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## SERVICE HOTLINE

**REFERENCE NUMBER:** 203/2021

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## LIVE CONNECTIVITY TEST (LCON) AND ENABLEMENT FREEZE PERIOD FOR 2021

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 and Colocation Change requests for 2021 will be on Friday, 3 December 2021 and will resume on Monday, 10 January 2022.
- 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 10 January 2022.

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

- **16 December 2021**
- **25 December 2021**
- **26 December 2021**
- **27 December 2021**
- **1 January 2022**

### Markets / Services:

All JSE Markets

### Environment(s):

Production

### Additional Information:

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

### Issued By:

Client Service Centre