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## SERVICE HOTLINE

**REFERENCE NUMBER: 034/2022**

10 March 2022

### INTERMITTENT NETWORK ISSUE - 9 MARCH 2022

We notified the market of an intermittent network related issue which affected JSE telephone availability and the International Access Point (IAP) on 9 March 2022.

Our teams have further analysed the issue and established a brief disconnect from the FTSE real time Market Data Feed and the Interest Rate Derivatives, Commodity Derivatives and Spot Bond Markets at approximately 14h50 SAST.

In addition, we experienced an unexpected impact to our end of day (EOD) processes culminating in a delay in certain of the NLMD products, and inadvertently delaying Clearing Member processes.

We have since resolved the intermittent network issue and addressed the direct and indirect service impacts.

The JSE team identified the root cause to cable break at our Service Provider that disrupted network flow on both paths. We are exploring mitigating actions to prevent re-occurrence and pursuing checks to alleviate unintended delays to JSE services should a similar issue reoccur.

Please refer enquiries related to this hotline to [customersupport@jse.co.za](mailto:customersupport@jse.co.za)

#### Markets / Services:

JSE Derivative Markets

- Commodity Derivatives
- Interest Rate Derivatives

Bond Market

International Access Point Services  
Information Subscribers

#### 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](mailto:customersupport@jse.co.za)

#### Issued By:

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