

SERVICE HOTLINE

REFERENCE NUMBER: 103/2019

28 May 2019

CLARIFICATION ON COMMUNICATIONS ABOUT MARKET DATA PRODUCT DELIVERY PROBLEMS

1. Communicating to the JSE about market data product availability problems

The Client Services Centre team provides first level support and are the primary contact point for all market data product delivery issues/queries. If they are not able to address the issue/query directly, they will consult with the appropriate experts. Our Client Services Centre can be contacted by email via customersupport@jse.co.za or by telephone via **+27 11 520-7777** during JSE business hours which is between **06h30** and **19h00 (SAST)**.

The query/problem will be logged and a case reference number allocated. If a case reference number is required, and it was not automatically provided, it will be provided on request.

Support outside JSE business hours

The JSE provides support, but more limited, outside of JSE business hours between **19h00 and 06h30 (SAST)**. Please contact our Client Services Centre on the after-hours number **+27 11 520 7900** or **+27 83 611 9315**, and not by email. The standby person on duty will assist.

2. JSE communicating to clients about market data product delivery problems

The JSE's primary way of alerting clients about delivery problems is by SMS messaging to mobile numbers. The JSE will endeavour to alert affected clients before the SLA time and then provide updates on a regular basis until the data product(s) are available.

Some situations will require the JSE to provide more information which will typically happen the next business day or later. This type of communication will typically, but not always, be done by means of a JSE hotline via email to affected clients.

It is the responsibility of each client to ensure that the right operational contacts are included in the appropriate SMS and email groups. If you want to add and/or remove people, contact the JSE Market Data Support team via mdsupport@jse.co.za

3. Escalation

To escalate a concern about the quality of the support you can contact the Manager Client Services on **+27 11 520 7866** or **+27 11 520 7874** or the Head of Client Services on **+27 11 520 7748**.

Market / Service:

All Market Data Products

Environment(s):

Production

Additional Information:

If you have any queries about this announcement, please contact the Client Services Centre on **+27 11 520 7777** or CustomerSupport@jse.co.za

Issued By:

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