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## SERVICE HOTLINE

**REFERENCE NUMBER:** 216/2017

27 October 2017

### ISSUES EXPERIENCED WITH EQUITY DERIVATIVES END OF DAY DATA PRODUCTS 26 OCTOBER 2017

The JSE experienced technical difficulties on the evening of Thursday, 26 October 2017 with production routines that provide input to the Equity Derivatives file (ED.Zip). This resulted in the dissemination of the Equity Derivatives file (ED.Zip) being delayed.

The JSE had to verify a high volume of exceptions raised by automated exception reporting which impacted production routines.

Further root cause of these problems will be assessed and measures will be put in place to try and alleviate these specific types of problems from happening again.

The JSE apologizes for the impact to your operations and for the inconvenience to your data users.

#### **Market / Service:**

JSE Equity Derivatives End of Day  
Data Service

#### **Environment(s):**

Production

#### **Additional Information:**

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

#### **Issued By:**

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