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SERVICE HOTLINE

Number: 123/2025
Date: 22 October 2025

Name and Surname: Nasheen Sharma
Designation: Technical Account Manager

JSE COLO 2.0 – VPN & INTERNET CONNECTIVITY 15 OCTOBER 2025

We would like to inform you about the recent VPN and internet connectivity issue experienced in Colo 2.0 and provide a detailed root cause analysis. Clients reported intermittent and then sustained connectivity loss to VPN and internet services on the morning of Wednesday, 15 October 2025 following scheduled maintenance conducted the night before.

Our technical teams isolated the cause to a configuration synchronization failure following a secondary node replacement. Consequently, clients experienced intermittent connectivity until a controlled firewall restart at 11h15 restored normal operations.

We have identified configuration measures and additional monitoring to detect synchronisation issues proactively. In addition, we successfully introduced a new secondary node to the high availability cluster.

Thank you for your trust in our service and your support during our troubleshooting efforts.

Please contact our Client Service Centre for queries or requests 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