



Johannesburg
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SERVICE HOTLINE

REFERENCE NUMBER: 277/2020

14 December 2020

ED19.ZIP AND ED.ZIP MARKET DATA PRODUCT DELIVERY PROBLEM - 11 DECEMBER 2020

We wish to inform you that the Equity Derivatives (ED19.zip and ED.Zip) files for Friday, 11 December 2020 were unfortunately delayed due to technical issues.

The technical issues were as a result latency issues and delays in the on-book trading statistics 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 apologise for the impact to your operations and resultant inconvenience to your data clients.

Market / Service:

- Equity 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

Issued By:

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