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SERVICE HOTLINE

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STABILITY OF MARKET DATA FLOW VIA THE JSE INTERNATIONAL ACCESS POINT

The JSE has been addressing technical issues that have been experienced in the end-to-end connection that connect the JSE data center to the International Access Point (IAP) in London. This manifested in data gaps at various times in some of the data feeds made available via the IAP.

We have been investigating the problem, with high urgency and focus, with the service provider that provides and maintains the end-to-end-connection. Because several components make up the end-to-end connection, the resolution has taken longer than anticipated due to this complexity.

Several remedial actions were identified that were implemented one per day and we are pleased to announce that the fourth remedial action implemented last night has resolved the problem. This has been confirmed by checks with several clients that had been impacted by the data gaps.

We apologise for the inconvenience caused and sincerely thank you for your patience and co-operation.

Service:

International Access Point

Environment:

Production

Additional Information:

If you have any queries about this announcement, please contact Client Service Centre on +27 11 520 7777 or customersupport@jse.co.za

Issued By:

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