

10 SECTION 10: SERVICE LEVEL AGREEMENT (SLA)

1. Application of the SLA

- 1.1 Subject to the provision in the JDA General Terms and Conditions relating to restrictions or interruptions to the Service, the JSE will use its reasonable endeavours to provide the Service to the JSE User at the time set out in this SLA, or as soon as reasonably possible after these times.
- 1.2 Any problems in respect of the all Data services or in respect of connectivity or data issues referred to in this SLA must be communicated to the JSE's Customer Support team. The JSE's Customer Support team will conduct initial investigations and if they are unable to address the problem, the JSE will use reasonable endeavours to refer the problem to the technical support staff of the JSE as soon as is reasonably possible.

2. Data Service Levels

2.1 Live Data

- 2.1.1 Any changes to the type or level of Live Data subscribed to (i.e. additions or cancellations of data subsets), including the required effective date of such changes, must be communicated to the JSE Information Products Sales division, at least 7 (seven) Business Days prior to the required change date. **If any changes require amendments to the Data Agreement the amendments must first be completed and duly signed by the Contracted User and the JSE before the technical changes are implemented.**
- 2.1.2 **Addition of a Data subset:** A Contracted User must successfully complete a Live Connectivity Test should any additions to the Live Data service be requested. If the Contracted User has not previously conformed for this additional Data subset, a conformance test for this data subset will first be required and only after a successful conformance test can the Live Connectivity Test be attempted.
- 2.1.3 **Cancellation of a data subset:** Any cancellations of a data subset and the required effective date of such cancellation, must be communicated to the JSE Information Products Sales division at least 7(seven) Business Days before the required cancellation date.

2.2 End of Day data

Any changes requested to the End of Day products subscribed to (additions or cancellations) must be communicated to the Information Products Sales Division department by 15:00 on any Business Day in order to have such changes effective the next Business Day. If the change request is received after 15:00 on any Business Day the change will be available on the second Business Day after the change request is received by the JSE. **If any changes require amendments to the Data Agreement the amendments must first be completed and duly signed by the Contracted User and the JSE before the technical changes are implemented.**

2.3 SENS (JSE News Services) End of Day data via InfoMaxservice

The batch file of SENS announcements will be sent on each Business Day and included in the final Equities End of Day file.

2.4 Corporate Actions (CA)

Provided on each Business Day in two different formats, data record and MS Excel, and made available at different times. The CA data record is included in the final Equities End of Day file.

2.5 Interest Rate Products via FTP and Email service

Any changes requested to the Interest Rate End of Day products subscribed to (additions or cancellations) must be communicated to the Information Products Sales Division department by 15:00 on any Business Day in order to have such changes effective the next Business Day. If the change request is received after 15:00 on any Business Day the change will be available on the second Business Day after the change request is received by the JSE. **If any changes require amendments to the Data Agreement the amendments must first be completed and duly signed by the Contracted User and the JSE before the technical changes are implemented.**

3. Support Procedures

3.1 Support Hours

Members of the JSE Customer Support team are available to all Contracted Users between 07h00 and 19h00 on all Business Days and may be contacted at the telephone number/s set out below.

Contracted Users who require support after 19h00 must contact the afterhours support number as set out below.

Customer Support Contact Details:

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| Telephone numbers: | (011) 520-7777 |
| After hours: | (011) 520-7900 (this number is routed to the standby staff member) |
| In the event of an escalation contact the manager during normal business hours | Senior Operations Manager Client Services on +27 11 520 7420 |
| | or |
| | General Manager Client Services on +27 11 520 7350 |

4. Communication about Support Services

Should the Contracted User be dissatisfied with the support received, all correspondence is required to be hand-delivered, e-mailed or faxed to:

The Manager: Customer Services and Support Department at:

JSE Limited
One Exchange Square
Gwen Lane
Sandown
2196

or

customersupport@jse.co.za

fax no: +27 (0)11 520-8420 or +27 (0)11 520-8350

SLA DELIVERY TIMES

(Unless otherwise specified, all references to times are South African Standard Time on Business Days)

| | |
|--|---------------------------------------|
| EQUITY LIVE FEED | |
| Reference Data | available from 22h30 the previous day |
| Market Open | 08h30 |
| Continuous Trading | 09h00 to 17h00 |
| Market Close | 18h15 |
| EQUITY END OF DAY SERVICE (INFOMAX) | |
| Equity End of Day Early data product (file) | 19h00 |
| Equity End of Day Late data product (file) | 20h30 |
| SENS End of Day Late data product (file) | 20h00 |
| CORPORATE ACTIONS | |
| Corporate Actions Data Product (included in Equities file) | 20h00 |
| Corporate Actions Schedule (Excel) – twice during Business Day | 11h00 and 16h00 |
| EQUITY DERIVATIVES LIVE FEED | |
| Download only period | 05h00 – 08h25 |
| ALSI contract opening auction | 08h25 – 08h30 |
| Market Open | 08h30 – 17h30 |
| Market is in admin period | 17h30 – 18h15 |
| Download only period | 18h15 – 03h00 |
| Market offline | 03h00 – 05h00 |
| EQUITY DERIVATIVES END OF DAY SERVICE (INFOMAX) | |
| Equity Derivatives End of Day data product (file) | 20h30 |
| COMMODITY DERIVATIVES LIVE FEED | |
| Download | 05h00 |
| Open Order Period | 08h50 |
| Market Open | 09h00 |
| Market Close (Grains) | 12h00 |
| Silo Auction Start | 11h30 |
| Silo Auction Close | 12h59 |
| Market Close | 12h00 |
| Admin period (up to 14h30 but can be extended) | 12h00 |
| COMMODITY DERIVATIVES END OF DAY SERVICE (INFOMAX) | |
| Commodity Derivatives End of Day data product (file) | 18h30 |
| CURRENCY DERIVATIVES LIVE FEED | |
| Market in download only period | 05h00 – 08h00 |
| Administration period and download only | 08h00 – 09h00 |
| Automated trading period | 09h00 – 17h00 |
| Administration period | 17h00 – 18h00 |
| Market in download only period | 18h00 – 03h00 |
| CURRENCY DERIVATIVES END OF DAY SERVICE (INFOMAX) | |
| Currency Derivatives End of Day data products (file) | 20h30 |
| INTEREST RATE PRODUCTS | |
| Market Open | 08h00 |
| Market Close | 17h00 |
| Admin period (up to 17h30 but can be extended) | 17h00 |
| INTEREST RATE PRODUCTS END OF DAY SERVICE (INFOMAX) | |
| Interest Rate Products (File) | 20h00 |

INTEREST RATE PRODUCTS AND SPOT BONDS

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|--------------|-------|
| Market Open | 07h00 |
| Market Close | 18h00 |

INTEREST RATE REPORTS VIA FTP AND EMAIL SERVICE
Static Data

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|--------------|---|
| Daily File | 17h30 |
| Monthly File | 1 st Business Day of the month (no set time) |

Mark to Market Reports

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|------------------------|-------|
| Standard MTM Reports | 17h30 |
| Unit Trust MTM Reports | 15h30 |

Turnover Reports (All Reports)

18h30

Index Reports

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| TRI Reconstitution / Reweighting (Quarterly) | Before 15 th day of the first month of each– no set time |
| TRI Attribution | 17h30 |

Yield and Zero Curves

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|------------------------|-------|
| 2pm Zero Curves | 14h30 |
| 3pm Zero Curves | 15h30 |
| End of Day Zero Curves | 17h30 |

Money Market Reports

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|--------------------|-------|
| Money Market Index | 12h00 |
| Money Market Curve | 14h30 |
| JIBOR Rates | 11h00 |

BACK OFFICE ACCOUNTING DATA FOR MEMBER USERS

| | |
|--------------|---|
| Daily File | Next day after each Business Day at 03h30 |
| Weekly File | Saturday 04h00 |
| Monthly File | Last Saturday of the month at 13h00 |

BACK OFFICE ACCOUNTING DATA FOR INSTITUTIONAL USERS

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|--------------|---|
| Daily File | Next day after each Business Day at 04h00 |
| Weekly File | Saturday at 05h00 |
| Monthly File | Last Saturday of the month at 14h00 |

MONEY MARKET INSTRUMENTS

| | |
|-----------------|-------|
| Intraday file | 15h00 |
| End of Day file | 19h00 |