

SERVICE HOTLINE

REFERENCE NUMBER: 197/2020

1 September 2020

MARKET DATA PRODUCTS DELIVERY PROBLEM - 31 AUGUST 2020

We wish to inform you that the following intraday and end of day market data products for the below asset classes were unfortunately, due to technical issues, delayed on Monday, 31 August 2020.

- EDM – ED15.zip and ED.Zip
- FXM – CD15.zip and CD.Zip
- IRD – IR.zip, Detailed MTM, MTM Value Today and MTM T+1
- CDM – AD.zip

The impact was on the Intra-day and End of Day Data products, for both e-mail and IDP dissemination services.

The delay was due to network connectivity issues that not only impacted the downstream systems that provide input data but also impacted the dissemination of the data products. The problems were identified and corrective measures implemented.

We apologise for the impact to your operations and resultant inconvenience to your data clients.

Market(s) / Service(s):

- Equity Derivatives Market Data Products
- Currency Derivatives Market Data Products
- Interest Rates Derivatives Data Products
- Commodity Derivatives Data Products

Environment(s):

Production

Additional Information:

If you have any queries about this announcement, please contact the Client Service Centre (CSC) on +27 11 520 777 or e-mail customersupport@jse.co.za

Issued By:

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