

## SERVICE HOTLINE

**Number:** 135/2024  
**Date:** 02 October 2024

**Name and Surname:** Qiniso Mthembu  
**Designation:** Group Chief Risk Officer

### IMPORTANT – JSE INTERNAL TECHNICAL DISASTER RECOVERY TEST – 5 OCTOBER 2024

Clients are advised that the JSE will be conducting an internal technical Disaster Recovery test in the production environment on **5 October 2024**. During this test, the JSE trading and information systems for all markets will be brought up and test data may be published to clients.

**All clients** who connect directly to the JSE are requested to ensure that their **production systems are shut down** during the weekend to **prevent the receipt and processing of any messages published during the test, or alternatively schedule clean-up activities on your respective systems post the test** .

In addition, please note the following:

- End of Day Data subscribers are advised to download their end of day files prior to **08h00 on Saturday, 5 October 2024**; alternatively, files can be downloaded on **Sunday afternoon, 6 October 2024** from **14h00**.
- Please note that BDA services will be **unavailable on Saturday, 5 October 2024** during the following times: **08h00 to 22h00**

Should you experience any problems over the weekend, please contact the Client Service Centre (CSC) on the after-hours number **+27 11 520 7900** or **+27 83 611 9315**.

#### 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:

Production

#### 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)