



Johannesburg  
Stock Exchange

Tel: +27 11 520 7000

[www.jse.co.za](http://www.jse.co.za)

## SERVICE HOTLINE

**REFERENCE NUMBER:** 289/2018

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### **PROBLEM WITH MARKET DATA CHANNEL B DATA FEED AFFECTING INTERNATIONAL ACCESS POINT (IAP) SERVICE**

The JSE has identified dropped packets across the B-Feed on all Market Data gateways being disseminated via the International Access Point since Tuesday, 18 December 2018.

Initial investigations from our service provider found that there is a flap on their network which is impacting the B-Feed across all production channels and further investigations are still continuing to ensure this problem is permanently resolved.

Due to the ongoing investigations and the impact, the JSE has decided, as an interim measure, to switch over the B-Feed only to our DR link for the in order to bring stability to clients. The switch over will be done from 10:30 (SAST).

The A-Feed is stable, and the B feed is impacted. Clients are expected to consume traffic from the A Feed and arbitrate for gap loss against the B-Feed. This is until the switch over to the DR link done which will stabilize the B-Feed.

Please note this emergency action and react appropriately to ensure minimum disruption.

The JSE apologises for the inconvenience caused.

#### **Market / Service:**

JSE International Access Point

#### **Environment(s):**

Production

#### **Additional Information:**

If you have any queries about this announcement, please contact the Client Service Centre +27 11 520 7777 or [customersupport@jse.co.za](mailto:customersupport@jse.co.za)

#### **Issued By:**

Tshepo Modise  
Information Services