

## SERVICE HOTLINE

**Number:** 118/2024  
**Date:** 21 August 2024

**Name and Surname:** Martin Koch  
**Designation:** Head - Trading Operations

### REAL-TIME CLEARING (RTC) CUSTOMER TEST SERVICE (CTS RELEASE AND CTS PRODUCTION) ENVIRONMENT AVAILABILITY

Clients are advised that the JSE is planning on to execute non-functional testing this week in CTS Production and CTS Release environments, as part of the ongoing MIT upgrade initiative.

This testing is crucial to ensure our systems performance, scalability and reliability.

Clients are advised that there will be potential disruptions during this time.

**Impact: More Volumes into the Environment and RTC will not be available**

Environment: **CTS Production**

- Date – Wednesday, 21 August 2024
- Date – Thursday, 22 August 2024

Environment: **CTS Release**

- Date – Friday, 23 August 2024
- Date – Monday, 26 August 2024

### MARKETS / SERVICES:

- Equity Market
- Equity Derivatives Market
- Interest Rate Derivatives Market
- Currency Derivatives Market
- Commodity Derivatives Market
- Bond Market
- Bond ETP Market
- JSE Broker Deal Accounting (BDA)
- Real Time Clearing (RTC)
- Colocation
- International Access Point (IAP)
- EOD Information Subscribers
- Live Information Subscribers

### ENVIRONMENT(S):

CTS Production  
CTS Release

### ADDITIONAL INFORMATION:

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