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## SERVICE HOTLINE

**REFERENCE NUMBER: 01/2015**

6 January 2015

### TECHNICAL ISSUE EXPERIENCED ON CURRENCY DERIVATIVES MARKET

The JSE would like to provide feedback on the technical issue experienced on the Interest Rate and Currency Derivatives Market on the morning of 6 January 2015.

At approximately 09:00 the JSE detected an issue whereby the Currency Derivatives Shard (Trading engine) became unavailable. This meant that all contracts residing on that Shard would have not been tradable.

The root cause has been identified as an internal communications software error between the trading engine and proxy servers. .

To resolve the issue, the proxy servers and trading engine were restarted which would have resulted in all users being disconnected. Sanity checks were conducted post the restart to ensure the trading engine was stable. The market was then opened for continuous trading at 09:25

The JSE would like to apologise to all market participants that were affected by this technical issue and we will be implementing corrective measures to prevent any reoccurrences.

Please contact [customersupport@jse.co.za](mailto:customersupport@jse.co.za) should you have any further concerns or questions around this outage.

#### Service:

JSE Interest Rates and Currency  
Derivatives Market

#### Environment(s):

Production

#### Additional Information:

If you have any queries about this announcement, please contact [customersupport@jse.co.za](mailto:customersupport@jse.co.za)

#### Issued By:

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