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## **FTSE SERVICE MANAGEMENT**

FTSE Distribution Interface  
Russell Indices FAQ

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**FTSE**

## Frequently Asked Questions

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### What is FTSE GDS?

The FTSE Global Distribution Service (GDS) describes the real time index data distribution system.

### Where is FTSE GDS hosted?

The FTSE GDS Production system is hosted in London, UK; the FTSE GDS Disaster Recovery (DR) system is hosted approximately twelve (12) miles outside London, UK.

### What is FDI?

The FTSE Distribution Interface (FDI) is the means by which clients can consume real time index data from FTSE GDS; FDI is available as a client side Application Programming Interface (API) package.

### What flavours of FDI are available?

FDI is available in both .NET and Java, both of which provide the exact same functionality.

### How do I obtain the FDI package/documentation?

A representative from the FTSE Service Management team will co-ordinate delivery/collection of the FDI package and associated product documentation with you.

Please note that it will be necessary to obtain the public facing source IP address of any hosts that require collection of the package/documentation from our secure FTP drop site.

### How do FDI implementations connect to FTSE GDS?

FDI connects to the GDS system via a secure unicast TCP/IP connection.

### What does FDI provide?

FDI provides real time update messages for a range of indices based on client subscriptions.

### What functionality is included in FDI?

The FDI package includes a Terminal test tool and a Simple application example that allows clients to familiarise themselves with the core functionality of the API; the source code for each are also included in the package for reference alongside detailed product documentation.

### What is FTSE CDS?

FTSE host a Customer Development Service which aims to provide representative real time index data 24/7 for a range of indices through an FDI connection and Russell indices will be added to this content in due course.

### How do I connect to FTSE CDS?

FTSE CDS is accessible via the internet and through the London Stock Exchange Group (LSEG) Customer Managed Connectivity (CMC) product from trusted source addresses; the Terminal tool can be used "out the box" to access FTSE CDS once end to end connectivity has been established.

### What are the details for accessing FTSE CDS via the internet?

FTSE CDS is available on the following IP address and ports via an internet connection:

Primary Distribution Server	- 194.169.1.67:443
Secondary Distribution Server	- 194.169.1.67:444

Please note that it will be necessary to obtain the public facing source IP address of any hosts that require connectivity to the FTSE CDS platform.

### **What are the details for accessing FTSE CDS via CMC?**

FTSE CDS is available on the following IP address and ports via a CMC connection:

Primary Distribution Server	- 194.169.14.235:443
Secondary Distribution Server	- 194.169.14.235:444

Please note that it will be necessary to obtain the public facing source IP address of any hosts that require connectivity to the FTSE CDS platform.

### **What are the pre-requisites for accessing FTSE GDS in Production/DR?**

Clients are required to certify their FDI implementation through a standard Conformance Test before they are permitted to access FTSE GDS in Production/DR.

### **How do I connect to FTSE GDS in Production/DR?**

FTSE GDS in Production is accessible through CMC from trusted source addresses; the Terminal tool can be used "out the box" to access FTSE GDS in Production/DR once end to end connectivity has been established.

### **What are the details for accessing FTSE GDS in Production/DR via CMC?**

A representative from the FTSE Service Management and/or LSEG Connectivity team will advise you of the Production/DR IP addresses in due course.

Please note that it will be necessary to obtain the public facing source IP address of any hosts that require connectivity to the FTSE Production/DR platforms.

### **Who provides support for connectivity issues/queries during the migration?**

The LSEG Connectivity team can assist with all connectivity migration issues and queries; in the event that you do not know the team member responsible then please use the following group email address: [Connectivity@lseg.com](mailto:Connectivity@lseg.com)

### **Who provides support for FDI issues/queries during the migration?**

The FTSE Service Management team can assist with all FDI migration issues and queries; in the event that you do not know the team member responsible then please use the following group email address: [ServiceManagement@ftse.com](mailto:ServiceManagement@ftse.com)

### **Who provides support for service issues/queries post-migration?**

The FTSE Client Services team can assist with all service issues and queries post-migration:

Email : [info@ftse.com](mailto:info@ftse.com)  
London Tel : +44 (0)20 7866 1810  
New York Tel : +1 888 747 3873 (Domestic Toll-Free)  
New York Tel : +1 212 314 1139 (International)