



Johannesburg
Stock Exchange

Tel: +27 11 520 7000

www.jse.co.za

SERVICE HOTLINE

REFERENCE NUMBER: 261/2018

23 November 2018

EQUITIES & DERIVATIVES DISCONNECT ON 8 NOVEMBER 2018

The JSE would like to provide an update on the Equity and Derivatives Markets disconnect and immediate reconnect at approximately 14h38 on Thursday, 8 November 2018.

Our investigations reflect multiple events on one of our satellite switches. These events triggered a memory bug resulting in the disconnect which affected some clients only. The JSE and its service provider will deploy a software patch to the affected satellite switch on Saturday, 1 December 2018.

In addition, a whiteboard session is required with the identified affected members with the JSE's network teams to ensure resilience is in place in routing to the JSE.

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:

- Equity Market
- Derivatives Markets

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

Issued By:

Capital Markets