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SERVICE HOTLINE

REFERENCE NUMBER: 261/2020

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I.ZIP AND SI.ZIP MARKET DATA PRODUCT DELIVERY PROBLEM – 24 NOVEMBER 2020

The JSE unfortunately experienced a technical error on Tuesday, 24 November 2020 that delayed the publishing of the Core Indices (I.Zip) and Specialist Indices (SI.Zip) Market Data Products.

The reason was as a result of our Indices partner FTSE Russell, who calculate and make Indices data available to the JSE, unfortunately experiencing problems with providing the JSE with the input data used to publish the I.Zip and SI.Zip Market Data products.

Our technical team will be engaging with our Indices partner's technical team to investigate the root cause of the problem in order to assess what measures can be put in place 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:

- Core Indices Market Data Products
- Specialist Indices 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

Issued By:

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