

## SERVICE HOTLINE

**REFERENCE NUMBER:** 248/2020

10 November 2020

### MARKET DATA PRODUCTS DELIVERY PROBLEM – 9 NOVEMBER 2020

We wish to inform you that the following Non-Live Market Data products for the below asset classes were unfortunately delayed on Monday, 9 November 2020.

- EDM – ED19.zip and ED.Zip
- FXM –CD.Zip
- IRD – IR.zip

The impact was on the Indicative MTM and End of Day Data products, for the IDP dissemination service.

The SLA's were missed as a result of a delay in processing on-book trades into the trading vault on the back of the large volumes received and subsequently delayed the statistics processes used to produce the data products.

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

#### Markets / Services:

- Equity Derivatives Market Data Products
- Currency Derivatives Market Data Products
- Interest Rates 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 7777 or e-mail [customersupport@jse.co.za](mailto:customersupport@jse.co.za)

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