

SERVICE HOTLINE

Number: 145/2023
Date: 26 September 2023

Name and Surname: Valdene Reddy
Designation: Director of Capital Markets

CDM|LATENCY AND DISCONNECTS - 21 SEPTEMBER 2023

On Thursday, 21 September 2023, authorised users of the Commodity Derivatives market experienced latency and disconnection issues which resulted in delayed order acknowledgements, trade and position updates and deal management on the trading system.

The issue was resolved at 10h45. The Grains Market trading session was extended by one hour thirty minutes; and Spot Basis by one hour.

The JSE, together with our service provider, have managed to identify the root cause and mitigating actions were introduced to ensure that there is no reoccurrence of this particular issue.

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

We apologise for the inconvenience caused to trading activities.

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