



## SERVICE HOTLINE

**REFERENCE NUMBER:** 225/2020

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Stock Exchange

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### CDM AND IRD DISCONNECT EXPERIENCED ON MONDAY, 5 OCTOBER 2020

We experienced a network flap on our Intersite Links (ISL) between JSE Production and Disaster Recovery site on Monday, 5 October at approximately 10h31.

The flap although very brief caused a failover event on the JSE firewall resulting in about 3 seconds of failover activities. Due to the sensitivity of the application, Commodity and Interest Rate Derivatives clients experienced disconnects to the proxy servers.

We have since executed a change on the firewall to mitigate similar transmission errors. Thank you for your patience during our investigations and please accept our apology for the inconvenience caused.

#### Markets / Services:

JSE Derivative Markets

- Commodity Derivatives
- Interest Rate Derivatives

#### 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 e-mail [Customersupport@jse.co.za](mailto:Customersupport@jse.co.za)

#### Issued By:

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