



SERVICE HOTLINE

Johannesburg
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REFERENCE NUMBER: 249/2020

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ED.ZIP AND CD.ZIP MARKET DATA PRODUCT DELIVERY PROBLEM - 11 NOVEMBER 2020

We wish to inform you that the Currency Derivatives (CD.zip) and Equity Derivatives (ED.zip) files for Wednesday, 11 November 2020 were published at 22:24 and 22:28 respectively, missing the SLA of 20:30.

The delay of the data products was as a result of a technical issue with the statistics processes used to 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 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

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

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