

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

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

**Effective from: 1 July 2022**

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**CIO**

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**Head of Operations**

In general, KELER provides its electronic-based services between 8:00 and 20:00 hours on business days. Planned maintenance of IT equipment and applications connected with services is scheduled for periods outside working hours (on business days between 22:00-6:00 hours and on weekends). If maintenance affects service availability, KELER announces this 30 business days before maintenance in its customer relations spaces and on its website, and simultaneously shall send notification to its customers via the appropriate customer relation 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 securities registration and account maintenance	Business days 8:00 - 20:00	eDemat	99.0%	< 2 hours	< 2 hours	First reply: 5 business days Detailed reply: 30 days
	Business days 6:30 - 22:00	KID				
	Business days 6:30 - 22:00	SWIFT				
	Business days 9:00 - 15:00	Paper-based	99.9%	< 1 hour	< 1 hour	
Services relating to dematerialised securities	Business days 8:00 - 20:00	eDemat	99.0%	< 2 hours	< 2 hours	
	Business days 6:30 - 22:00	KID				
	Business days 7:00 - 20:00	WARP				
	Business 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
Central securities account maintenance	Business days 6:30 - 22:00	KIDt	99.9%	< 1 hour	< 2 hours	
	Business days 6:30 - 22:00	SWIFT				
	Business days 9:00 - 15:00	Paper-based	99.9%	< 1 hour	< 2 hours	
Settlement services (securities operations)	Business days 6:30 - 22:00	KID	99.0%	< 2 hours	< 2 hours	
	Business days 6:30 - 22:00	SWIFT				
	Business days 9:00 - 15:00	Paper-based	99.9%	< 1 hour	< 2 hours	

\* 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.