

SERVICE HOTLINE

Number: 029/2024
Date: 23 February 2024

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Designation: Technical Account Manager

COLOCATION DC POWER OUTAGE - 11 FEBRUARY 2024

Following on from last week's notification, a power feed disruption was detected at approximately 03:05 AM on 11 February 2024.

We would like to provide more information about this disruption.

Clients may have received notifications regarding losing power to one of your dual-feed power configurations for approximately 20 minutes.

Upon further investigation, it has been highlighted that this was because of a power disruption on our B leg power feed due to a generator failure while we were being load shed. Since the generator did not start/function, the batteries depleted, which caused the power outage on the B leg.

The Data Centre has been designed with dual feed power to every rack and no customer should have experienced a complete power failure on their equipment but only an alert that their B feed was disrupted.

Where clients have devices with only a single power supply, and that power supply was plugged into the B feed, they might have seen that device go down, which can be corrected by installing a static switch in a client's rack.

The above highlights the resiliency of our data center design as the behaviour is indicative of our design, resulting in a power failure.

We sincerely apologise for the inconvenience caused.

MARKETS / SERVICES:

- Equity Market
- Equity Derivatives Market
- Interest Rate Derivatives Market
- Currency Derivatives Market
- Commodity Derivatives Market
- Bond Market
- Bond ETP Market
- JSE Broker Deal Accounting (BDA)
- Real Time Clearing (RTC)
- Colocation
- International Access Point (IAP)
- EOD Information Subscribers
- Live Information Subscribers

ENVIRONMENT(S):

Production

ADDITIONAL INFORMATION:

If you have any queries about this announcement, please contact the Client Service Centre on +27 11 520 7777 or

customersupport@jse.co.za