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## SERVICE HOTLINE

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## JSE COLOCATION CONNECTIVITY ISSUE

The JSE experienced a failure on a component within the Colocation firewall causing all connections at the time to be terminated. This affected all clients across all markets connecting from colocation.

The hardware recovered instantaneously and all affected clients were able to re-establish connectivity.

The root cause is still being investigated and the JSE team will consider and possibly implement recommendations made by the vendor.

### Market / Service:

JSE Equity Market  
JSE Derivative Markets

- Equity Derivatives
- Interest Rate and Currency Derivatives
- Commodity Derivatives

Information Subscribers

### Environment(s):

JSE Colocation Service

### Additional Information:

If you have any queries about this announcement, please contact +27 11 520 7777 or [customersupport@jse.co.za](mailto:customersupport@jse.co.za)

### Issued By:

Trading and Market Services