



SERVICE HOTLINE

REFERENCE NUMBER: 34/2015

13 March 2015

Johannesburg
Stock Exchange

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TRADING ISSUE EXPERIENCED ON THE EQUITY DERIVATIVES MARKET

The JSE would like to provide feedback on the trading issue experienced on the Equity Derivatives Market on the morning of 12 March 2015.

At approximately 08h30 the JSE detected an infrastructure issue which resulted in order acknowledgements being delayed on Equity Derivative instruments. Consequentially, clients were experiencing a 10 - 15 second delay on active order confirmations for order inserts and amends.

The root cause was identified as a problematic physical component on the data storage infrastructure.

To resolve the issue the component was disabled which alleviated any further strain on the data storage infrastructure and therefore allowed orders to be written timeously to the trading engine database.

The JSE and its infrastructure service provider successfully replaced the faulty component during the evening of 12 March 2015, returning the physical environment back to normal operating conditions.

The JSE would like to apologise to all market participants that were affected by this technical issue.

Please contact customersupport@jse.co.za should you have any further concerns or questions around this outage.

Market / Service:

JSE Equity Derivatives Market

Environment(s):

Production

Additional Information:

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

Issued By:

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