

SERVICE HOTLINE

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SYSTEMS TEMPORARILY UNAVAILABLE – 29 AUGUST – RTC AND PTP SERVICE

We would like to provide an update regarding the unavailability of the Real Time Clearing (RTC) system because of the Precision Time Protocol (PTP) service incident which occurred on 29 August 2023. The PTP service is used by market participants in JSE's Colocation Data Centre and by JSE Systems to obtain the most precise time source related to all trading and clearing related transactions.

Root Cause Analysis

The RTC system experienced an unexpected disruption resulting in its components becoming unavailable. The root cause of the downtime was identified as an issue related to the Precision Time Protocol (PTP) source – a change in the PTP source led to a time drift scenario. This inaccurate time source resulted in RTC becoming unavailable and Colocation clients observing inaccurate time stamps.

Remedial Actions Taken

To address the issue and mitigate future disruptions, we have taken the following actions:

- Immediate Resolution:** The Team promptly resolved the root cause of the RTC system becoming unavailable upon detection at 16h21 and restored RTC services at 17h50.
- Migration to the New PTP Time Sync Device:** To further enhance the stability and reliability of the PTP service a migration to a new PTP time sync devices. This has been scheduled for 23 September 2023 post the futures closeout (21 September 2023) to minimise potential impact to clients.

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
- Information Delivery Portal

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

3. **Prevent change in time source:** Updated configuration to be applied across all Colocation clients to prevent the change in time source. This has been scheduled for 23 September 2023 post the futures closeout (21 September 2023) to minimise potential impact to clients.

We understand the criticality of these services and we apologise for any inconvenience caused by the recent disruption.