



## SERVICE HOTLINE

Johannesburg  
Stock Exchange

Tel: +27 11 520 7000

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

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### E.ZIP MARKET DATA PRODUCT DELIVERY PROBLEM – 31 DECEMBER 2020

The JSE unfortunately experienced a technical problem on the evening of Thursday, 31 December 2020 that delayed the publishing of the End of Day Equity (E.Zip) Market Data Products.

The technical problem was as a result of our statistics processes used to prepare and produce the input data for the market data products taking longer than expected to be concluded.

Our technical fixed the problem on the evening and further monitoring of this specific problem will be done.

We sincerely apologise for the impact to your operations and the inconvenience to your users of the data.

#### Market / Service:

- EQM Market Data Products

#### Environment(s):

Production

#### Additional Information:

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

#### Issued By:

Tshepo Modise  
Market Data Team  
Information Services Division