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## SERVICE HOTLINE

**REFERENCE NUMBER: 233/2020**

Date: 20 October 2020

### **EQUITY INSTRUMENTS REMAINING IN OPENING AUCTION – 12 OCTOBER 2020**

On Monday, 12 October 2020, some instruments did not move into Continuous Trading session after the Opening Auction Call session.

Upon investigation, we identified an issue with the software that manages the time synchronization across the trading (MIT) environment. This issue resulted in a time drift between system components resulting in some instruments not moving into the Continuous Trading session.

We have implemented mitigating measures to ensure that this issue does not reoccur. Thank you for your patience during our investigations and please accept our apology for the inconvenience caused.

#### **Market / Service:**

JSE Equity Market

#### **Environment(s):**

Production

#### **Additional Information:**

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

#### **Issued By:**

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