alert is uniquely identified. You should consider the updates from Service Alerts to be definitive, rather than the desktop product-based Alert page.

What other notification services can I benefit from?

Thomson Reuters offers a number of online services that enable customers to subscribe for changes that may affect or be of interest.

Data Notifications provide advance notice of changes to data/content on Thomson Reuters services.

https://customers.reuters.com/a/support/NotificationService/SubscribeData.aspx

Product Change Notifications provide advance notice of changes to Thomson Reuters Products.

https://customers.reuters.com/a/support/NotificationService/SubscribeProduct.aspx

RIC Change Events inform you of planned changes to our codes covering Exchange Traded instruments.

https://customers.reuters.com/a/symbolchanges/MySubscriptions.aspx