

## 10 SECTION 10: SERVICE LEVEL AGREEMENT (SLA)

### 1. Application of the SLA

- 1.1 Subject to the provision in the JDA General Terms and Conditions relating to restrictions or interruptions to the Service, the JSE will use its reasonable endeavours to provide the Service to the JSE User at the time set out in this SLA, or as soon as reasonably possible after these times.
- 1.2 Any problems in respect of the all Data services or in respect of connectivity or data issues referred to in this SLA must be communicated to the JSE's Customer Support team. The JSE's Customer Support team will conduct initial investigations and if they are unable to address the problem, the JSE will use reasonable endeavours to refer the problem to the technical support staff of the JSE as soon as is reasonably possible.

### 2. Data Service Levels

#### 2.1 Live Data

- 2.1.1 Any changes to the type or level of Live Data subscribed to (i.e. additions or cancellations of data subsets), including the required effective date of such changes, must be communicated to the JSE Information Products Sales division, at least 7 (seven) Business Days prior to the required change date. **If any changes require amendments to the Data Agreement the amendments must first be completed and duly signed by the Contracted User and the JSE before the technical changes are implemented.**
- 2.1.2 **Addition of a Data subset:** A Contracted User must successfully complete a Live Connectivity Test should any additions to the Live Data service be requested. If the Contracted User has not previously conformed for this additional Data subset, a conformance test for this data subset will first be required and only after a successful conformance test can the Live Connectivity Test be attempted.
- 2.1.3 **Cancellation of a data subset:** Any cancellations of a data subset and the required effective date of such cancellation, must be communicated to the JSE Information Products Sales division at least 7(seven) Business Days before the required cancellation date.

#### 2.2 End of Day data

Any changes requested to the End of Day products subscribed to (additions or cancellations) must be communicated to the Information Products Sales Division department by 15:00 on any Business Day in order to have such changes effective the next Business Day. If the change request is received after 15:00 on any Business Day the change will be available on the second Business Day after the change request is received by the JSE. **If any changes require amendments to the Data Agreement the amendments must first be completed and duly signed by the Contracted User and the JSE before the technical changes are implemented.**

#### 2.3 SENS (JSE News Services) End of Day data via InfoMaxservice

The batch file of SENS announcements will be sent on each Business Day and included in the final Equities End of Day file.

#### 2.4 Corporate Actions (CA)

Provided on each Business Day in two different formats, data record and MS Excel, and made available at different times. The CA data record is included in the final Equities End of Day file.

#### 2.5 Interest Rate Products via FTP and Email service

Any changes requested to the Interest Rate End of Day products subscribed to (additions or cancellations) must be communicated to the Information Products Sales Division department by 15:00 on any Business Day in order to have such changes effective the next Business Day. If the change request is received after 15:00 on any Business Day the change will be available on the second Business Day after the change request is received by the JSE. **If any changes require amendments to the Data Agreement the amendments must first be completed and duly signed by the Contracted User and the JSE before the technical changes are implemented.**

### 3. Support Procedures

#### 3.1 Support Hours

Members of the JSE Customer Support team are available to all Contracted Users between 07h00 and 19h00 on all Business Days and may be contacted at the telephone number/s set out below.

Contracted Users who require support after 19h00 must contact the afterhours support number as set out below.

Customer Support Contact Details:

Telephone numbers:	(011) 520-7777
After hours:	(011) 520-7900 (this number is routed to the standby staff member)
<b>In the event of an escalation contact the manager during normal business hours</b>	Senior Operations Manager Client Services on +27 11 520 7420
	or
	General Manager Client Services on +27 11 520 7350

#### 4. Communication about Support Services

Should the Contracted User be dissatisfied with the support received, all correspondence is required to be hand-delivered, e-mailed or faxed to:

The Manager: Customer Services and Support Department at:

JSE Limited  
One Exchange Square  
Gwen Lane  
Sandown  
2196

or

[customersupport@jse.co.za](mailto:customersupport@jse.co.za)

fax no: +27 (0)11 520-8420 or +27 (0)11 520-8350

## SLA DELIVERY TIMES

(Unless otherwise specified, all references to times are South African Standard Time on Business Days)

<b>EQUITY LIVE FEED</b>	
Reference Data	available from 22h30 the previous day
Market Open	08h30
Continuous Trading	09h00 to 17h00
Market Close	18h15
<b>EQUITY END OF DAY SERVICE (INFOMAX)</b>	
Equity End of Day Early data product (file)	19h00
Equity End of Day Late data product (file)	20h30
SENS End of Day Late data product (file)	20h00
<b>CORPORATE ACTIONS</b>	
Corporate Actions Data Product (included in Equities file)	20h00
Corporate Actions Schedule (Excel) – twice during Business Day	11h00 and 16h00
<b>EQUITY DERIVATIVES LIVE FEED</b>	
Download only period	05h00 – 08h25
ALSI contract opening auction	08h25 – 08h30
Market Open	08h30 – 17h30
Market is in admin period	17h30 – 18h15
Download only period	18h15 – 03h00
Market offline	03h00 – 05h00
<b>EQUITY DERIVATIVES END OF DAY SERVICE (INFOMAX)</b>	
Equity Derivatives End of Day data product (file)	20h30
<b>COMMODITY DERIVATIVES LIVE FEED</b>	
Download	05h00
Open Order Period	08h50
Market Open	09h00
Market Close (Grains)	12h00
Silo Auction Start	11h30
Silo Auction Close	12h59
Market Close	12h00
Admin period (up to 14h30 but can be extended)	12h00
<b>COMMODITY DERIVATIVES END OF DAY SERVICE (INFOMAX)</b>	
Commodity Derivatives End of Day data product (file)	18h30
<b>CURRENCY DERIVATIVES LIVE FEED</b>	
Market in download only period	05h00 – 08h00
Administration period and download only	08h00 – 09h00
Automated trading period	09h00 – 17h00
Administration period	17h00 – 18h00
Market in download only period	18h00 – 03h00
<b>CURRENCY DERIVATIVES END OF DAY SERVICE (INFOMAX)</b>	
Currency Derivatives End of Day data products (file)	20h30
<b>INTEREST RATE PRODUCTS</b>	
Market Open	08h00
Market Close	17h00
Admin period (up to 17h30 but can be extended)	17h00
<b>INTEREST RATE PRODUCTS END OF DAY SERVICE (INFOMAX)</b>	
Interest Rate Products (File)	20h00

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**INTEREST RATE PRODUCTS AND SPOT BONDS**

Market Open	07h00
Market Close	18h00

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**INTEREST RATE REPORTS VIA FTP AND EMAIL SERVICE**
**Static Data**

Daily File	17h30
Monthly File	1 <sup>st</sup> Business Day of the month (no set time)

**Mark to Market Reports**

Standard MTM Reports	17h30
Unit Trust MTM Reports	15h30

**Turnover Reports (All Reports)**

18h30

**Index Reports**

TRI Reconstitution / Reweighting (Quarterly)	Before 15 <sup>th</sup> day of the first month of each— no set time
TRI Attribution	17h30

**Yield and Zero Curves**

2pm Zero Curves	14h30
3pm Zero Curves	15h30
End of Day Zero Curves	17h30

**Money Market Reports**

Money Market Index	12h00
Money Market Curve	14h30
JIBOR Rates	11h00

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**BACK OFFICE ACCOUNTING DATA FOR MEMBER USERS**

Daily File	Next day after each Business Day at 03h30
Weekly File	Saturday 04h00
Monthly File	Last Saturday of the month at 13h00

**BACK OFFICE ACCOUNTING DATA FOR INSTITUTIONAL USERS**

Daily File	Next day after each Business Day at 04h00
Weekly File	Saturday at 05h00
Monthly File	Last Saturday of the month at 14h00

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**MONEY MARKET INSTRUMENTS**

Intraday file	15h00
End of Day file	19h00