

SERVICE HOTLINE

Number: 164/2023
Date: 02 November 2023

Name and Surname: Nasheen Sharma
Designation: Technical Account Manager

LIVE CONNECTIVITY TEST (LCON) AND ENABLEMENT FREEZE PERIOD FOR DECEMBER 2023/JANUARY 2024

Post consultation with several clients, please take note of the upcoming freeze period dates:

- The final date when we will be conducting:
 - Live Connectivity Tests (LCON), network changes will be Tuesday, 12 December 2023
 - Colocation Change requests for 2023 will be on Monday, 11 December 2023
 - Bookings for these dates must be done by no later than Friday, 8 December 2023 at 14:00
- 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 allowed during the freeze period.
- LCON and Colocation change requests will resume from 9 January 2024.
- We will review any emergency requests on a case-by-case basis and then decide post assessing the impact to a client's production systems/services.

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

- 25 December 2023
- 26 December 2023
- 1 January 2024

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

ENVIRONMENT:

Production

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