

SERVICE HOTLINE

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Information Services

NON-LIVE MARKET DATA PRODUCT DELIVERY PROBLEMS - 21-25 AUGUST 2023

We regret to inform you that the JSE encountered a number of technical problems in the week of 21 to 25 August 2023 following the implementation of the major upgrade to the trading, clearing, and market data systems for the Commodity Derivatives, Interest Rate Derivatives, and Cash Bonds Markets.

The technical problems led to halts of the Commodity Derivatives market, which required extensive investigation and the application of fixes. The investigations application of these fixes necessitated the extension of the trading market hours, which in turn led to:

- Delays in Clearing Members completing their balancing activities.
- Delayed execution of the production and dissemination processes related to the Non-Live Market Data products which had a knock on the usual availability times of the Commodity Derivatives (AD.Zip) and Interest Rate Derivatives (IR.Zip) files.

In addition, to the above data products, several problems were unfortunately experienced with various reports that are made publicly available via the JSE website.

Our technical team is currently monitoring the stability of the market and all systems to mitigate any potential delays of the non-live market data products.

Note that delays to the provision of Currency Derivatives (CD.zip), and Equity Derivatives (ED.zip) files to their usual availability times in the mentioned period, were indirectly related to the upgrade due to upstream dependency where input data used to produce and disseminated these products was delayed. These products are also receiving focus.

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

MARKETS / SERVICES:

- Equity Market
- Equity Derivatives Market
- Interest Rate Derivatives Market
- Currency Derivatives Market
- Commodity Derivatives Market
- Bond Market
- Bond ETP Market
- JSE Broker Deal Accounting (BDA)
- Real Time Clearing (RTC)
- Colocation
- International Access Point (IAP)
- EOD Information Subscribers
- Live Information Subscribers

ENVIRONMENT:

Production

ADDITIONAL INFORMATION:

If you have any queries about this announcement, please contact the Client Service Centre on +27 11 520 7777 or customersupport@jse.co.za