

# Market Access



## Colocation

Ultra-low latency at your fingertips, access to SA markets in just 10 microseconds



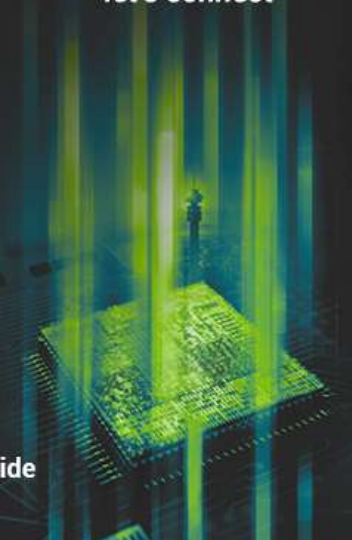
## Colo 2.0

Next gen infrastructure, enhanced scalability, robust security, free connectivity, low latency and ready within 24 hours



## JSE-FIX

Global API standards that power scale, designed to reduce the cost of order-routing in South Africa and unlock efficiency with seamless integration worldwide



## Colocation FAQ's

No.	Question	Answer
1	Does the JSE provide remote hands	Yes Remote Hands Support is billed as per the JSE pricelist <a href="#">JSE Service Price Lists</a>
2	What is excluded from remote hands offering	<ul style="list-style-type: none"> <li>The remote hands do not configure equipment or open equipment to replace any parts but can assist in exceptional cases</li> <li>Non-standard remote hands requests will be considered on a case-by-case basis</li> </ul>
3	Can my equipment be delivered prior to my installation date	<ul style="list-style-type: none"> <li>Yes, the Data Centre (DC) team will accept delivery and notify you once received</li> <li>All equipment will be stored in a dedicated secure client storeroom</li> </ul>
	How long can decommissioned equipment be stored onsite	<ul style="list-style-type: none"> <li>All decommissioned equipment must be removed within 30 days</li> <li>Failing which the equipment will be shipped back to the client with liability of costs incurred</li> <li>The DC team can also arrange for equipment to be disposed through a recycling company</li> <li>All recycling requests will be quoted on a case-by-case basis</li> </ul>
4	What delivery details should I provide to my courier	<p>The delivery should be addressed to <b>JSE Colocation Data Centre</b> One Exchange Square, 2 Gwen Ln, Sandown, Sandton, 2196</p> <p>Please include:</p> <ul style="list-style-type: none"> <li>Company Name</li> <li>Contact Person</li> </ul>

		<ul style="list-style-type: none"> <li>• Contact details</li> </ul>
5	Does the JSE provide Import/Export or VAT numbers to clear goods through customs	<ul style="list-style-type: none"> <li>• Clients are required to use their own importers code and VAT numbers or arrange through a courier company</li> </ul>
6	What is the process to send equipment back to clients	<ul style="list-style-type: none"> <li>• Clients are required to arrange with a courier to package, collect and ship the equipment</li> <li>• The DC team will assist the courier with access and removal of equipment from site</li> </ul>
7	What process do I follow to request Colocation access or remote hands services	<ul style="list-style-type: none"> <li>• Please contact <a href="mailto:customersupport@jse.co.za">customersupport@jse.co.za</a> and a request form will be issued to you for completion</li> <li>• Upon completion the form must be returned to the above email address and we will book the request in accordance</li> </ul>
8	Is Wi-Fi available to clients	<ul style="list-style-type: none"> <li>• We provide a guest Wi-Fi for Colocation clients or customer technicians with basic internet access</li> <li>• This needs to be arranged prior to visiting the DC</li> </ul>
9	Will my equipment fit in the rack/hosting unit	<ul style="list-style-type: none"> <li>• The hosting units are 600(w)X1070(d) and with a height of 2133.6 mm (43U)</li> <li>• Maximum profile length is 770mm</li> </ul> <p>Please note: The top first 5U's are reserved for JSE use</p>
10	What security measures are in place in the JSE DC facility environment and surrounding areas	<ul style="list-style-type: none"> <li>• Biometric controlled access with facial recognition</li> <li>• Closed circuit cameras</li> <li>• 24/7 on-site security</li> </ul>
11	Who do I contact for support	<ul style="list-style-type: none"> <li>• All requests or issues must be directed to Customer support on: +27 11 520 7777 during standard business hours SAST</li> </ul> <p>Afterhours support:</p> <ul style="list-style-type: none"> <li>• Monday to Friday: 06h30 – 19h00 (+27 11 520 7900)</li> <li>• Monday to Sunday: 19h00 to 06h30 (+27 83 611 9315)</li> <li>• You may also send an Email to <a href="mailto:Customersupport@jse.co.za">Customersupport@jse.co.za</a> and follow the instructions on the automated response</li> </ul>
12	What type of cables does the JSE Colocation DC infrastructure support	<ul style="list-style-type: none"> <li>• Multimode Fibre – LC-LC</li> <li>• Single mode Fibre – LC-LC</li> <li>• Copper UTP - Rj45</li> </ul> <p>Any special cabling requirements may be discussed on a case-by-case basis</p>
13	What is the distance between my Colocation Rack and the Meet Me Room	<ul style="list-style-type: none"> <li>• The Distance between Colocation Patch Racks and Meet Me Room 1 is 65meters/213ft</li> <li>• The Distance between Colocation Patch Racks and Meet Me Room 2 is 80meters/262ft</li> </ul>
14	How do I access the JSE Client Access Network	<ul style="list-style-type: none"> <li>• Colocation clients will request a cross connect to the client access network</li> <li>• Non colocation clients will request connectivity through an accredited Network Service Provider: <a href="#">JSE NSP LIST</a></li> </ul>
15	Do I have an advantage if my rack is closer to the trading gateway	<ul style="list-style-type: none"> <li>• All cables between the Hosting Units and the Colocation network switches are of equal length irrespective of the Hosting Unit position within the Colocation facility</li> </ul>

16	Does each rack consist of an A and B power feed	<ul style="list-style-type: none"> <li>• Each rack is equipped with two 32A single phase PDU's - "A" &amp; "B" leg</li> </ul>
17	What JSE network access ports are available in my rack	<ul style="list-style-type: none"> <li>• Equity Market trading and information connectivity</li> <li>• Derivative Markets trading and information connectivity</li> <li>• Remote management connectivity from the Access Network to Colocation</li> <li>• Please refer to <a href="#">JSE Colocation Services Documentation</a> for more information</li> </ul>
18	What power options are available for racks	<ul style="list-style-type: none"> <li>• 3kW</li> <li>• 5kW</li> </ul>
19	Can I monitor the PDU's within my hosting unit remotely	<ul style="list-style-type: none"> <li>• PDU's are monitored by the DC support team using an Infrastructure Management Software application to ensure optimal availability and to be able to send out power usage reports for billing purposes</li> </ul>
20	Can I install my own PDU's in a rack	<ul style="list-style-type: none"> <li>• Yes</li> <li>• Additional fees will apply which you are required to monitor</li> <li>• The DC team will not have visibility or monitoring capability to the PDU's</li> </ul>
21	What type of sockets are presented on the PDU	<ul style="list-style-type: none"> <li>• Each PDU is equipped with 20 X C13 sockets &amp; 4 X C19 sockets</li> <li>• Each PDU has two banks and each bank is equipped with a 16A circuit breaker</li> <li>• Sockets are distributed evenly between the banks</li> </ul>
22	Can I install my own antenna for time sync services	This is not currently supported