

Date: 31 March 2014

Ref No: 60/2014

## Service Hotline

### Interest Rate and Currency Derivatives Market: Feedback on Technical Issue experienced on 31 March 2014

The JSE experienced a technical issue on the Interest Rate and Currency Derivatives Market at approximately 11h17 this morning and again at 15h54 this afternoon. There were intermittent connectivity issues that resulted in users being disconnected and/or unable to connect to the IRC markets. A decision was taken to reboot one of the virtual instances in an attempt to circumvent the issue – the reboot proved successful and user connections remain stable.

The JSE, together with its vendors, are investigating to determine the root cause – feedback of which will be provided in due course.

The JSE would like to apologise to all market participants that were affected by this technical issue and will be implementing corrective measures once the root cause has been identified to prevent any recurrences.

#### Markets / Service (s):

- Interest Rate and Currency Derivatives

#### Environment(s):

- Production

#### Contact:

For further information please contact [Derivative\\_Info@jse.co.za](mailto:Derivative_Info@jse.co.za)