

## SERVICE HOTLINE

**Number:** 074/2025  
**Date:** 25 June 2025

**Name and Surname:** Pravesh Govender  
**Designation:** Enterprise IT Services

### CLIENT ACCESS NETWORK - RESOLUTION OF MULTICAST DATA GAPS – JUNE 2025

We are pleased to inform you that the data gaps observed in the multicast route within the JSE Client Access Network have been fully resolved ([Service Hotline 066/2025](#)). The JSE network team implemented an enhancement to our network layer on 5 June 2025 to ensure a more robust multicast data delivery within our standard operating procedures.

In addition to these improvements, we have further enhanced the existing monitoring solution designed to detect anomalies. This proactive approach allows us to address potential issues promptly, maintaining the high-quality service you expect.

We appreciate your patience and understanding during this period. Our commitment remains to provide you with a secure, stable, and efficient experience.

Please contact our support team for further assistance relating to this hotline.

#### 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)