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## SERVICE HOTLINE

**REFERENCE NUMBER:** 111/2017

23 May 2017

### AVAILABILITY OF CUSTOMER TEST ENVIRONMENTS FOR THE JSE DERIVATIVES AND INTEREST RATE MARKETS

Clients are referred to Service Hotline 108/2017 issued on 17 May 2017, in which clients were advised of unplanned maintenance on the customer test environment. Clients are advised that the unscheduled maintenance performed on the customer test environment for the JSE Derivatives and Interest Rate markets was successful.

Post the maintenance the databases were restored to production as at 12 May 2017.

As a result of the restore all test data and user accounts were removed.

Clients wishing to reload their test accounts can send requests to [customersupport@jse.co.za](mailto:customersupport@jse.co.za).

We apologise for the inconvenience caused and would like to thank all clients for their patience and co-operation.

#### Market / Service:

- Equity Derivatives Market
- Interest Rate Derivatives Market
- Currency Derivatives Market
- Commodity Derivatives Market

#### Environment(s):

Customer Test Environment

#### Additional Information:

If you have any queries about this announcement, please contact the Client Services Centre on +27 11 520 7777 or [customersupport@jse.co.za](mailto:customersupport@jse.co.za)

#### Issued By:

Trading and Market Services