

SERVICE HOTLINE

REFERENCE NUMBER: 231/2014

10 December 2014

Johannesburg
Stock Exchange

Tel: +27 11 520 7000
Fax: +27 11 520 8584

www.jse.co.za

INCIDENTS IMPACTING THE BDA SERVICE

Further to Hotline 224/2014 issued on 4 December 2014 and the delay with BDA batch during the evening of 8 December 2014, the JSE would like to provide an update to clients.

The root cause of the batch delays of 8 December 2014 has been identified and is due to an application logic issue with the real time release of one leg of a PT trade in BDA for a staff account. The JSE is investigating the permanent resolution of this issue with our service provider. This may require application changes. In the interim, please could members ensure that when releasing any trades real-time, in the case of a PT on a staff account, both legs are released prior to the start of BDA batch.

The Task Team has identified two areas requiring specific attention:

- BDA Dissemination delays
 - To facilitate the implementation of T+3 Phase 2, a number of additional batch jobs were introduced. There have also been a number of different issues causing BDA batch processing delays. The combination of these two has a knock-on effect on the production of the BDA dissemination files. The JSE, together with its service providers, has implemented initiatives to address some of these causes and optimise the batch processes and is investigating a number of additional initiatives for further batch optimisation.
- BDA dissemination available on IDP
 - Although BDA dissemination is available on the mainframe via FTP, the delivery of the files on IDP has, on some days, taken longer than expected. The JSE is working with its service provider to determine the root cause.

The BDA service has previously enjoyed excellent service stability. We understand our client's frustrations and would like to assure you that the above areas are receiving priority attention.

Markets/ Service (s):

BDA

Environment(s):

Production

Additional Information:

For further information please contact the Client Services Centre: +27 11 520 7777 or e-mail customersupport@jse.co.za

Issued By:

JSE Client Services Centre