



## SERVICE HOTLINE

Johannesburg  
Stock Exchange

Tel: +27 11 520 7000

[www.jse.co.za](http://www.jse.co.za)

**REFERENCE NUMBER: 76/2018**

24 April 2018

### UPDATE ON MISSED SLA OF THE COMMODITY DERIVATIVES END OF DAY DATA PRODUCTS ON 23 APRIL 2018

The JSE experienced issues with the production and dissemination routines on the evening of Monday, 23 April 2018. As a result of these problems the production and dissemination of the Commodity Derivatives (AD.Zip) files were unfortunately delayed.

The issues were as a result of a database performance and a technical issue with the system that disseminate files to our Information Delivery Portal (IDP).

All issues were resolved and additional monitoring of the fixes will continue to ensure that these specific problems will not occur in the future.

The JSE apologises for the impact to your operations and to 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 [Customersupport@jse.co.za](mailto:Customersupport@jse.co.za)

#### Issued By:

Tshepo Modise  
Information Services