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SERVICE HOTLINE

REFERENCE NUMBER: 161/2019

1 August 2019

COMMODITY MARKET OUTAGE

The JSE would like to provide feedback on the market outage experienced on the Commodity Market on Thursday, 25 July 2019.

At approximately 11h29 the Commodities Derivatives Market (CDM) clients lost connectivity to CDM (Agri's) Market as a result of that particular Market's trading engine going offline.

Upon investigation by the JSE and a relevant third party vendor, we established that the root cause was the Application Programme Interface that did not operate in the expected manner, which resulted in a spike in the volume of messages.

This scenario caused a build-up on the application message queue until it reached its limit and went offline. Connection was re-established at 11h50 with continuous trading until 12h30.

The JSE has been in contact with the Software Provider regarding the unexpected API behaviour and are pursuing various other mitigating actions to prevent re-occurrence.

The JSE would like to apologise to all market participants affected by this issue.

Market / Services:

JSE Commodity Derivatives Market

Environment(s):

Production

Additional Information:

If you have any queries about this announcement, please contact the Client Services Centre (CSC) on +27 11 520 7777 or e-mail Customersupport@jse.co.za