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SYCOM MARKET HALT – 19 September 2002

Market users are advised that on 19 September 2002 the SYCOM system experienced a period of unavailability totaling 68 minutes.

The market halt was caused by a failure in the Multicaster component of the SYCOM host that services the distribution of market update messages. The effect of this failure was to immediately disconnect all users. The introduction of new hardware into the production configuration and a reboot of all SYCOM host component services instigated recovery.

The SYCOM system is now fully functional with full redundancy in place. Investigation of the incident will be performed by internal SFE Technical staff and the external software developers.

Please be aware that SFE takes every care to maintain system hardware and software stability and integrity and apologies for any inconvenience caused.

In the event of SYCOM disruption clear instructions and information can be received in real time using the SYCOM status facility on the SFE website. To access this information users should click on SFE Trading (top left-hand corner of the SFE website) and then the “SYCOM status traffic light”. Alternatively use the link below.

<http://www.sfe.com.au/index.asp?dispage=/site/html/trading/products/intro.asp>

S F E B U L L E T I N C O N T I N U E D

Time sequence of events.

Exchange Status	Time
SFE and NZFOE Halted	10.07
SFE and NZFOE reconnection	10.52
SFE and NZFOE Pre-open	11.10
SFE and NZFOE Open	11.15

Should you have any queries please contact David Raper on 9256-0554 or draper@sfe.com.au



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