

SERVICE HOTLINE

Number: 168/2024
Date: 04 December 2024

Name and Surname: Pravesh Govender
Designation: Head – IT Delivery

ALL MARKETS - JSE CLIENT ACCESS NETWORK SERVICE INCIDENT

The JSE would like to provide feedback on the network incident in the Client Access Network (CAN) which occurred on Monday, 2 December 2024.

The incident resulted in session drops to some clients' connectivity between 08h30 and 10h30 which we isolated to a specific network link. We implemented remedial actions upon engaging the provider of the network link and swiftly restored full-service in the client access network at 11h02.

We are working closely with the relevant stakeholders to operationalise mitigating actions related to stakeholder network links.

Thank you for your patience while we identified and resolved the incident, please contact our Client Service Centre if you would like to engage further.

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