



Date: 9 February 2012

Ref No: A1568

Service Hotline

ROOT CAUSE ANALYSIS ON NUTRON CONNECTIVITY ISSUE – 7 February 2012

Further to service hotlines A1567, F5167 and Y829, the JSE would like to provide feedback on the root cause analysis of the issue experienced on 7 February 2012.

As per the previous communication the incident was related to a technical fault exacerbated by a configuration problem which impacted the automated failover. The JSE has established the root cause and has replaced the faulty infrastructure component and corrected the configuration problem. The JSE has conducted several checks and tests and believes that this incident has been resolved. In addition to periodic reviews, the JSE is proactively conducting a review across our infrastructure to ascertain if there are any further configuration issues of this nature.

Again the JSE would like to sincerely apologise for the disruption to our service and the impact this caused to our clients.

Market / Service (s):

- Equity Derivatives
- Commodity Derivatives
- Interest Rate and Currencies

Environment(s):

- Production

Contact:

For further information please contact Customer Support:

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