Meeting Minutes - JAO Open Call (03 March 2026)

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1. Overview

JAO organizes quarterly Open Call sessions to strengthen relationships with market participants. Furthermore, to collect feedback. In this session JAO provides updates on auctions, ongoing projects, the new allocation platform **Orion**, the recently deployed JAO Support Hub and other service-related topics.

2. Cybersecurity

JAO introduced the latest cybersecurity related improvements.

- JAO applied several email security upgrades: DKIM, DMARC, SPF.
- Purpose: strengthen email security, protect against phishing, improve trust.
- Recent domain incident: not related to cybersecurity; detailed incident report is [available on JAO's website.](#)

3. Auction Calendar

Quick overview of the upcoming yearly auctions for the delivery period 2027 also 2028.

- Upcoming yearly auctions on IFA1, IFA2, Viking Link, Aleg Link and Nemo Link cables has been highlighted
- To ensure the participation, the Market Participants should review credit limits, in case of any questions contact JAO for support.

4. Project Updates

High-level overview of projects JAO is involved.

- Support Hub: Go-live in Q1 2026.
- Ukrainian borders: New explicit intraday auctions on Ukraine-Hungary and Ukraine-Slovakia borders are planned; delays expected.
- MTU Changes: Swiss borders to 15-min MTU in Q3 2026. Every input and output files are impacted.
- Nemo Link intraday to 30-min MTU. Every input and output files are impacted.
- North Sea Link: Long-term explicit auction on the UK-Norway border
- First monthly auction expected in August 2026 for delivery period September 2026 followed by Quarterly, Seasonal and Yearly auctions.
- Greece–North Macedonia: New explicit auctions planned for late 2026.

5. Orion — New Allocation Platform

JAP provides a project status update also highlights the foreseen changes impacting the market participants.

Purpose and Strategic Rationale

- Orion replaces the legacy ECAT platform, addressing:

  - Outdated technology
  - Reliability concerns
  - Limited user experience
  - Constrained SOAP based API

- Target outcomes:

  - Modern UX
  - High platform reliability
  - REST-API availability
  - Stronger automation and operational continuity

Platform Architecture & Technical Enhancements

REST API

- Complete transition from **SOAP → REST API**.
- JSON based payloads for easier integration and automation.
- All functional processes intended to become accessible via API.
- Machine users will require **certificate-based authentication**.

Elimination of Email File Distribution

- Auction results, confirmations, rights documents, and related files
  will be delivered **only via REST API** or **UI download in CIM format**
- Significantly improves:

  - Security
  - Delivery reliability
  - Auditability
  - Automation potential

New Notification Engine

- o Orion will deliver system-generated notifications.

User Experience & Functional Upgrades
- o Dashboard with upcoming auctions, credit limits, Transmission rights, bid submission and resale submission counter
- o Enhanced bidding screens with real-time feedback, peak hours, multi-line copy- paste.
- o Detailed credit limit breakdown.
- o Admin/Primary Authorized Person to manage user accounts and entitlements.

Design Process & User Group Input
- o Continuous collaboration; multiple improvements already implemented. For more details please see the Meeting Minutes available on JAO's Message Board.

Project Timeline
- o Testing in Q1–Q2 2027; technical go-live August 2027; commercial go-live September 2027; hyper care Q4 2027.

API Documentation
- o Expected in Q3 2026; will be shared with all participants.

6. JAO Support Hub
- The tool is available on production - support.jao.eu
- multi-level ticket handling to ensure sufficient support
- Integrated Microsoft Customer Voice surveys.
- AI Business Assistant available 24/7.
- User management to be expanded for Primary Authorized Persons allowing them invite additional users to their company account.
- Improved case tracking and notifications.
- Easy request submission via email to support@jao.eu

7. Q&A Summary
- Continuous Orion Updates in the upcoming Open Call sessions.
- Swiss MTU: confirmed; testing in Q2.
- JAO Support Hub: fully operational.

- Orion API documentation: expected in Q3 2026.

8. Next Steps

- Minutes and presentation will be distributed.
- Feedback survey to be sent.
- Next Open Call in Q2 2026.