Date: 27 March 2014

Ref No: 58/2014

Service Hotline

Production issue impacting clients connecting via the JSE London Point of Presence (PoP) – 27 March 2014

Further to our communication via the JSE's Market Communication website pertaining to the missed multicast messages on both the A and B feeds via the JSE London PoP, the JSE would like to provide clients with the following update on status of the issues experienced.

At approximately 11h00 on 24 March 2014, certain clients reported that they had missed a large number of multicast messages on the B Feed being published via the JSE London PoP. At 18h00 post our investigations we advised clients that some corrective action was applied by our international service provider to address the missed messages experienced on the B Feed. Further testing was conducted post the change to ensure the service was running as per normal.

On Tuesday, 25 March 2014, some clients reported missed multicast messages on the B Feed being published via the JSE London PoP again. Post further investigations with our international service provider, some additional measures were implemented to resolve the issue.

Unfortunately at approximately 12h07 today clients reported missed multicast messages on the A feed only, the B feed being stable post changes applied earlier in the week. The JSE and its service provider conducted a detailed investigation and identified a hardware failure to be the cause of today's missed messages. The hardware has since been replaced and no further messages have been missed.

We can confirm that the issues experienced on 24 and 25 March 2014 was unrelated to issues experienced today, 27 March 2014.

The JSE and its service provider continue to monitor the situation and sincerely apologises for any inconvenience this may have caused.

Markets / Service (s):

- Equity Market - JSE London Point of Presence (PoP) Service

Environment(s):

- Production

Contact:

For further information please contact Customer Support:

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