



Date: 7 February 2012

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Service Hotline

UPDATE ON NUTRON CONNECTIVITY ISSUE – 7 February 2012

Further to our communication where we stated that the JSE experienced connectivity issues which impacted the start of the Derivatives and the Interest Rate market, we would like to provide you with an update.

The incident was related to a technical fault exacerbated by a configuration problem which the latter prevented high availability to function as expected. These services have been restored and actions are being taken to correct the configuration, however root cause of the underlying technical fault is still under investigation. We will provide you with an update as soon as we have concluded our investigation.

The JSE apologises for any inconvenience caused to our clients and would like to assure all our clients of our best efforts and commitment in providing you with a stable and robust production environment.

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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