



Johannesburg
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SERVICE HOTLINE

REFERENCE NUMBER: 79/2015

12 June 2015

FEEDBACK - ISSUE EXPERIENCED ON JSE COMMODITY DERIVATIVES MARKET

The JSE would like to provide feedback on the issue experienced on the Commodity Derivatives Market on Wednesday, 10 June 2015.

At approximately 10h32 the JSE detected an issue whereby the Commodity Derivatives Shared Service had stopped, subsequently all clients lost connectivity. At 10h40 connectivity had been re-established and clients could re-connect to the Nutron front-end.

Investigations have concluded that unfortunately this was a recurrence of the issue experienced in the Commodity Derivatives Market on Friday, 5 December 2014.

The JSE implemented a fix for the initial issue on Wednesday, 21 January 2015, however a subsequent release was deployed and this change was inadvertently rolled back.

The fix for this issue was tested and re-deployed on Thursday, 11 June 2015.

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

Market / Service:

JSE Commodity Derivatives Market

Environment(s):

Production

Additional Information:

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

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