



Johannesburg  
Stock Exchange

Tel: +27 11 520 7000

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

## SERVICE HOTLINE

**REFERENCE NUMBER: 127/2021**

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### UPDATE ON ALL-AFRICA INDICES MARKET DATA PRODUCT DELIVERY PROBLEMS FROM 2 JUNE 2021

Following a series of service level misses of the All-Africa Indices data products (fixed width and CSV formats) from 2 June 2021, this hotline serves to provide an update on the problems that impacted the delay of the All-Africa Indices products.

We engaged our Indices partner FTSE Russell regarding the ongoing problems of not reaching set service level standards, and the root cause of the problems was found to be as a result to growth of functions to consolidate pricing information, calculation of Indices which are ultimately used for the delivery of data products.

FTSE Russell has started to review the service at a component, platform, and service level in order to restore the data products' deliveries to an acceptable level. Some aspects of this review have already been actioned and some are in progress of being actioned.

As these problems are attended to with high focus, the provision of the All-Africa Indices data products will continue to be delayed until a point when the review by FTSE Russell has been concluded.

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

#### Market / Service:

- All Africa 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](mailto:customersupport@jse.co.za)

#### Issued By:

Tshepo Modise  
Market Data Team  
Information Services Division