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## SERVICE HOTLINE

**REFERENCE NUMBER: 178/2018**

30 August 2018

### CDM Market Outage 30 August 2018

As a follow up to the earlier hotline no: 176/2018, the JSE wishes to update the market on the latest status relating to the client disconnects experienced in the IRC, EDM and CDM markets on Wednesday 29 August 2018.

Connectivity was first lost shortly after 17:00 on Wednesday. After extensive troubleshooting activities performed by the JSE team and its vendors, connectivity was re-established at 23:30 and end-of-day (EOD) was completed after 02:00 on Thursday, 30 August 2018. Start-of-day (SOD) activities commenced at 04:15.

At 09:23 on Thursday, 30 August 2018, we experienced disconnects which subsequently resulted in a CDM market outage. We believe that this technical issue may have been as a result of some of the processes executed during the troubleshooting of the technical issues experienced the previous day.

The market resumed at 12:35 and ran smoothly for the remainder of the day. We will conduct a full restart of all derivative markets this evening, and extensive health checks in preparation for tomorrow's trading session.

We will continue to investigate the root cause for the network disconnects issue with the relevant service providers and implement the necessary remediation. This will continue over the weekend.

The JSE is dealing with clients individually to resolve issues experienced as a result of the incident. Please notify the Customer Support Centre (CSC) should you have any queries or issues that we can assist you with.

The JSE would like to sincerely thank all market participants for their patience and collaboration in the process to resolve the abovementioned issues. Your support is greatly appreciated.

#### Service:

JSE Derivatives Market:

- Commodity Derivatives

#### Environment(s):

Production:

#### Additional Information:

If you have any queries about this announcement, please contact the Client Services Centre:  
+27 11 520 77 77 or e-mail  
[CustomerSupport@jse.co.za](mailto:CustomerSupport@jse.co.za)

#### Issued By:

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