

SERVICE HOTLINE

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Designation: Director – Capital Markets

ISSUE WITH THE MULTICAST A FEED – JSE COLOCATION NETWORK – 26 APRIL 2024

Further to the SMS and email communications on Friday, 26 April 2024, we would like to provide an update as to the cause of the Multicast A feed issue in the JSE Colocation network.

The issue was found to be related to a cable fault. The cable was replaced on Friday evening post Market close and thereafter A feed across the Equity, Equity Derivatives and Currency Derivatives markets started functioning as expected.

During this outage, we can confirm that the B feed across the 3 markets was not impacted and thus clients were able to trade however at a heightened risk level.

We apologise for the inconvenience caused.

Please refer all queries to CustomerSupport@jse.co.za

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:

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