



Johannesburg
Stock Exchange

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SERVICE HOTLINE

REFERENCE NUMBER: 86/2015

30 June 2015

FEEDBACK ON ISSUE EXPERIENCED ON TUESDAY, 23 JUNE 2015

Further to our communication via the JSE's Market Communication website pertaining to the technical outages on the Equity Derivatives Market, the JSE would like to provide the following update on the issues experienced.

At approximately 10h45 the market was halted due to a software bug inherent within the trading software which negatively impacts the system under a very specific market sequence instruction when handling cancellation messages for options orders. At 11h15 the market was resumed, connectivity had been re-established and clients could reconnect to the Nutron front-end.

At 12h37 the market was again halted. This was as a result of the same sequence mentioned in the previous halt reoccurring. After restarting the market at 13h20, the JSE became aware of the fact that some clients were not receiving order acknowledgements. The root cause was identified to be database related as a result of the restarts of the earlier outages. At 15h10 the market was halted for a third time in order to minimize any further impact and implement a database fix to resolve the issue. The market was then successfully reopened at 16h30 and traded uninterrupted for the remainder of the day.

An emergency software fix was implemented on the evening of 23 June 2015 to resolve the identified bug within the software.

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

Market / Service:

JSE Equity Derivatives Markets

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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