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## SERVICE HOTLINE

**REFERENCE NUMBER:** 215/2016

11 October 2016

## FEEDBACK ON RECENT TECHNICAL ISSUES EXPERIENCED

The JSE would like to provide feedback on the recent technical issues experienced resulting in users being intermittently disconnected from the Interest Rate and Currency Derivatives Market.

The JSE is currently investigating the issue and engaging with our service providers to implement possible corrective actions.

We apologise for any inconvenience this may have caused.

### Market / Service:

JSE Interest Rates and Currency  
Derivatives Market

### Environment(s):

Production

### Additional Information:

If you have any queries about this announcement, please contact the Client Services Centre on +27 11 520 7777 or e-mail [Customersupport@jse.co.za](mailto:Customersupport@jse.co.za)

### Issued By:

Trading and Market Services