



Johannesburg
Stock Exchange

Tel: +27 11 520 7000
Fax: +27 11 520 8584

www.jse.co.za

SERVICE HOTLINE

REFERENCE NUMBER: 35/2015

16 March 2015

INCIDENTS IMPACTING JSE SERVICES

The JSE would like to provide feedback on the issue experienced Tuesday evening 10 March 2015 which caused several JSE services to be impacted.

The JSE experienced a technical issue with JSE upstream system batch processing on the 10th of March 2015 and as a result, the following JSE services were impacted:

Equity and Indices End of Day dissemination files

- Delay in creating the Equity and Indices End of Day dissemination on 10 March 2015, resulting in JSE missing client SLA's.
- Rolling daily, weekly and monthly calculated data values were incorrect for 10, 11 and 12 March 2015.

The JSE corrected the incorrect calculated rolling data values for the effected period and new dissemination files were made available to clients during the course of the day of 13 March 2015.

BDA

The issue experienced with the JSE upstream system caused an approximate 6 hour delay to the start of the BDA batch. This resulted in delays on 11 March 2015 for the following services:

- BDA dissemination files available 09h00.
- BDA online available 09h30.
- BDA reports available 10h00.
- Intraday BDA XML brokers notes files.
- Settlement messages for settlement 11 March 2015 between ECS and BDA completed by 13h10.
- Capad reports.

We sincerely apologise for any inconvenience caused and would like to thank you for your patience and co-operation.

The technical issue that resulted in the delays of the above mention services has not yet been identified. The JSE is currently busy with a root cause analysis.

Market / Service:

JSE Equity Market
JSE Indices End of Day Dissemination
BDA

Environment(s):

Production

Additional Information:

For further information please contact the Client Services Centre: +27 11 520 7777 or e-mail Customersupport@jse.co.za

Issued By:

JSE Client Services Centre