

## SERVICE HOTLINE

**Number:** 105/2025  
**Date:** 12 September 2025

**Issued By:** Nasheen Sharma  
Technical Account Manager - Colocation

### JSE FREEZE PERIOD - DECEMBER 2025 AND JANUARY 2026

Please take note of the Live Connectivity Test (LCON), Colocation Changes and Enablement dates as we approach December 2025:

REEZE PERIOD 2025/2026		
SERVICE	LAST DATE	NOTES
Live Connectivity Tests (LCON)	Tuesday, 9 December 2025	Network Changes cut-off date
Colocation Change Requests	Friday, 12 December 2025	
Colo 2.0 - New servers	Friday, 12 December 2025	All other Colo 2.0 requests will be managed via the Colo 2.0 portal
Bookings must be made by no later than Friday, 5 December 2025 at 14:00 The above applies to current Colocation and Colo 2.0		
Self-LCON requests	Will continue during freeze	Without network changes
SERVICE	START DATE	NOTES
Enablement & Colocation Services Order Form (CSOF)	Thursday, 8 January 2026 ** Technical testing/changes with support will resume	Requests will be accepted during the freeze SLA - 7 -10 working days
LCON and Colocation Change	Thursday, 8 January 2026	
Emergency requests will be reviewed and impact to clients' production systems/services will be impacted		

Please note that the CTS environment will not be available on the below public holidays:

- 25 December 2025
- 26 December 2025
- 1 January 2026

#### 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
- ☐ Information Delivery Portal

#### ENVIRONMENT:

Production

#### ADDITIONAL INFORMATION:

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