

# **RCB COMMERCIAL POLICY FOR MONITORING, MAINTENANCE, AND MANAGEMENT OF LINKS**

# COMMERCIAL POLICY FOR MONITORING, MAINTENANCE, AND MANAGEMENT OF RCB LINKS

## SUMMARY

1.	CHANGE LOG .....	3
2.	INTRODUCTION .....	4
3.	B3 .....	5
4.	RCB – LINK MONITORING AND MAINTENANCE .....	6
5.	RCB - LINK MANAGEMENT .....	6
7.	HIRING .....	8
8.	CONTACTS .....	9
9.	PRICE TABLE .....	10

# COMMERCIAL POLICY FOR MONITORING, MAINTENANCE, AND MANAGEMENT OF RCB LINKS

## 1. CHANGE LOG

DATE	VERSION	DESCRIPTION	RESPONSIBLE
June 22th, 2026	1.0	Initial version of the document	VTI

# COMMERCIAL POLICY FOR MONITORING, MAINTENANCE, AND MANAGEMENT OF RCB LINKS

## 2. INTRODUCTION

This commercial policy aims to describe the rules regarding the provision of Monitoring, Support and Link Management services for clients accessing the B3 network through RCB links, including any technical requirements, rights and obligations, and commercial conditions for those contracting this service.

# COMMERCIAL POLICY FOR MONITORING, MAINTENANCE, AND MANAGEMENT OF RCB LINKS



## 3. B3

B3 is a world-class financial market infrastructure company and one of the largest by market capitalization. We are the structure that enables, the technology that connects, and the foundation that develops the market.

### SANTANA DE PARNÁIBA DATA CENTER

The Santana de Parnaíba Data Center, inaugurated in 2017, aims to be the primary environment for meeting B3's internal technological demands, serving financial and global markets, and providing a co-location environment for low-latency operations.

The SPA (Santana de Parnaíba) Data Center holds Tier III certification from the Uptime Institute and has LEED sustainability certification. It has 99.98% redundancy capacity and 24/7 security infrastructure, with operational centers and qualified technicians for on-site support.

### XV DE NOVENBRO DATA CENTER

The XV de Novembro Data Center, technologically updated in 2008, aims to be a disaster recovery environment for the Santana de Parnaíba Data Center, providing security and credibility in data preservation and guaranteeing market stability.

# COMMERCIAL POLICY FOR MONITORING, MAINTENANCE, AND MANAGEMENT OF RCB LINKS

## 4. RCB – LINK MONITORING AND MAINTENANCE

### TECHNICAL SPECIFICATIONS:

During the execution of the RCB link Monitoring and Maintenance service, B3 will provide the Client with the following activities, as specified:

- Opening a service request with the operator responsible for the link, with continuous monitoring until the problem is resolved and the issuance of reports detailing the causes that led to the occurrence. The opening of service requests with the operator must be previously authorized by the client so that B3 has the autonomy to register the requests on its behalf;

### TECHNICAL CONDITIONS:

The RCB link Monitoring and Maintenance Service will be provided by B3 under the following conditions:

- The expected response time for the start of service requests is up to 30 (thirty) minutes. In the event of force majeure, acts of God, or unforeseeable or unavoidable events that may affect all electronic systems of, or connected to, B3, the response time may be affected, which will not constitute a breach of contract;

- The service hours are Monday to Saturday, from 7:00 AM to 10:00 PM;

- This Order does not include the supply of parts, supplies, and operational accessories of any kind.

The RCB Link Monitoring and Maintenance Service does NOT include the following activities:

- Managing the relationship with contracted link providers;
- Configuration or reconfiguration of any type of equipment belonging to the Client;
- Monitoring or support of the Client's equipment;
- Evaluation of services offered by link providers;
- Technical support on the local network or RCB border equipment;
- Monitoring and management of the Client's internal network;

## 5. RCB - LINK MANAGEMENT

### TECHNICAL SPECIFICATIONS:

B3 will perform the following activities during the provision of the RCB link management service:

- Measurement of link volume (Mbps);
- Establishment of a baseline for resource utilization;
- Issuance of alerts, via email, in case of communication channel failures;
- Issuance of monthly reports on the RCB environment, containing relevant data for the period, trends, and technical recommendations.

**Technical Conditions:** RCB Link Management does NOT include the following activities:

- Manage the relationship with contracted link providers;
- Configure or reconfigure any type of equipment for the Client;
- Monitor or support the Client's equipment;
- Evaluate the services offered by link providers;
- Provide technical support on the local network or RCB border equipment;
- Monitor and manage the Client's internal network;
- Issue customized reports or any other report not stated in this proposal.

## 6. TELECOMMUNICATIONS OPERATORS ACCREDITED BY B3

# COMMERCIAL POLICY FOR MONITORING, MAINTENANCE, AND MANAGEMENT OF RCB LINKS



The operators accredited by B3 for dedicated circuit contracting, as well as the RCB operators, can be found at <http://www.b3.com.br>, under Solutions, Hosting & Co-location, Data Center, Accredited Providers, Dedicated Circuit Providers and RCB.

Note: Except for the VPN access mode for administration provided by B3, both the dedicated circuit access mode and the internet access mode must be contracted, installed, maintained and supported by the institution with the telecommunications operators.

# COMMERCIAL POLICY FOR MONITORING, MAINTENANCE, AND MANAGEMENT OF RCB LINKS

## 7. HIRING

7.1 The formalization of the contracting of Monitoring, Support, and Link Management services for clients accessing the B3 network through RCB links is conditional upon the CLIENT's prior adherence to “**Termo de adesão aos termos e condições de prestação de serviços de monitoração, manutenção e gerenciamento de links RCB**”, as well as the respective B3 Solutions Annex.

7.2 Only after the due contractual formalization mentioned in the previous item will the CLIENT be able to request Monitoring, Support, and Link Management services from the B3 team or proceed with the creation of their users on the B3 SERVICES PORTAL, through which they can directly contract and/or cancel the services provided.

7.3 The contracting or cancellation of any services related to Monitoring, Support, and Link Management, and any actions in this environment carried out through the B3 SERVICES PORTAL, whether by the Master User or any other logins created by them, as well as by request to the B3 team, will be considered valid, effective, and fully binding for the CLIENT. The Parties acknowledge and agree that such actions will automatically be subject to the provisions of this Commercial Policy, as well as the applicable Terms of Use and MEMBERSHIP AGREEMENT.

7.4 In case of doubts regarding the contracting, cancellation or use of services, the CLIENT may contact the official B3 customer service channels set forth in Clause 11.

# COMMERCIAL POLICY FOR MONITORING, MAINTENANCE, AND MANAGEMENT OF RCB LINKS

## 8. CONTACTS

See below for B3's contact information regarding Monitoring, Support, and Link Management services:

DOUBTS	RESPONSIBLE CONTACT
<b>CLARIFICATION OF DOUBTS AND CONSULTANCY ON THE BEST SOLUTION FOR CUSTOMERS' NEEDS.</b>	Area: Connectivity and Co-Location Email: salesdatacenter@b3.com.br Phone: (+55 11) 2565-5140
<b>CLARIFICATION OF TECHNICAL DOUBTS AND STATUS OF THE IMPLEMENTATION OF CONTRACTED SERVICES.</b>	Area: Co-location Email: colocation@b3.com.br Phone: (+55 11) 2565-5140 WhatsApp (+55 11) 99151-4402
<b>CLARIFICATION OF DOUBTS IN THE CONTRACTING PROCESS.</b>	Area: Co-location Email: colocation@b3.com.br Phone: (+55 11) 2565-5140 WhatsApp (+55 11) 99151-4402  Area: Service Contracting Email: contratacao@b3.com.br Phone: (+55 11) 2565-5081 WhatsApp (+55 11) 99151-4402  Remarks: <ul style="list-style-type: none"> <li>• Authorized institutions such as PNP/PN may contract the services directly through B3 Services Portal</li> <li>• It should be noted that licensees who request Co-location Services will be responsible for their payment and will be invoiced for such services</li> </ul>

# COMMERCIAL POLICY FOR MONITORING, MAINTENANCE, AND MANAGEMENT OF RCB LINKS



## 9. PRICE TABLE

RCB – MONITORING, SUPPORTS AND LINK MANAGEMENT		
SERVICE	UNIT	MONTHLY
RCB – MONITORING AND SUPPORT	Per link	R\$ 1.373,27
RCB – MANAGEMENT	Per link	R\$ 1.373,27