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## SERVICE HOTLINE

**REFERENCE NUMBER:** 042/2022

31 March 2022

### CORE INDEX MARKET DATA PRODUCT DELIVERY PROBLEM - 30 MARCH 2022

The JSE unfortunately experienced a technical issue last night that delayed the provision of the Core Index (I.Zip) non-live market data product.

The technical issue was because of a database back up processing routine running longer than expected, this unfortunately delayed access to the data needed for the upstream end of day processes that prepare and produce the input data for the I.Zip file.

Our technical team will be conducting further the root cause of the problem and assessing what measures to take to try and mitigate this specific type of problem from happening again.

We apologise for the impact to your operations and resultant inconvenience to your data clients.

#### Market / Service:

Indices 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:

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