



Johannesburg
Stock Exchange

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

www.jse.co.za

SERVICE HOTLINE

REFERENCE NUMBER: 089/2021

14 April 2021

PROXY DISCONNECT 13 APRIL 2021

On Tuesday, 13 April 2021, some clients experienced connectivity issues in the Commodity Derivatives Market due to a connection issue between two proxies and the trading engine at approximately 11h02.

Clients that were connected to the two impacted proxies would have received the below pop up messages:

- Indicating instruments that were unavailable;
- Instruments that were available.

Our investigations reflect an 8 second time gap between the proxy and host server with further investigation underway to retrieve the root cause of the time gap. In order to prevent a future reoccurrence, we will increase the proxy tolerance from 20 to 45 seconds and confirm once implemented.

We will communicate the root cause upon completion of our investigations. We apologise for the inconvenience caused by the disconnect.

Market / Services:

JSE Commodity Derivatives Market

Environment(s):

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:

Yasmin Allee
JSE Capital Markets