

Date: 5 April 2013

Ref No: 46/2013

Service Hotline

FEEDBACK ON INTERMITTENT DISCONNECTS EXPERIENCED ON BDA - 3 APRIL 2013

At approximately 18h10 on Wednesday 3 April 2013, some members experienced intermittent connectivity problems and / or slow responses on the BDA application.

Upon further investigation our service provider reported that the issue was related to the communication links into the JSE. The JSE's service provider currently has two communication links into the JSE. The problem experienced was related to one of these links and in order to rectify the issue our service provider failed us over onto the alternative communication link, with no further performance degradation been experienced.

Once we have further clarity from our service provider on when to fail back to our primary link an update will be provided to clients.

We sincerely apologise for any inconvenience caused to you and please be advised that this matter is being treated with the utmost urgency.

Markets / Service (s):

- BDA

Environment(s):

- Production

Contact:

For further information please contact Customer Support:

011 520 7777 or email
Customersupport@jse.co.za