

SERVICE HOTLINE

Number: 140/2023
Date: 20 September 2023

Itumeleng Monale
Designation: Chief Operating Officer

STT TECHNICAL UPGRADE | SYSTEM RESTARTS

The JSE would like to inform market participants of the Commodity, Interest Rate Derivatives and Cash Bonds Markets of an updated end-of-day activity, since the go-live of the STT Technical upgrade on Monday, 21 August 2023.

To ensure stability of the services post the STT upgrade, the JSE is currently restarting the STT systems at 21H00 each evening. The restart of the services results in all the markets to be in an offline state until 05H00 the following morning.

We are cognisant that this will impact after-hours downloads for some market participants and to accommodate these clients, the restarts will now happen at 22H00 daily, effective immediately.

We apologise for the inconvenience caused.

Should you have any queries about this Service Hotline, please contact the Client Service Centre on +27 11 520 7777 or e-mail 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:

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