

## SERVICE HOTLINE

**Number:** 126/2023  
**Date:** 28 August 2023

**Name and Surname:** Itumeleng Monale  
**Designation:** Chief Operating Officer

### CDM | UPDATE ON LATENCY AND INTERMITTENT DISCONNECTS POST THE TECHNICAL UPGRADE – 21 - 25 AUGUST 2023

Authorised users of the JSE Commodities market, reported latency and intermittent disconnects on their trading frontends from Monday, 21 August 2023 (go live of the STT technical upgrade) and persisting for most of the week.

The JSE, together with its service provider, have managed to identify the root cause as being duplicate strike price updates generated to front ends. Mitigating actions have been introduced to ensure that there is no reoccurrence of this issue.

Some of the other issues reported by customers post the upgrade are still being investigated and feedback will be provided to market participants as per all queries logged.

The JSE commits to ensure all efforts are in place for a stable and operational market.

We apologise for the inconvenience and delays caused by these issues.

#### 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(S):

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