Colo 2.0

JSE IaaS Service

Colo 2.0 FAQ's

No.	Question	Answer
1	What is the name of this new service	Colo 2.0 IaaS (Infrastructure as a Service)
2	Please provide me with an overview of this service?	"The Colo 2.0 service provides clients with the ability of leasing pre-built equipment with a choice of Physical and/or Virtual machines and an optional 1Gbps Analytics Server. This service is available in the JSE Colocation Data Centre to take advantage of the low latency connectivity. The Colo 2.0 service solution is in addition to the current Colocation Rack space and Power Only offering – which remains available to those clients who prefer to have their own equipment."
3	How do I sign-up for this new service	Send an email to Colocation@jse.co.za with details of requirements.
4	Where would I find the specifications of this service?	An email can be sent to Colocation@jse.co.za and the specifications will be provided.
5	Please provide me with a high level breakdown of the different components available in this service?	" Virtual Server Physical Server - Diamond Physical Server - Platinum Analytics Server (1Gbps) "
6	Which JSE Services can I access through this solution?	"Information Delivery Portal (IDP) connectivity JSE Test & End-to-End Environment Connectivity (All Markets) Access to all JSE Markets: Trading; Market Data and Post Trade, "
7	When I rent a server, what do I receive as part of the offerring?	"All packages includes: Power Remote Hands Information Delivery Portal (IDP) connectivity JSE Test & End-to-End Environment Connectivity (All Markets) Access to all JSE Markets: Trading; Market Data and Post Trade, Colo 2.0 Price List excludes pricing for system access fees to JSE markets Server prices are charged monthly, with zero upfront capital outlay. Standard contract is 12 months and renewable, the maximum contacting period is 48 months."
8	Can I connect to BDA and RTC via this offerring?	Yes, clients can connect to BDA and RTC via this offerring.
8	Is this replacing your current Colo Offering	No, this is an additional service offerred in Colocation.
9	Is there a maximum number of servers that I need to rent?	No, there is no maximum however it is dependent on availability

let's connect

No.	Question	Answer
10	Who is eligible for this service?	1.1.1. Trading Members 1.1.1.2. Clearing Members 1.1.2. Member Clients (DMA Clients) 1.1.3. Information Subscribers (Live and Non-Live) 1.1.4. Shared Infrastructure Providers (SIPs) 1.1.5. Software providers 1.1.6. All JSE Accredited Services viz Network Service Providers (NSPs), Extranet Service Providers (ESPs) ,CSDP's, CSP's and any other client type providing services to JSE clients.
11	Can I take a full solution?	Multi-tenancy solution package: Contract term ranges from 1 year to 4 years Clients signing for an initial 4-year term and renewing for 4 years will incur zero equipment refresh costs Full solution package: 2x Colo racks with100% discount on 1x Colo rack. 100% discount is applicable to clients signing up in 2023 for the duration of the initial 4-year term Clients signing for an initial 4-year term and renewing for 4 years will incur zero equipment refresh costs
12	What are the contract periods?	The minimum contract period is 12 months and the maximum contract period is 48 months.
13	Would I still need to pay for Colocation racks if I take a full solution?	Yes, you would require 2 racks which are charged seperately, however for 2023 there are specials available when taking a full solution which are detailed on our product pricing sheet.
14	What is the price of a Colocation Rack?	Please refer to our detailed price list, specifically page 25 - https://www.jse.co.za/sites/default/files/media/documents/jse-price-list-2023-q2-issuers-services-and-trading/JSE%20Price%20List%202023%20Q2%20-%20Issuers%20Services%20and%20Trading_3.pdf
15	What is the onboarding process?	1. Sign JSA - Colo 2.0 Order Form 2. Complete Colo 2.0 Client Onboarding form 3. Client Onboarding form to be submitted to colocation@jse.co.za 4. JSE to enable client on Colo 2.0 portal 5. Client to login and select number of servers 6. Once servers allocated and respective services selected, IP addresses will be allocated on the Colo 2.0 portal 7. Client to submit enablement form to CSC 8. Once CEIF is signed off LCON to be performed (Self LCON or Supported) 9. Once LCON is successful - client is live and billing will commence
16	What is the SLA for the onboarding process?	Once a completed JSA is signed, the onboarding process SLA is 8 working days.
17	Do I receive any discounts if I take more than 1 server?	Discounts apply to those taking more than 5 servers. Please refer to our Product Price list for details.
18	What are the benefits of the Solution?	"Multi-tenant solution that reduces: Time to market Total Cost of Ownership (CTO) The solution offers: PTP time stamping Internet break-out (over VPN) Improved flexibility and scalability Built-in 1Gbps Analytics Server (optional) Single point of contact for support and invoicing Removes complexity in support, billing and hardware refresh costs Cloud on-demand compute Connect to the JSE matching engines Industry-leading private self-manage portal Ease of configuration and infrastructure monitoring World Class Analytics Real-time, uncompromised operational oversight and detailed analysis Delivers powerful actionable insights via latency monitoring and analytics."

No.	Question	Answer
19	Is the analytics solution mandatory?	No, it is an optional service.
20	Where do I send support queries? Is this a fully managed solution?	Yes, this is a fully managed solution. All support queries must be captured on the Colo 2.0 portal
21	In terms of support, do I also need to contact the JSE?	"No, all queries must be captured on the Colo 2.0 portal, which will trigger a request to coloportal@jse.co.za Therafter if any intervention is needed from the JSE support team, the JSE's service providers support team will manage this directly with the JSE on behalf of clients and thus there is only a single point of contact for clients."
22	When is the first phase of the project effective from?	01-Nov-23
23	Will the JSE also be providing this service in JSE DR - perhaps at a smaller scale or even just virtual?	Yes, please send a request to colocation@jse.co.za for pricing related information
24	Assuming we take a platinum dedicated server - what are the SLAs when the server has a hardware fault?	The detailed SLA's will be provided in the JSA Colo 2.0 order form however the commitment is to have to have the server replaced within 48 hours.
25	There is mention of the firewall service, but I'm not seeing anything in terms of internet breakout charges. Is that included in the offering or would each client need to arrange their own internet breakout(s) + cross connects into the firewall?	Internet connectivity is available in Phase 1. Clients can also leverage their existing connections into the JSE to facilitate connectivity into the Colo 2.0 solution.
26	Please provide details of phase 2 of this project?	The purpose of Phase 2 is to introduce network connectivity to a secondary site and JSE DR site as well as International connectivity.
27	Will this solution be replacing your connectivity via Telehouse in London?	No, this solution will not be replacing the JSE Pop at Telehouse in London.
28	Is internet connectivity provided for in your current Colo offerring?	No, this is the first time that internet connectivity will be catered via the JSE Colocation Data Centre.
29	Can I access Microsoft Azzure or AWS via this solution?	We are investigating this as an option for Phase 2 of the project.