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## SERVICE HOTLINE

**REFERENCE NUMBER:** 266/2020

2 December 2020

## REMINDER – YEAR END FREEZE PERIOD FOR 2020

As per JSE Service Hotline 229/2020 dated 14 October 2020, and nearing our year-end freeze period, kindly take note of the following:

- The final date when we will be conducting Live Connectivity Tests (LCON), network changes and Colocation Change requests for 2020 will be on Friday, 4 December 2020 and will resume on Monday, 4 January 2021.
- Enablement and Colocation Services Order Form (CSOF) requests will be dealt with as per the current SLA's, 7 and 10 working days respectively.
- Self LCON requests where network changes are not required will be considered.
- LCON and Colocation change requests will resume from 4 January 2021.
- Please note that the CTS environment will not be available on the below public holidays:
  - **16 December 2020**
  - **25 December 2020**
  - **26 December 2020**
  - **1 January 2021**

### Markets / Services:

All Markets

### Environment:

Production

### Additional Information:

If you have any queries about this announcement, please contact the Client Service Centre on +2711 5207777 or [customersupport@jse.co.za](mailto:customersupport@jse.co.za)

### Issued By:

Client Service Centre