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SERVICE HOTLINE

REFERENCE NUMBER: 011/2022

24 January 2022

INTERNATIONAL ACCESS POINT (IAP) STABILITY PROBLEMS

This is to notify you that the problem with the physical network infrastructure between our data centre and the IAP landing point in London is still not addressed.

This problem will manifest in some links automatically switching over to alternative paths as well as missed messages across a number of data feeds published via the IAP. This affects all the MITCH and DITCH formats feeds in varying degrees.

The end-to-end IAP connection is made up of a number of different components that is complicating the identification of the faulty component and the resolution. The problem is receiving high continuous focus from our network provider.

Changes that were identified and implemented over the weekend did not have the desired effect. The network provider has proposed a sequence of corrective actions to be carried out, starting tonight, to resolve the matter. The actions will be done in sequence and after-hours over a number of days until the root cause is resolved.

We apologise for the inconvenience caused to you and your users. We will keep you abreast of progress and if you have any questions, please raise them with our Client Service Centre team.

Market / Service:

International Access Point

Environment:

Production

Additional Information:

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

Issued By:

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