



Johannesburg
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SERVICE HOTLINE

REFERENCE NUMBER: 210/2020

21 September 2020

ED15.ZIP AND CD15.ZIP MARKET DATA PRODUCT DELIVERY PROBLEM - 18 SEPTEMBER 2020

We wish to inform you that the Equity Derivatives (ED15.zip) and Currency Derivatives (CD15.zip) files for Friday, 18 September 2020 were unfortunately delayed due to a technical issue.

The reason was as a result of a lost connectivity to one supporting system used to access the data needed for the upstream processes that prepare and produce the input data for the market data products.

Further investigations on the root cause will be conducted to assess what measures can be done to try and mitigate this specific problem from re-occurring.

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

Market / Service:

- Equity Derivatives Market Data Products
- Currency Derivatives 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

Issued By:

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