



Johannesburg
Stock Exchange

Tel: +27 11 520 7000
Fax: +27 11 520 8584

www.jse.co.za

SERVICE HOTLINE

REFERENCE NUMBER: 040/2022

16 March 2022

INTERMITTENT DISCONNECTS - 16 MARCH 2022

We notified the market of intermittent disconnects affecting the commodities market on 16 March 2022.

Our teams have investigated the cause of the intermittent disconnects on some of the proxy servers. We observed above normal order updates that resulted in the broadcasting of a significant amount of market display updates from 09:20 and 09:50, causing multiple clients to disconnect.

The JSE has implemented a temporary measure to address the high volume of market data updates while investigating a permanent solution.

We apologise for the inconvenience this may have caused.

Please refer enquiries related to this hotline to customersupport@jse.co.za

Market / Service:

Commodity Derivatives Market

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:

Chris Sturgess
Interim Head of Commodities