

## SERVICE HOTLINE

**Number:** 033/2024  
**Date:** 01 March 2024

**Name and Surname:** Sixolisile Mahlasela  
**Designation:** Client Service Manager

### ALL MARKETS - JSE CLIENT FACING FIREWALL REPLACEMENT PROJECT

Clients are advised that we are in the final planning phase of the JSE Client facing Firewall Rejuvenation project scheduled to begin in April 2024.

The JSE Team will embark on a phased approach over the course of the next 6 months to refresh the hardware and perform a cleanup of firewall rules.

Further to [JSE Service Hotline 006/2024](#) published on 9 January 2024, kindly note that the start of the **JSE CLIENT FACING FIREWALL REPLACEMENT PROJECT** will commence according to the below dates:

- Colocation – **6 April 2024**
- All Production services (Trading, Real Time Clearing and Market data service) – to be confirmed.
- Customer Test Service & Staging (ETE) – to be confirmed.

It will be mandatory for all clients to conduct technical connectivity tests post the implementation of the firewall change that will be communicated accordingly.

Clients will be required to perform telnet tests to the respective systems and confirm the receipt of multicast on all data feeds which are subscribed too.

Should you have any queries regarding this notice, please 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  
ETE Test Environment

### 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)