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## SERVICE HOTLINE

**REFERENCE NUMBER:** 96/2017

2 May 2017

### PROBLEM ACCESSING DAILY BOND DATA FILES FROM 24 - 28 APRIL 2017

The JSE experienced a technical problem with the production routines that place the Bond data files on the IDP server. This problem unfortunately affected the files from 24 to 28 April 2017.

The technical team has done a check on the specific service and will be implementing a fix to prevent this problem from happening again. The fix will only take effect tomorrow but the files have been manually placed today.

In relation to the files for the period 24 to 28 April 2017, they have been placed on the IDP server.

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

#### Market / Service:

JSE Bond 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)

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