



SERVICE HOTLINE

REFERENCE NUMBER: 031/2021

9 February 2021

Johannesburg
Stock Exchange

Tel: +27 11 520 7000
Fax: +27 11 520 8584

www.jse.co.za

EDM UN-THROTTLED A FEED ISSUE

The JSE experienced duplicate messaging issues on the EDM Un-throttled A feed between the 3-5 February 2021.

During this time, the duplicate messages were observed only on this feed and the JSE made the decision to switch the A feed off to avoid impacts to all clients subscribing to this feed.

Due to the nature of the issue, troubleshooting could only be conducted whilst the feed was active. This was only possible after 17h30, when the JSE deemed it safe to activate the A feed again as all on-screen activity was completed during that time.

This enabled the JSE to troubleshoot with third party suppliers and experts up until around 22h00 each evening. After progress each day the JSE set aside Sunday for further troubleshooting and was able to identify the change needed to allow normal market conditions on the EDM Un-throttled A feed to commence on Monday, 8 February 2021.

The JSE implemented a change effective 7 February 2021, that will prevent a similar issue from re-occurring.

The JSE is currently unpacking and analyzing the root cause and will provide full details upon the completion of the investigation.

Markets / Services:

Equity Derivatives Market
Information Subscribers

Environment(s):

Production

Additional Information:

For further information please contact the Client Service Centre (CSC) on +27 11 520 7777 or E-mail Customersupport@jse.co.za

Issued By:

Reletile Kekana
JSE Capital Markets