

SERVICE HOTLINE

Number: 101/2024
Date: 24 July 2024

Name and Surname: Tshupo Modise
Designation: Market Data Department

UPDATE ON PRODUCTION PROBLEM WITH THE APD DITCH FEED ON 16 JULY 2024

We wish to draw your attention that the JSE picked up a production problem on the morning of Tuesday, 16 July 2024, that unfortunately delayed flow of Market Data Feeds via the DITCH feed.

The production problem was due to an unresponsive server that was unsuccessful in establishing connectivity to the APD services, this led to our technical team to manually establish connective on the same morning.

This hotline serves to inform you that additional measures have been applied to try and mitigate the problem from re-occurring, and these measures have been monitored with no connectivity issues being reported to date.

We sincerely apologise for the impact to your operations and the inconvenience caused.

MARKETS / SERVICES:

- Equity Market
- Indices
- Fixed Income Indices
- 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