

# **KELER Depository Announcement - No. 9-12**

On the availability of client contact systems  
connected with core services of the central  
securities depository

**Effective from: 1 April 2021**

In general, KELER provides its services between 7:00 and 18:00 hours on working days. Planned maintenance of IT equipment and applications connected with services is scheduled for periods outside working hours (on working days between 22:00-6:00 hours and on weekends). If maintenance affects service availability, KELER notifies its clients 5 working days before maintenance via the appropriate client contact channels.

Within the limits of technical possibilities and taking economic considerations into account KELER strives to ensure the maximum availability possible. Nonetheless, it cannot guarantee access and availability - this is particularly true for access to the service via the Internet, whose functioning and bandwidth is outside the control of KELER.

Information on the contact details of business and IT support related to services can be found on the website of KELER (<https://english.keler.hu/Contacts/Contact us>).

KELER continuously measures compliance with the target values for availability indicated in the table below.

	Group of services	Availability of service	Channel ensuring availability of the service to the client	Availability of the channel ensuring client-side availability of the service (%)*	Maximum one-time duration of service downtime**	First reply to business and technical reports related to services	Feedback on development needs related to services
CSD activity	CSD securities registration and account maintenance	Working days 8:00 - 20:00	eDemat	99.0%	< 2 hours	< 2 hours	First reply: 5 working days  Detailed reply: 30 days
		Working days 6:30 - 22:00	KID				
		Working days 6:30 - 22:00	SWIFT				
		Working days 9:00 - 15:00	Paper-based	99.9%	< 1 hour	< 1 hour	
	Services relating to dematerialised securities	Working days 8:00 - 20:00	eDemat	99.0%	< 2 hours	< 2 hours	
		Working days 6:30 - 22:00	KID				
		Working days 7:00 - 20:00	WARP				
		Working days 9:00 - 15:00	Paper-based	99.9%	< 1 hour	< 2 hours	

	Group of services	Availability of service	Channel ensuring availability of the service to the client	Availability of the channel ensuring client-side availability of the service (%)*	Maximum one-time duration of service downtime**	First reply to business and technical reports related to services	Feedback on development needs related to services
<b>General securities depository activities</b>	Securities depository services relating to dematerialised securities issued in Hungary	Working days 8:00 - 20:00	eDemat	99.0%	< 2 hours	< 2 hours	
		Working days 6:30 - 22:00	KID				
		Working days 9:00 - 15:00	Paper-based	99.9%	< 1 hour	< 2 hours	
<b>Cash- and securities account maintenance</b>	Securities account maintenance and related account operations	Working days 8:00 - 20:00	eDemat	99.0%	< 2 hours	< 2 hours	
		Working days 6:30 - 22:00	KID				
		Working days 6:30 - 22:00	SWIFT				
		Working days 7:00 - 20:00	WARP				
		Working days 9:00 - 15:00	Paper-based	99.9%	< 1 hour	< 1 hour	

\* Indicator defined at a monthly level, within the availability period of the service.

\*\* Acceptable recovery time for the one-time downtime of an individual service.

KELER shall determine the maximum aggregate service downtime permitted in a given period for a given channel taking the length of the period in question, office hours, and the guaranteed availability into account.