

SERVICE HOTLINE

Number: 041/2026
Date: 24 March 2026

Name and Surname: Martin Koch
Designation: Head - Trading Operations

EQUITY MARKET | FAST MARKET DATA - HIGH ACTIVITY THROTTLING IMPACT

The JSE experienced unusually high activity on the Equity Market on Wednesday, 23 March, which placed significant pressure on the Fast Level 1 Market Data Gateway.

This throttling occurred as designed, but it resulted in slower update rates being delivered to clients. Given the heightened market activity, this behavior was expected.

A further surge in activity around 13h00 increased queuing on the gateway. To avoid broader data loss, the JSE initiated a failover to the Secondary Gateway so the Primary could recover and stabilise.

During this period, clients may have experienced:

- Temporary loss of connection between the Primary and Secondary gateways
- Increased message flows once the gateway had stabilised and recovered

This issue was limited to the EQM Fast Level 1 Market Data Gateway. Allowing the throttling to continue would have increased the risk of a gateway failure and resulted in more significant data loss.

Implementing the change during the trading day was therefore necessary to stabilise the client's experience and restore normal data flow.

We appreciate your understanding and cooperation and apologise for the impact.

MARKETS / SERVICES:

- Equity Market
- Equity Derivatives Market
- Interest Rate Derivatives Market
- Currency Derivatives Market
- Commodity Derivatives Market
- Bond Market
- Bond ETP Market
- JSE Broker Deal Accounting (BDA)
- Real Time Clearing (RTC)
- Colocation
- International Access Point (IAP)
- EOD Information Subscribers
- Live Information Subscribers

ENVIRONMENT(S):

Production

ADDITIONAL INFORMATION:

If you have any queries about this announcement, please contact the Client Service Centre on +27 11 520 7777 or

customersupport@jse.co.za