



Johannesburg
Stock Exchange

Tel: +27 11 520 7000

www.jse.co.za

SERVICE HOTLINE

REFERENCE NUMBER: 176/2018

30 August 2018

IRM, EDM AND CDM DISCONNECTS 29 AUGUST 2018

The JSE would like to provide an update on disconnects experienced by clients in the IRM, EDM and CDM markets on the Wednesday, 29 August 2018 at approximately 17h15.

At that point clients were unable to reconnect, to continue trading activities. However, given the lateness of the day some markets had already closed and others were in report only mode. The JSE technical team conducted troubleshooting activities and were able to identify the source of the problem.

At 23h30 stable connections was established and several clearing members were then able to perform deal management and trade reporting processes and the end of day process for the market started at 23h55.

JSE is still busy with the analysis of the root cause for the network disconnects issue with the relevant service providers, who are on site. The JSE is dealing with clients individually to resolve issues experienced as a result of the incident, kindly notify the CSC should you have any queries regarding this.

The JSE would like to apologise to all market participants that were affected by the issue.

Service:

JSE Derivative Markets

- Equity Derivatives
- Interest Rate and Currency Derivatives
- Commodity Derivatives

Environment(s):

Production

Additional Information:

If you have any queries about this announcement, please contact the Client Services Centre:

+27 11 520 7777 or e-mail

CustomerSupport@jse.co.za

Issued By:

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