



Date: 20 March 2014

Ref No: 51/2014

Service Hotline

Feedback on Equity, Equity Derivatives, Interest Rate and Currency Derivatives Markets and BDA system - Intermittent disconnects experienced on 12 March 2014

On Wednesday 12 March 2014, clients experienced intermittent network disconnects between 17h21 and 17h39 briefly affecting connectivity for some clients in the Equity and Equity Derivatives Markets as well as to the BDA system.

The root cause has been investigated with the JSE's IT Network team and third party service providers and unfortunately no event trigger is evident and therefore the root cause is not known.

The JSE sincerely apologises for any inconvenience caused to its clients and would like to assure clients that we continue to monitor and remain committed to providing you with a stable and robust production environment.

Markets / Service (s):

- Equity Market
- Equity Derivatives Market
- Interest Rate and Currency Market
- BDA Online

Environment(s):

- Production

Additional Information:

Contact:

For further information please contact Customer Support:

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