PRODUCT CHANGE NOTIFICATION

Thomson Reuters Tick History v2

New Processing Limits for Better Performance

Notification Date: **1 December 2017**
Client Action: **For Action**
Implementation Date: **9 December 2017**

This PCN contains the following sections:

Two New Processing Limits

- **How do these limits work?**

The Scope of the New Limits

- **To which report template types do these limits apply?**
- **To whom do these limits apply?**
- **To which interfaces do these limits apply?**

Evaluating How Many Requests Are Running

- **When does a request begin counting against my limit?**
- **How can I track how many requests I have currently running?**

Evaluating How Many RIC-Days Are Being Extracted

- **What is a RIC-day?**
- **When are the number of RIC-days evaluated?**

Adapting to Future Conditions

Contact Us

Your Personal Information

Thank you for being a DataScope customer. If we can improve your customer experience in any way, please let us know.

DataScope Team, 1 December 2017.

THOMSON REUTERS

Two New Processing Limits

Thomson Reuters will be implementing two new request processing limits to support consistent performance for all Tick History v2 users. These limits will help prevent a user from unintentionally consuming excessive Tick History computing resources and slowing the performance of other users. These limits will go into effect beginning Saturday, December 9.

Under these limits:

- Each user can have up to 50 Tick History v2 requests running at any one time.

- Each user can extract up to 5,000,000 RIC-days in requests that are running at any one time.

How do these limits work?

For each user, Tick History maintains a tally of the user's currently processing requests, and a tally of the total RIC-days being extracted by those requests.

- If a user submits a request that increases his or her tally beyond either limit, Tick History rejects that new request.

- When one of the user's currently-running requests ends (because it completes, fails, or is canceled), that request is subtracted from the user's "processing requests" tally, and the request's RIC-days are subtracted from the user's "RIC-days" tally. Those reductions free up resources for the user to submit additional requests.

The Scope of the New Limits

To which report template types do these limits apply?

These limits apply to requests against these report template types:

- Tick History Time and Sales

- Tick History Market Depth

- Tick History Intraday Summaries

- Tick History Raw

To whom do these limits apply?

Each limit is evaluated separately for each Tick History user, that is, for each Tick History login account. The number of requests or RIC-days that one user is running does not affect the tallies of other users.

To which interfaces do these limits apply?

The limits do not distinguish between requests submitted via the graphical user interface (GUI) and via the API. The requests submitted via both interfaces are summed together.

Evaluating How Many Requests Are Running

Each user can have up to 50 Tick History requests running at any one time.

THOMSON REUTERS

If a user submits a request that exceeds this limit, Tick History rejects the request and includes the following message in the response's notes:

> This request has been rejected because you have tried to run more than 50 Tick History extraction requests concurrently. 50 is the maximum allowed at any one time for each user.

> No additional extraction requests will be accepted from your account until at least one of your requests has ended.

When does a request begin counting against my limit?

The precise time may vary by a minute or two, but for practical purposes:

- Assume that a request that you submit on-demand or that is scheduled to run immediately will count against your limit as soon as it is submitted.

- Assume that a request that is scheduled to run at a specified time will count against your limit at that time.

- Assume that a request that is triggered to run by a triggering condition will count against your limit at the time it is triggered.

How can I track how many requests I have currently running?

The precise time that a new request is evaluated against the limit of 50 running requests may be affected by internal system latencies, and those latencies may cause a brief discrepancy between a request's reported status and its actual status. This discrepancy can result in the DataScope Select platform reporting a newly submitted Tick History request as queued and then as executing, and then a few moments later as having been rejected before executing.

To keep a consistent tally of how many requests you have executing, we recommend that you consider a request to count against your tally as soon as you submit it, and that you do not consider it to be removed from that tally until you receive a status that the request has completed, failed, been rejected, or has been canceled.

In this way you can keep your own tally of how many requests you have running, and your tally will never exhibit a brief discrepancy that leads you to mistakenly submit more requests than you should.

Evaluating How Many RIC-Days Are Being Extracted

Each user can extract up to 5,000,000 RIC-days in requests that are running at any one time.

If a user submits a request that exceeds this limit, Tick History rejects the request and includes the following message in the response's notes:

> This request has been rejected because you have tried to extract data for more than 5,000,000 RIC-days in concurrently running Tick History requests. 5,000,000 is the maximum allowed at any one time for each user.

> No additional extraction requests will be accepted from your account until enough of your requests have ended to free up a sufficient number of RIC-days.

THOMSON REUTERS

What is a RIC-day?

A "RIC-day" is a unit of measure in which data is extracted for one day for one RIC.

- A request's total number of days is the number of days between the query start date and query end date, inclusive.

- A request's total number of RICs is the sum of all fully-resolved RICs being extracted.

  - A RIC chain is counted as the number of RICs in the fully-resolved chain.

  - If the request uses instrument types other than RIC (such as SEDOL or CUSIP), the instruments of those other types are resolved to RICs, and it is the RICs that are counted against the limit. (In some cases the mapping between RICs and other instrument codes is not 1:1.)

- A request's total number of RIC-days is its total number of days multiplied by its total number of RICs.

For example, if a request reports on the period from July 8 to July 23, it covers 16 days. If it reports on three RICs, then 3 RICs * 16 days = 48 RIC-days.

When are the number of RIC-days evaluated?

When you submit a request, Tick History evaluates how many RIC-days the request would extract if it ran, and decides whether the request would cause the user to exceed his or her RIC-day limit given his or her RIC-day tally at the time of submission. If Tick History adds the submitted request's RIC-days to the user's current RIC-day tally and finds that it would increase the tally beyond the limit of 5,000,000 RIC days, Tick History rejects the submitted request before it has a chance to run.

Adapting to Future Conditions

To ensure a consistent and responsive Tick History environment to our customers, Thomson Reuters may, in the future and with advance notice, adjust these limits as circumstances require.

Contact Us

If you have questions about this notification, please contact us in any of the following ways:

- Raise a query in My Account by clicking **Contact Us** there.

- Call Thomson Reuters Customer Support at +1 800 738 8377.

Your Personal Information

Thomson Reuters is committed to the responsible handling and protection of personal information. We invite you to review our Privacy Statement, which describes how we collect, use, disclose, transfer, and store personal information when needed to provide our services and for our operational and business purposes.

THOMSON REUTERS