

## SERVICE HOTLINE

**Number:** 141/2023  
**Date:** 20 September 2023

**Name and Surname:** Sixolisile Mahlasela  
**Designation:** Client Service Manager

### MIGRATION TO THE NEW PTP TIME SYNC DEVICE - 23 SEPTEMBER 2023

To further enhance the stability and reliability of the PTP service a migration to a new PTP time sync devices. This has been scheduled for 23 September 2023.

During this test the below Market Services will be available for Trading and Market Data:

- Equities
- Equity Derivatives, including Real Time Clearing (RTC)
- Currency Derivatives, including Real Time Clearing (RTC)

**FOR YOUR ACTION:** All clients **NOT** participating are requested to ensure that their Trading and Information **systems are shut down** during the weekend to ensure that they **do not receive and process any test messages** published during the testing period.

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

#### 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):

Production

#### ADDITIONAL INFORMATION:

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