

## SERVICE HOTLINE

**Number:** 110/2026  
**Date:** 11 August 2026

**Name and Surname:** Tshepo Modise  
**Designation:** Market Data Department

### J203 INTRADAY INDEX FEED ACCESS ISSUE – ROOT CAUSE UPDATE

Further to the [Service Hotline 108/2026](#) issued on 3 August 2026 regarding the temporary unavailability of the J203 All Share Index intraday data feed, the JSE would like to provide clients with an update following the conclusion of the investigation with the relevant service provider.

The investigation determined that the interruption was related to an enhancement implemented within an upstream index distribution service to support change of the real-time dissemination from pulse to streaming delivery of the J203 index. As part of this enhancement, the distribution method and associated service configuration for the J203 intraday feed were changed at our index partner.

Following the implementation of the enhancement, it was identified that a corresponding update, required within the JSE environment, was unfortunately not done due to a miscommunication. As a result, subscribers were unable to receive J203 intraday index values for a temporary period until the necessary configuration changes were completed. The required changes were implemented by the JSE on 3 August 2026, and normal service was restored at approximately 15:45 (SAST) on the same day.

The JSE has reviewed the circumstances surrounding this incident with our index partner and is taking steps to strengthen change management and communication processes to reduce the risk of similar occurrences in future.

The JSE apologises for the impact this incident may have had on your operations and thanks clients for their patience and understanding.

#### MARKETS / SERVICES:

- ☐ Equity Market
- ☐ Equity Derivatives Market
- ☐ Interest Rate Derivatives Market
- ☐ Currency Derivatives Market
- ☐ Commodity Derivatives Market
- ☐ Bond Market
- ☐ Bond ETP Market
- ☒ Indices
- ☐ JSE Broker Deal Accounting (BDA)
- ☐ Real Time Clearing (RTC)
- ☐ Colocation
- ☐ International Access Point (IAP)
- ☐ EOD Information Subscribers
- ☒ Live Information Subscribers

#### 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)