



## SERVICE HOTLINE

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### **DELAY OF THE COMMODITY DERIVATIVES END OF DAY DATA PRODUCTS DISSEMINATED 9 AND 10 APRIL 2018**

Following a technical upgrade applied on 7 April 2018, the JSE Valuations Team experienced performance degradation issues on the Commodity Valuations processes. This resulted in delays to both the early and late Valuations processes for the Commodity Derivatives markets on 9 and 10 April 2018. In addition to the delays to End of Day market processes, clients were also impacted by the late dissemination of the Commodity Derivatives file (AD.Zip).

The root cause of these specific problems has been identified and corrected, resulting in the timely delivery of these data products from 11 April 2018.

The JSE apologizes for the impact to your operations and to the inconvenience to your data users.

#### **Market / Service:**

JSE Commodity Derivatives End of Day Data Service

#### **Environment(s):**

Production

#### **Additional Information:**

If you have any queries about this announcement, please contact the Client Services Centre on +27 11 520 7777 or e-mail [customersupport@jse.co.za](mailto:customersupport@jse.co.za)

#### **Issued By:**

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