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## SERVICE HOTLINE

**Number:** 007/2026  
**Date:** 27 January 2026

**Name and Surname:** Pravesh Govender  
**Designation:** Head – IT Delivery

## CORE INFRASTRUCTURE REFRESH - UPGRADE

With reference to [Service Hotline 132/2025](#) clients are advised that the JSE will be conducting a scheduled Core Infrastructure Refresh.

The change will be conducted in 2 phases. The first phase only impacts internal connectivity and will be done on 7 February 2026. The second phase which will require client connectivity testing will be conducted in Quarter 2.

The confirmed date will be communicated end of February 2026.

Should you have any queries about this announcement, please contact the Client Service Centre on +27 11 520 7777 or e-mail [CustomerSupport@jse.co.za](mailto:CustomerSupport@jse.co.za)

### MARKETS / SERVICES:

- ☒ Equity Market
- ☒ Equity Derivatives Market
- ☒ Interest Rate Derivatives Market
- ☒ Currency Derivatives Market
- ☒ Commodity Derivatives Market
- ☒ Bond Market
- ☐ Bond ETP Market
- ☐ JSE Broker Deal Accounting (BDA)
- ☒ Real Time Clearing (RTC)
- ☐ Colocation
- ☒ International Access Point (IAP)
- ☐ EOD Information Subscribers
- ☒ Live Information Subscribers

### ENVIRONMENTS

Production  
Customer Test Services

### ADDITIONAL INFORMATION:

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