



Johannesburg  
Stock Exchange

Tel: +27 11 520 7000

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

## SERVICE HOTLINE

**REFERENCE NUMBER: 033/2022**

10 March 2022

### **ED19.ZIP, ED.ZIP AND CD.ZIP MARKET DATA PRODUCT DELIVERY PROBLEM – 9 MARCH 2022**

The JSE unfortunately experienced technical problems on the evening of Wednesday, 9 March 2022.

The problems were due to a network connectivity related issue affecting the production dependent processes, the problems resulted in:

- Delays in Clearing Members to perform balancing activities;
- Delay of the End of Day process;
- Consequential delay of the production and dissemination of Equity Derivatives (ED19.Zip and ED.Zip) as well as Currency Derivatives (CD.Zip) files.

Further root cause of this specific problem is currently being assessed and measures will be put in place to try and prevent recurrence of this problem.

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

#### **Markets/ Services:**

Equity Derivatives Market Data  
Products

Currency Derivatives Market Data  
Products

#### **Environment:**

Production

#### **Additional Information:**

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

#### **Issued By:**

Tshepo Modise  
Information Services