



Johannesburg
Stock Exchange

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SERVICE HOTLINE

REFERENCE NUMBER: 93/2018

22 May 2018

UPDATE ON MISSED SLA OF THE EARLY EQUITIES, CORE AND SPECIALIST INDICES NON-LIVE DATA PRODUCTS ON 21 MAY 2018

A technical problem occurred on the evening of Monday, 21 May 2018. Due to this problem the production and dissemination of the Early Equities (EE.Zip), Core Indices (I.Zip) and Specialist Indices (SI.Zip) files were unfortunately delayed.

The cause of the delay was due to the Equity closing price back office routines not processing all the messages for day and thus had to be re-processed.

Our technical team conducted an impact analysis to understand the root cause of the problem and will be implementing mitigation actions to try and prevent this specific problem from happening again.

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

Market / Service:

JSE Early Equities Data Service
JSE Core Indices End of Day Data Service
JSE Specialised Indices 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

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