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## SERVICE HOTLINE

**REFERENCE NUMBER:** 021/2022

17 February 2022

## JSE STORAGE

Clients are reminded of the below clauses as per the JSE Colocation Services Document in terms of collection of equipment from the JSE Colocation Data Centre:

- 8.2.7. On completion of the Customer Hosting Unit setup, spare Customer Equipment cannot be stored in cardboard boxes within the confines of the Hosting Unit or any portion of the Colocation floor. The JSE may, in its sole discretion and at the sole risk of the Customer, store the Customer Equipment in a secure designated storage area if there is space to do so in accordance with clause 8.2.8.
- 8.2.8. The Customer will have 30 days in which to retrieve its Equipment from the storage area from the date the Customer Equipment was stored. All Customer Equipment left in the JSE storage areas for more than 30 days will be returned to the Customer at the Customer's sole risk, cost and expense.
- 8.2.9. The JSE shall incur no liability for any loss or damage to any Equipment stored on the JSE Premises or in transit if returned to the Customer.

We have encountered a few instances whereby decommissioned equipment has not been collected within the 30-day period and is impacting our limited storage capability.

Below is the link to the JSE Colocation Services Document:

[Colocation Services Documentation](#)

Please contact our Client Service Centre on +27 11 520 7777 or via email on [CustomerSupport@jse.co.za](mailto:CustomerSupport@jse.co.za) if there are any further queries related to this notice.

Thanking you in advance for your co-operation and understanding.

### Service:

Colocation

### Environment:

Production

### Additional Information:

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