

SERVICE HOTLINE

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Designation: Technical Account Manager

COLOCATION DISCONNECT – 3 JUNE 2026

Some clients experienced intermittent disconnects within the Colocation environment from approximately 09:05, re-establishing connectivity from 09:25 onwards on Wednesday, 3 June 2026.

No further disconnects have been experienced.

Thus far extensive investigations have been conducted on both an application and network level. The investigations have not conclusively pointed us towards a root cause and thus we have escalated to both application and network vendors for further assistance.

We can confirm that we saw the following behaviour:

- Only colocation connectivity was impacted.
- Only TCP/Trading connectivity was impacted.
- Connectivity to both Millennium IT and Nutron systems were impacted
- Not all connectivity within a Colo rack was impacted e.g. Only 1 of 2 applications within a member's rack were impacted.
- Most impacted clients failed over their secondary client access network connectivity.

From the above it is conclusive that the impact/behaviour was quite inconsistent hence why we have escalated to the respective vendors.

We remain committed to maintaining the reliability and resilience of our services and will provide further updates when any material findings arise from the investigation.

We appreciate your continued support and understanding.

Should you have any queries about this announcement, please contact the Client Service Centre on [+27 11 520 7777](tel:+27115207777) or e-mail CustomerSupport@jse.co.za

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:

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