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## SERVICE HOTLINE

**REFERENCE NUMBER: 162/2018**

21 August 2018

## INTERMITTENT DISCONNECTS EXPERIENCED

On Thursday, 16 August 2018, JSE clients reported intermittent disconnects from 12h20, briefly affecting connectivity for some clients in both the Equity Derivatives Market and Interest Rate and Currency Derivatives Markets.

The root cause has been investigated by the JSE and third party service providers and no event trigger is evident for this and hence the root cause is not known. We will continue to monitor this situation closely.

The JSE sincerely apologises for any inconvenience caused and would like to assure clients that we remain committed to providing you with a stable and robust production environment.

### Market / Service:

JSE Derivatives Markets

- Equity Derivatives
- Interest Rate and Currency Derivatives

### Environment(s):

Production

### Additional Information:

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

### Issued By:

ITD TRT Trading