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SERVICE HOTLINE

REFERENCE NUMBER: 091/2022

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CORE AND SPECIALIST INDICES MARKET DATA PRODUCTS DELIVERY PROBLEM – 20 JUNE 2022

The JSE experienced a technical problem on Monday, 20 June 2022 that unfortunately, delayed the production and dissemination of the Core and Specialist Indices Market Data Products (Fixed Width and CSV format files).

The delay was due to our processing routines 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 Indices data products.

Further root cause of the delay will be assessed to determine what measures can be put in place to try and mitigate this specific type of delay from re-occurring.

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

Markets / Services:

- Core Indices Market Data Products
- Specialist Indices 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

Issued By:

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