

## SERVICE HOTLINE

**Number:** 161/2023  
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**Issued By:** Market Data  
Information Services

### MULTICAST GAPS ON THE A FEED LINK

The JSE would like to inform you that our technical team have earlier observed multicast gaps on our A-feed link to London IAP on 27 October 2023.

The feed is no longer showing gaps however, root cause of the problem is currently being investigated with our IAP network provider, with high focus placed on putting measures to try, and avoid re-occurrence of this specific problem.

We apologise for the inconvenience this has caused.

Should you have any queries related to this announcement, kindly contact the Client Service Centre via mail on [CustomerSupport@jse.co.za](mailto:CustomerSupport@jse.co.za) for assistance.

#### 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

#### ENVIRONMENTS:

- IDP Test
- IDP 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)