



Johannesburg
Stock Exchange

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SERVICE HOTLINE

REFERENCE NUMBER: 47/2015

02 April 2015

Update on connectivity issue experienced on 31 March 2015

Further to the communications relating to the technical connectivity issue experienced on Tuesday, 31 March 2015, the JSE has identified the root cause of the issue which resulted in clients disconnecting from the Equity (Trading and Information services) and Equity Derivatives Markets across the JSE Colocation network as well as the Equity Market clients (Trading and Information services) via the Client Access network. The issue also had an indirect impact to the delivery of the Equity (E) and Indices (I) end of day files.

Upon investigation the JSE and its service providers have determined that the issue exists on the JSE's firewalls which governs connectivity to the JSE. The JSE's service providers have recommended an upgrade to the current firewalls IOS software version to prevent future recurrences. In order to minimize the potential risk the JSE has scheduled the upgrade for **Saturday, 11 April 2015**.

Although the test is not mandatory, we strongly recommend that clients including real-time data subscribers, participate in the test to confirm that no connectivity issues exist post the upgrade. **End of Day** Information subscribers are **not required** to participate.

Clients participating in the connectivity tests on **Saturday, 11 April 2015**, must please **forward their key contacts details** to CustomerSupport@jse.co.za or +27 (0)11 520 7777 **by no later than** close of business on **Wednesday, 08 April 2015**.

The connectivity tests in the form of a **logon or telnet session** will be executed on **Saturday, 11 April 2015** between **08h00 – 10h00**. **Clients will be responsible for removing test data** from their own production environments after the test. Clients **NOT participating in the test** must ensure that their production systems **are shut down** on the Friday evening prior to the test, **to ensure that they do not receive any test data** during the upgrade.

The JSE apologises for any inconvenience caused as a result of this issue.

Market / Services:

JSE Equity Market
JSE Equity Derivatives Market

Environment(s):

JSE Production
JSE Equity Market CTS environment

Additional Information:

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

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<https://www.jse.co.za/services/technologies/market-communications>