

SERVICE HOTLINE

Number: 141/2025
Date: 28 November 2025

Name and Surname: Helina Andhee
Designation: Head - Trading, Capital Markets

DISCONNECTS ON STT MARKETS AND BDA | BDA, CDM, IRD AND SPOT BOND – 18 NOVEMBER 2025

The JSE would like to provide an update on the disconnects encountered on the STT and BDA applications on Tuesday, 18 November 2025.

Authorised users of the STT and BDA applications experienced intermittent disconnects on Tuesday, 18 November 2025 between 14:22 and 15:24. This was due to service provider related issues resulting in network instability affecting these markets during the specified period.

As a mitigative measure, network management traffic has been migrated to a more resilient fibre optic route, and our cold standby device has been transitioned to maintenance mode thus disabling automatic failovers to prevent the risk of recurrence during periods of network instability.

The JSE and its Service Provider will further explore additional methods to prevent recurrence of the issue.

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