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SERVICE HOTLINE

REFERENCE NUMBER: 240/2021

14 December 2021

NON-LIVE MARKET DATA PRODUCTS DELIVERY PROBLEM - 13 DECEMBER 2021

The JSE unfortunately experienced a technical problem on the evening of Monday, 13 December 2021. This problem resulted in the production and dissemination of the Equity Derivatives (ED.Zip) and Currency Derivatives (CD.Zip) data files being delayed.

The problem was due to a production dependent process experiencing errors in the automated execution, this required a manual process to be conducted that unfortunately had consequential delays in the production and dissemination of the data 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.

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

Markets / Services:

Equity Derivatives Markers Data Products
Currency Derivatives Market Data Products

Environment(s):

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

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