

SERVICE HOTLINE

Number: 145/2024
Date: 21 October 2024

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Designation: Technical Account Manager

LIVE CONNECTIVITY TEST (LCON), COLOCATION CHANGES AND ENABLEMENT FREEZE PERIOD FOR DECEMBER 2024/JANUARY 2025

Post consultation with several clients, please take note of the upcoming freeze period dates:

The final date when we will be conducting:

- Live Connectivity Tests (LCON), network changes will be Tuesday, 10 December 2024
- Colocation Change requests for 2024 will be on Monday, 9 December 2024
- Bookings for these dates must be done by no later than Friday, 6 December 2024 at 14:00
- The above applies to both the Current Colocation environment as well as the Colo 2.0 environment.
- Enablement and Colocation Services Order Form (CSOF) requests will follow the current SLA's, 7 and 10 working days respectively. Requests will be accepted during the period of the freeze, however technical testing which requires support or technical changes will only be done from 9 January 2025 onwards.
- Self-LCON requests where network changes are not required will be allowed during the freeze period
- LCON and Colocation change requests will resume from 9 January 2025.

We will review any emergency requests on a case-by-case basis and then decide post assessing the impact to a client's production systems/services.

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

- 25 December 2024
- 26 December 2024
- 1 January 2025

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

ENVIRONMENT(S):

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