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## SERVICE HOTLINE

**REFERENCE NUMBER: 086/2022**

20 June 2022

### ALL MARKETS - COMMISSIONING OF A NEW PRODUCTION ROUTER

We are commissioning a new production network router and migrating all client links across to the new router in a phased approach. The migration will impact production and customer test services (CTS) and no changes are envisaged for clients as the routing configurations will not be adjusted.

Clients are required to conduct a technical connectivity test to prove a successful connection and once established clients will remain on the new router.

JSE CSC team will liaise with the technical teams within your firm to coordinate testing as per the schedule below:

#### **Tuesday, 12 July 2022 until Saturday, 27 August 2022**

- Tuesdays and Thursdays between 18h00 - 20h00;
- Testing on Saturdays can be arranged upon client request;
- All clients who have not proven successful connectivity by Saturday, 27<sup>th</sup> August, will automatically be migrated;

Should you have any queries regarding this notice, please email [customersupport@jse.co.za](mailto:customersupport@jse.co.za)

#### **Markets / Services:**

All Markets and Services

#### **Environments:**

Production  
CTS

#### **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)

#### **Issued By:**

JSE IT