



Johannesburg
Stock Exchange

Tel: +27 11 520 7000

www.jse.co.za

SERVICE HOTLINE

REFERENCE NUMBER: 071/2020

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POTENTIAL MULTICAST DATA GAPS DUE TO UNDERSEA CABLE ISSUES

The JSE would like to make clients aware that there has been a reported issue in the media on the undersea West Africa Cable System (WACS), which is affecting Internet Connectivity in South Africa.

This will potentially affect clients connecting to the JSE London International Access Point service.

According to different media sources, the expected time to have all services restored is 4 April 2020.

We will continue to monitor developments and if we receive notification of earlier restoration of the services, notification will be provided to clients.

Market / Service:

JSE International Access Point

Environment(s):

Production

Additional Information:

If you have any queries about this announcement, please contact the Client Service Centre (CSC) on +27 11 520 777 or

CustomerSupport@jse.co.za

Issued by:

Tshepo Modise

Information Services