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## SERVICE HOTLINE

**REFERENCE NUMBER:** 237/2019

30 October 2019

## LIVE CONNECTIVITY TEST (LCON) AND COLOCATION CHANGE REQUEST FREEZE PERIOD FOR 2019

As we near our year-end freeze period, kindly take note of the following:

- The final date when we will be conducting Live Connectivity Tests (LCON), Network changes and Colocation change requests for 2019 will be on Monday, 9 December 2019 and will resume on Monday, 6 January 2020.
- Enablement and Colocation Services Order Form (CSOF) requests will be dealt with as per 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 on 6 January 2020.
- Please note that the CTS environment will not be available on the below public holidays:
  - **16 December 2019**
  - **25 December 2019**
  - **26 December 2019**
  - **1 January 2020**

### Market / Service:

JSE Equity Market

JSE Derivative Markets

- Equity Derivatives
- Commodity Derivatives
- Interest Rate and Currency Derivatives

Colocation

### Environment(s):

Production

CTS

### Additional Information:

If you have any queries about this announcement, please contact the Client Services Centre on +27-11-5207777 or

[Customersupport@jse.co.za](mailto:Customersupport@jse.co.za)

### Issued By:

Client Services Centre