



# **ETS Connect UK User Production FAQs**

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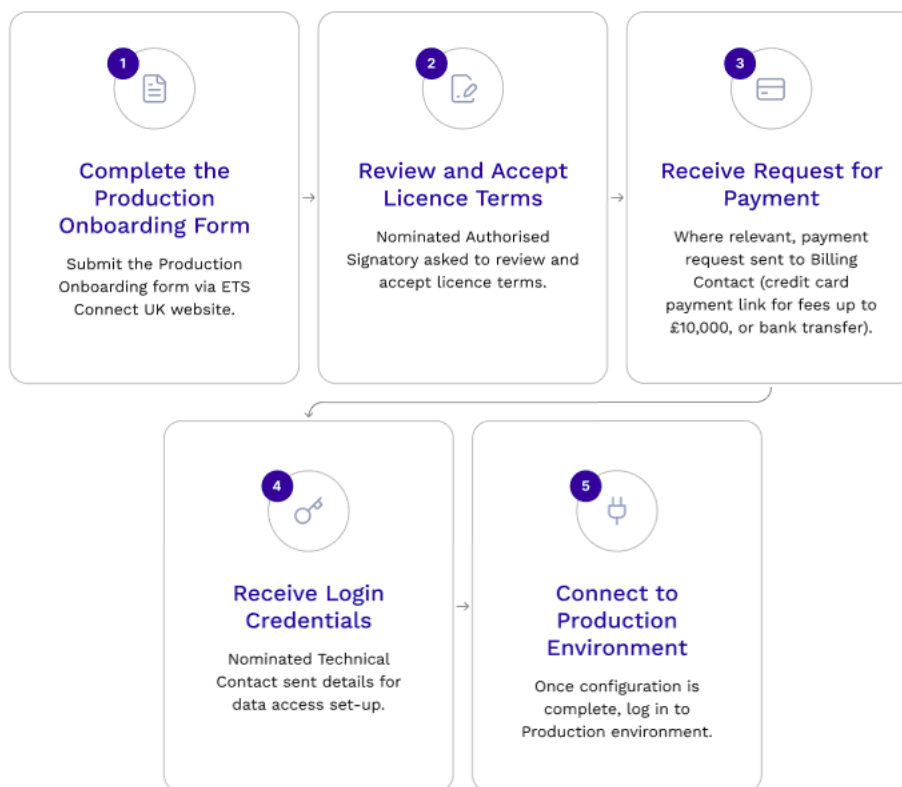
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## 1. User Production Onboarding

### 1.1. What is the Production Environment

- The production environment will be available from 22<sup>nd</sup> June 2026.
- It is the live environment to access and consume the UK bond Consolidated Tape via API, GUI or CSV.

### 1.2. What are the key steps in the Production Onboarding process?



- Complete the online Production onboarding form via [the ETS Connect UK website](#)
- Nominated Authorised Signatory receives an email and is asked to review and accept the relevant licence terms

- Nominated Billing Contact is sent an email requesting Payment in Advance by credit card
- Nominated technical contact receives an email asking for details of Authorised Users to be set up as GUI users. For Individual, Academic, Retail and Non-Commercial licence's, the licensee contact is responsible for providing details of the GUI user to be provisioned access
- Where relevant, API credentials sent to nominated technical contact
- Access ETS Connect UK Production environment

### **1.3. What information needs to be provided in order to sign up to Production?**

- Licence type(s) required
- Data type required (real-time and/or historical) (if required)
- Organisation name and LEI (if required)
- Name and email address of the individual submitting the onboarding form. For Individual, Academic, Retail and Non-Commercial licence's, the licensee contact is responsible for providing details of the GUI user to be provisioned access
- Technical contact name and email - to receive API credentials and provide the list of authorised users to receive GUI credentials (if required)
- Authorised signatory name and email – to review and accept licence terms
- Billing contact name and email – to review and make payment in advance (via credit card where fees are under £10,000) (if required)

### **1.4. Will I continue to have access to UAT once I subscribe to the Production environment?**

- Yes, the User UAT environment can continue to be used for based API testing

## 1.5. How does ETS Connect UK classify each of the user types available?

- Enterprise: allows professional use of real-time and historical data without restriction on the number of points of access from the enterprise licence holder to the CTP. Enterprise licences will allow use of the data to create value-added and derived data services
- Individual: one login for use by a single person for professional, investment, analytical or other non-casual purposes, including self-directed investors (including subscribers to data-services which licence UK bond CT data), analysts, journalists, and consultants
- Academic/Non-Commercial: only available for historical data and may be restricted to one log-in at a time for research purposes only. Free of charge
- Redistributor: allows onward distribution of unaltered data to unlimited chain of end-users (which can include other redistributors)
- Retail: one login for use by a single person, free of charge, for purposes unconnected to a trade, business or profession
- Further information is available via [Licence Types and Fees | ETS Connect – UK](#)

## 1.6. What is the difference between Real Time and Historical Data?

- The real-time data stream is an aggregated feed of trade reports from relevant trading venues and APAs. Our rules set out that this data stream must be distributed to consolidated tape users
- The historical stream is a database of trades assembled in date and time order, with any subsequent amendments or cancellations applied to create consolidated, corrected records.
- Further information is available via [Licence Types and Fees | ETS Connect – UK](#)

## 1.7. As a Redistributor, what are my obligations to ETS Connect UK and my end users?

- A redistribution licence is needed where a material part of the consolidated tape data is made available to an end user (whether or not this is as part of a value-added service)
- ETS Connect UK will provide a feed of our data to redistributors free of charge however each redistributor must pay to ETS Connect UK the applicable end-user fees (an amount equivalent to the fees that end users would have paid the CTP if they had purchased their licence)
- Redistributors are free to determine the data fees it onward charges its end users
- 7 working days before the commencement date (of providing data to end-users), you will be required to provide to the CTP:
  - The name of each person and company numbers and addresses of each end user
  - Licence type (enterprise, individual, retail or redistributor)
  - Connection type granted to each end user

## 1.8. What is an Authorised Signatory?:

- The Authorised Signatory is someone within your organisation who has the authority to accept the licence terms, which must be accepted before connectivity details will be provided.

## 1.9. Who should be listed as the Billing Contact?:

- The named Billing Contact should be responsible for fulfilling the request for payment in advance by credit card that ETS Connect UK will issue following acceptance of our licence terms and conditions

## 1.10. Can the billing contact be updated following submission of the onboarding form?:

- Should you require to update your billing contact after submitting your form, please contact [support@ets-connect.co.uk](mailto:support@ets-connect.co.uk)

### **1.11. What happens after we submit the PROD Onboarding form?:**

- Our ETS Connect UK support team will review the information provided
- We will confirm to the person who submitted the form via email that the onboarding request has been successfully received
- We will email the Authorised Signatory to request review and acceptance of the licence terms
- We will email the nominated billing contact with their invoice link and payment link following acceptance of the terms
- Following receipt of payment, we will contact your nominated contact to request the list of the authorised user(s) who will be granted GUI access
- API credentials will be issued (if required)
- Following settlement of your invoice, PROD access is granted

### **1.12. Can we update our details after submitting the onboarding form?:**

- Yes. If any details need to be updated, please contact ETS Connect UK Support via [support@ets-connect.co.uk](mailto:support@ets-connect.co.uk) and the information can be amended.
- You will also be able to save and resume the Onboarding form as you complete it, prior to submission. Please ensure all details are reviewed before submission of the onboarding form

### **1.13. How do I pay my subscription fees?:**

- Following acceptance of the licence terms and conditions, the stated billing contact will receive a payment link with the ability to view the payment amount and settle via card payment for amounts under £10,000 and wire transfer for amounts above £10,000. An invoice will follow once payment has been completed
- For invoices under £10,000, all major credit cards are accepted
- Payment links to settle via card will expire after 14 days – if payment is not received, a new payment link will need to be requested from our support team via [support@ets-connect.co.uk](mailto:support@ets-connect.co.uk)
- Access to the Production environment will only be granted following full settlement of your invoice

### 1.14. How do I know if my payment was processed?:

- Users will automatically receive a confirmation message and email following payment via card
- For users with an invoice greater than £10,000 and settle via wire transfer, ETS Connect UK will confirm receipt of payment following confirmation from our Finance team

### 1.15. Where can I find full details of the CTP fees and licensing terms?

- Please see [Licence Types and Fees | ETS Connect – UK](#) for further details on our licensing fees and payments
- Payment options are governed by the Consolidated Tape concession agreement between the Financial Conduct Authority and ETS Connect UK

### 1.16. Will ETS Connect UK offer any additional support outside of the standard 8AM-6PM UK operating hours?:

- ETS Connect UK has recently announced our Accredited Partner programme, an open ecosystem that enables third-party providers to deliver enhanced support services to market participants including extended hours support, technical assistance and integrated services.
- The Accredited Partner programme will launch on the 4th January 2027, delivering integrated client support for the consolidated tape
- Throughout 2026, we will engage with industry to transition to the accredited partner model with further information being made available via [Accredited Partners | ETS Connect – UK](#)
- Between the 22nd June 2026 and 4<sup>th</sup> January 2027, ETS Connect UK will offer 24/5 support free of charge to all users before the Accredited Partner programme commences

### 1.17. How do I amend my licence type?

- Users must provide ETS Connect UK with 20 days notice prior to the start of each renewal term notice of any changes to the details completed on the PROD onboarding form
- Users may purchase an additional licence type at any time
- Termination of a licence results in a refund in certain scenarios, please see the licence terms for details available via [Licence Types and Fees | ETS Connect – UK](#)

### 1.18. Will my subscription auto renew?

- Yes, following the conclusion of the initial term period (and unless ETS Connect UK receives a termination request within 90 days), your subscription will automatically renew for a further 12 months

### 1.19. How do I terminate my subscription?

- Users may terminate the agreement on expiry of its initial term or any renewal term by giving ETS Connect UK at least 90 days' prior written notice.