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Date: 10 February 2014

Ref No: 18/2014

Service Hotline

Interest Rates and Currency Derivatives Market: Feedback on Technical Issue experienced on 10 February 2014.

The JSE experienced an outage on the Interest Rates and Currency Derivatives market from approximately 09h00 this morning. There were intermittent connectivity issues across multiple proxies that resulted in users being disconnected and orders not being acknowledged. The market was closed at 10h14 as a clean restart of all components was required.

The market then reopened successfully for trading at 10h25.

The root cause has been identified as a resource contention issue on the infrastructure and this has been rectified.

The JSE would like to apologise to all market participants that were affected by this technical issue and will be implementing corrective measures to prevent any reoccurrences.

Markets / Service (s):

- Interest Rates and Currency Derivatives

Environment(s):

- Production

Contact:

For further information please contact Derivative_Info@jse.co.za

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