



Johannesburg  
Stock Exchange

Tel: +27 11 520 7000

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

## SERVICE HOTLINE

**REFERENCE NUMBER: 107/2018**

15 June 2018

### UPDATE ON MISSED SLA OF THE EARLY EQUITIES NON-LIVE MARKET DATA PRODUCT ON 14 JUNE 2018

The JSE experienced technical difficulties with the production routines on the evening of Thursday, 14 January 2018. The technical difficulties were due to the production of the closing and Instrument closing prices which had to be re-requested.

As a result of the re-requested closing and Instrument closing prices, the production and dissemination of the Early Equities (EE.Zip) file was unfortunately delayed.

We will implement additional measures to try and mitigate the problem from happening again.

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

#### Market / Service:

JSE Early Equities Data Service

#### Environment(s):

Production

#### Additional Information:

If you have any queries about this announcement, please contact the Client Services Centre on +27 11 520 7777 or

[CustomerSupport@jse.co.za](mailto:CustomerSupport@jse.co.za)

#### Issued By:

Tshepo Modise  
Information Services