

**National Stock Exchange Of India Limited**

Department : MEMBER SERVICE DEPARTMENT

Download Ref No: NSE/MSD/44949

Date : July 08, 2020

Circular Ref. No: 50/2020

All Members,

**Important Guidelines and Scope of Exchange-provided Technical Support**

The Exchange issues detailed guidelines and instructions for usage of its Test Market and Simulated Market environments from time to time. Market participants are reminded that Test Market and Simulated environments are replica of the live environment only in terms of functionality and not in terms of scale, capacity and infrastructure. Participants are therefore urged to utilize these environments only for functionality testing and not for performance testing. For details, participants may refer to circular Ref. Nos. NSE/MSD/41283 dated Jun 11, 2019 (Test Market) and NSE/MSD/44892 dated July 03, 2020 (Simulated) and circulars issued from time to time.

The Scope of Technical support extended by the Exchange for its various environments is limited to the specifications stated in the Application Programming Interface (API) document and have been defined below for market participant's convenience. This shall be in conjunction with the various API specification documents published by the Exchange for its Members / Empanelled Vendors / Application Service Providers and Foreign Independent Software Vendors. Market participants are encouraged to refer to the API specification documents available on the Exchange website for any technical/functional queries they may have.

**Test Market Environment:**

- The Test Market Environment provided by the Exchange is a development environment.
- Support shall be available for Members / Empanelled Vendors / Application Service Providers and Foreign Independent Software Vendors for developing and testing the various functionalities as communicated vide the API specification document.
- Participants can connect with the Exchange for troubleshooting of basic information i.e. credentials, telnet support, connection parameters, master files for testing, etc.
- It is recommended that the participants test the functionalities as mentioned in the API specifications in the test market environment and approach the Exchange only in case of any technical queries or if further clarification is required, with respect to the functionalities mentioned in the API specification document and applications provided by the Exchange.
- Participants are expected to adhere to API specifications and check its compliance before reporting any queries or issues for troubleshooting.
- Participants are requested to ensure that all queries raised by them, are specific in nature and accompanied by all necessary details as stated in the above mentioned circular (as updated from time to time).
- The Exchange will not comment / guide / assist members on the nature and choice of implementation of the functionalities mentioned in the API specification documents in the Non-NEAT Frontend (NNF) applications developed /deployed by the participants.
- All essential information relevant to test market environment are made available to market participants through Exchange circulars and other modes of communication.
- Participants are welcome to provide their suggestions and feedback for improvement and enhancement of the API documents and features / functionalities mentioned therein. The Exchange shall examine such change requests and incorporate them wherever feasible and in line with Exchange protocol.

- While the Exchange endeavours to provide API specification related assistance on best effort basis for market participant's benefit, it is advised that the service should not be used as a surrogate service for development of NNF applications.

#### Simulated Environment

- Only members can participate in the Simulated environment, therefore support shall be extended to members only.
- The environment is for members to test their NNF application once development is complete and has been successfully tested in the Exchange test market environment.
- Participants can connect with the Exchange for troubleshooting of basic information i.e. credentials, telnet support, connection parameters, master files for testing, etc. and granting rights as mentioned in the circulars issued for simulated environment.
- Any API related queries should be tested and raised in the test market environment only and not in the Simulated environment.
- All essential information relevant to simulated environment are made available to market participants through Exchange circulars and other modes of communication.

#### Live Market environment:

- Only members can participate in the Live Market environment, therefore support shall be extended to members only.
- Any API related queries should be tested and raised in the test market environment only and not in the Live Market environment.
- All essential information relevant to Live market environment are made available to market participants through Exchange circulars and other modes of communication.

#### Participants are advised to take note of the following;

1. Queries that are technical in nature and require in-depth analysis by the Exchange will require a minimum of 7 working days for troubleshooting and analysis by technical teams. The expected timelines for resolution shall be communicated to the members accordingly.
2. Queries beyond the scope of the API document will not be dealt by the Exchange except in cases where the Exchange deems it necessary to deal with, however the same shall be at the sole discretion of the Exchange.
3. Exchange shall not disclose or provide any response to the queries pertaining to the internal parameters and other infrastructure details of the Exchange that are privy to the Exchange and have no bearing on market participants.
4. Exchange endeavours to resolve all queries raised by the members on a best effort basis, in cases where participants fail to provide complete details required or where queries raised do not fit the Exchange criteria for further support, then such queries shall be closed by the Exchange with appropriate feedback to the participant.
5. The Exchange will endeavour to provide the Test Market / Simulated Environments on a best efforts basis and makes no representations or warranty, express or implied, with regard to the advantages, benefits, usefulness, or accuracy of the same or the advantages accruing by subscribing to it. The Exchange shall not be responsible, liable or shall guarantee the results for the functionality and / or performance testing and shall in no event be liable or responsible for any direct or indirect claims/ damages or the like arising out of the usage / availment / subscription of the sessions.
6. Participants shall ensure that they use the aforesaid environments only for bonafide purposes.
7. Members participating in the aforesaid environments shall be governed by the various circulars / communications / instructions / directions issued by the Exchange from time to time and such member shall remain compliant in this regard. Any non-compliance shall invite disciplinary action by the Exchange which will be initiated in accordance with the applicable Exchange Byelaws, Rules and Regulations.

For and on behalf of  
National Stock Exchange of India Limited

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