

## SERVICE HOTLINE

**Number:** 066/2025  
**Date:** 06 June 2025

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**Designation:** Enterprise IT Services

### CLIENT ACCESS NETWORK - MULTICAST DATA GAPS

Clients are advised of notable gaps observed in the multicast route within the JSE Client Access Network (CAN). Equally, we acknowledge heightened gaps reported by clients since 9 April 2025, above the minimum threshold of 1000 messages per day.

We have implemented several network enhancements between 19 May and 5 June 2025 to identify cause and circumvent occurrences of the multicast gaps. Following updates implemented on 5 June 2025, we are observing an improvement in the multicast route and continue to monitor. In addition, we are collaborating with affected clients to further identify potential causes of reported anomalies to resolve the issue as quickly as possible.

We are committed to keeping you informed of our progress and will continue to provide updates as our investigations progress. Please reach out to our support team if you require immediate assistance or have concerns.

Thank you for your patience as we work to resolve this matter.

### 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:

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](mailto:customersupport@jse.co.za)