



Johannesburg
Stock Exchange

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SERVICE HOTLINE

REFERENCE NUMBER: 180/2021

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TECHNICAL PROBLEMS WITH CONNECTING TO IDP

We are currently experiencing intermittent connectivity issues on our Information Delivery Portal (IDP) server that is resulting in some clients being disconnected when downloading files.

Our technical team have been working with high focus to identify the root cause in the form of process elimination on Saturday, 28 August 2021 by:

- a) Making some network routing changes.
- b) Perform the required diagnostics.

After the root cause analysis was done, our technical team was able to identify the faulty network system that caused the IDP connectivity issues, and the resolution will require the assistance of a third-party service provider.

We currently do not have estimated timelines for the fix to be implemented, but we will communicate as soon as there are further updates.

We apologise for the inconvenience caused.

Market / Service:

Information Delivery Portal

Environment:

Production

Additional Information:

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

Issued By:

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