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SERVICE HOTLINE

REFERENCE NUMBER: 137/2022

3 October 2022

JSE TELEPHONY UPGRADE

The JSE will be upgrading its telephony system on Thursday, 6 October 2022. Due to the upgrade, all telephone lines to the JSE including the JSE switchboard, Client Service Centre (CSC), and all direct lines will be unavailable from 17h00.

All telephony lines will be available on Friday, 7 October 2022 during usual business hours. In the unlikely event that the JSE experiences technical challenges with the Telephony upgrade that may extend into the usual business hours on Friday, 7 October 2022, an updated communication will be issued.

For all enquiries after 17h00 on Thursday, 6 October 2022, please use the following communication channels:

- For any trade cancellation requests, please contact surveillance@jse.co.za or contact Jacob Shayi, Senior Manager: Market Surveillance on +2783 296 8254
- For all CSC related queries, please contact customersupport@jse.co.za or +2783 611 9315
- For any CSC escalations, please contact the Client Services Manager, Nasheen Sharma on +2783 278 6451

Markets / Services:

All Markets

Environment:

Production

Additional Information:

If you have any queries about this announcement, please contact the Client Service Centre (CSC) on +27 11 520 7777 or e-mail customersupport@jse.co.za

Issued By:

Client Service Centre