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## SERVICE HOTLINE

**REFERENCE NUMBER:** 10/2016

27 January 2016

### DERIVATIVES AND SPOT BONDS MARKETS: FEEDBACK ON TECHNICAL ISSUE – 18 JANUARY 2016

The JSE would like to provide feedback around the issue on 18 January 2016 resulting in the Derivatives and Spot Bond Markets (EDM, CDM & IRM) clients experiencing connectivity issues across both the JSE Client Access Network (CAN) and Colocation Network.

The cause for the issue on the day was related to a change implemented over the weekend which resulted in a Network conflict, thus impacting connectivity. The JSE implemented mitigating measures to avoid a similar occurrence in future.

We apologise for any inconvenience this may have caused.

#### Market / Service:

End of Day Products

JSE Derivative Markets

- Equity Derivatives
- Currency Derivatives
- Commodity Derivatives

JSE Interest Rate Market

#### Environment(s):

Production

#### Additional Information:

If you have any queries about this announcement, please contact the Client Services Centre on +27 11 520 7777 or e-mail [Customersupport@jse.co.za](mailto:Customersupport@jse.co.za)

#### Issued By:

Trading and Market Services