

Date: 04 March 2013

Ref No: 25/2013

Service Hotline

Feedback on the Equity and Commodity Derivatives Market Technical Issue – 04 March 2013

The JSE would like to provide details regarding the technical issue experienced by customers on the Equity and Commodity Derivatives Markets on 04 March 2013.

The JSE advised all Equity and Commodity Derivatives members that connectivity to the Commodity and Global Markets would be unavailable from 12h01 to 12h31 to resolve a technical problem.

In the process of stopping proxy services for the Commodities Market some of the Equity Derivatives proxies were also stopped at approximately 12h08 which resulted in a loss of connectivity to the Equity Derivatives Market for some participants.

This partial restart necessitated a further stop and start of all Equity Derivatives Market proxies at 12h44, which resulted in a loss of connectivity for all Equity Derivatives participants.

Connectivity to the Equity Derivatives Market was fully restored at 12h45.

The JSE would like to apologise to all market participants that were affected by this incident and would like to assure customers that the necessary steps will be taken to prevent such a problem from re-occurring.

If you have any queries, please feel free to contact derivative_info@jse.co.za

Markets / Service (s):

- Equity Derivatives Market
- Commodity Derivatives

Environment(s):

- Production

Contact:

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