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## SERVICE HOTLINE

**REFERENCE NUMBER: 138/2022**

6 October 2022

## LIVE CONNECTIVITY TEST (LCON) AND ENABLEMENT FREEZE PERIOD FOR DECEMBER 2022/JANUARY 2023

Clients are advised to take note of the upcoming freeze period dates:

- The final date when we will be conducting
  - Live Connectivity Tests (LCON), network changes will be 1 December 2022
  - Colocation Change requests for 2022 will be on Friday, 2 December 2022
  - Bookings for these dates must be done by no later than Tuesday, 29 November 2022 at 15:00.
- Enablement and Colocation Services Order Form (CSOF) requests will follow 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 9 January 2023.
- We will review any emergency requests on a case by case basis and then decide post assessing the impact to a clients production systems/services.

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

- **16 December 2022**
- **25 December 2022**
- **26 December 2022**
- **27 December 2022**
- **1 January 2023**

Please refer all queries to [customersupport@jse.co.za](mailto:customersupport@jse.co.za)

### Markets / Services:

All Markets

### Environments:

- Production
- CTS

### Additional Information:

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

### Issued By:

Client Service Centre