

## SERVICE HOTLINE

**Number:** 078/2026  
**Date:** 08 June 2026

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**Designation:** Head – IT Delivery

### CISCO SWITCH REFRESH OF TRADING, RTC AND CTS ENVIRONMENTS

With reference to [Service Hotline 109/2025](#) and [Service Hotline 132/2025](#) clients are advised that the previously postponed Cisco Switch refresh for the Trading, RTC and CTS environments will now be implemented on Saturday, 4 July 2026

The implementation follows a risk-managed phased approach, with Colocation completed on 7 February 2026. Successful stakeholder testing is pivotal to validate network access and ensure seamless migration to the new switches.

- The JSE will implement the switch refresh during the scheduled change window on Saturday, 4 July 2026, 07:00 – 16:00
- Following the implementation, clients will be required to perform mandatory connectivity testing to confirm successful access to the refreshed infrastructure on Saturday, 4 July 2026 at approximately 15:00

To facilitate effective communication during the implementation and testing window, clients are requested to provide updated contact details (name, surname, email address, and mobile number) for designated technical representatives to [CustomerSupport@jse.co.za](mailto:CustomerSupport@jse.co.za)

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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