

SERVICE HOTLINE

Number: 095/2026
Date: 08 July 2026

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Designation: Technical Account Manager

COLOCATION DISCONNECT – 3 JUNE 2026 – CLIENT UPDATE

Following on from [Service Hotline 076/2026](#), we would like to provide an update on the investigations conducted.

During the period since the disconnects on 3 June extensive investigations have been conducted on both an application and network level including escalations to both infrastructure and application vendors.

The investigations have not conclusively pointed us towards a root cause.

From our investigations we can confirm the following:

- Only colocation connectivity was impacted.
- Only TCP/Trading connectivity was impacted across Native, Drop Copy and Post Trade gateways
- 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.
- No further disconnects have occurred since 3 June 2026
- From an application standpoint, the logs point to a client-initiated disconnect which points towards an impact on connection layer
- There is no conclusive evidence on the entire network layer that conclusively identifies the cause of the disconnect.

Whilst we do not have a clear root cause, we have actioned recommended upgrades to our Colocation firewall as per recommendations from our vendor.

We sincerely apologise for the inconvenience and time taken to close out on 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