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## SERVICE HOTLINE

**REFERENCE NUMBER** 121/2020

20 May 2020

### AVAILABILITY OF EXTERNAL TEST ENVIRONMENTS FOR THE JSE COMMODITY DERIVATIVES AND INTEREST RATE MARKETS

Clients are advised that the External Test Environments for the JSE Commodity Derivatives Markets (IP Address: 196.216.153) will not be available from Wednesday, 20 May 2020 until Thursday, 21 May 2020 due to technical maintenance and a production database restore taking place.

The following markets will be affected:

- Commodity Derivatives Market

The purpose of this restore is to align production and test reference data as closely as possible, this will provide relevant data to assist with testing scenarios.

As a result of the restore all testing data up until Tuesday, 19 May 2020 will be deleted.

Test user accounts will be manually re-added by the JSE, however, in the event post the restore that there are certain test accounts missing, clients are advised to send a request to [customersupport@jse.co.za](mailto:customersupport@jse.co.za) requesting the loading of these client test accounts.

Please contact the **Client Service Centre** on +27 11 520 7777 if you have any queries.

#### **Market(s) / Service(s):**

Commodity Derivatives Market

#### **Environment(s):**

External Test Environment

#### **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](mailto:customersupport@jse.co.za)

#### **Issued By:**

Trading and Market Services