



Johannesburg  
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## SERVICE HOTLINE

**REFERENCE NUMBER:** 121/2015

20 August 2015

### ZERO VALUES THAT ARE BEING PUBLISHED FOR FTSE JSE INDICES

The JSE has investigated the issue whereby a value of zero can be disseminated for FTSE JSE Indices, which has arisen following recent data precision enhancements made by FTSE.

This situation can occur as a result of the rounding used in the calculation of the published "Index Points Change" whereby the field differs from the previous published value but the **calculated** Index Value remains *unchanged*. In some of these cases the unchanged value is not recognised by the Index Gateway and defaults to zero. It should be noted that in all cases the **calculated** Index Value is correct.

The JSE is co-ordinating with its service providers to address this issue, with a target date of Monday 24th August, to restore normal operations through the real time service.

Clients are advised to ignore the values of zero that are currently being published. Further communication will be provided when the service has been restored.

Please contact [customersupport@jse.co.za](mailto:customersupport@jse.co.za) should you have any questions.

#### Market / Service:

JSE Equity Market

#### Environment(s):

Production

#### Additional Information:

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

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