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

## SERVICE HOTLINE

**REFERENCE NUMBER:** 91/2018

18 May 2018

## EQUITY MARKET LATENCY EXPERIENCED

On 7 May 2018, between 09:23:27 and 09:27:39 some clients experienced delays with order message acknowledgements.

The root cause of the incident has been identified and was due to an intra-day reference data upload. The JSE has taken preventive measures to ensure that this issue does not recur.

We apologise for the inconvenience caused.

### Market / Service:

JSE Equity Market

### 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:

ITD TRT Trading