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## SERVICE HOTLINE

**REFERENCE NUMBER: 105/2020**

30 April 2020

### IMPORTANT: JSE INTERNAL DISASTER RECOVERY TEST – 16 & 17 May 2020

Clients are advised that the JSE will be conducting an internal disaster recovery test in the production environment on **16 and 17 May 2020**. 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, 16 May 2020**; alternatively files can be downloaded on **Sunday afternoon, 17 May 2020** from **14h00**.
- Please note that BDA services will be **interrupted** on **Saturday, 16 May 2020** on the following times: **08h00 to 20h00**.

Should you experience any problems over the weekend, please contact Customer Support on the after-hours number **+27 11 520 7900** or **+27 83 611 9315**.

#### Markets / Services:

JSE Equity Market

JSE Derivative Markets

- Bond Derivatives
- Equity Derivatives
- Interest Rate Derivatives
- Currency Derivatives
- Commodity Derivatives

JSE broker deal accounting (BDA)  
RTC

#### Environment(s):

Production

#### Additional Information:

If you have any queries about this announcement, please contact the Client Service Centre  
+27 11 520 7777 or  
[customersupport@jse.co.za](mailto:customersupport@jse.co.za)

#### Issued By:

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