

SERVICE HOTLINE

Number: 133/2024
Date: 27 September 2024

Name and Surname: Thembi Mda-Maluleka
Designation: Head - Bonds, Currencies and Interest Rates Derivatives

BOND AND IRD MARKET OUTAGE 27 SEPTEMBER 2024

On Friday 27-September 2024, the Bonds and IRD Market experienced a market outage on the trading front end.

The JSE technical teams identified the issue at 11h05 and commenced investigations to restore the market services. Market connectivity was established at 11h20 and the market was available for trading at 11h22.

The outage was related to an issue with an operating system process which caused a server reboot. Investigations are ongoing and further information will be communicated once available. In the interim, additional proactive monitoring processes have been put in place.

We apologise for the inconvenience caused.

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:

If you have any queries about this announcement, please contact the Client Service Centre on +27 11 520 7777 or

customersupport@jse.co.za