



Johannesburg
Stock Exchange

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SERVICE HOTLINE

REFERENCE NUMBER: 134/2020

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TECHNICAL PROBLEMS WITH NON-LIVE MARKET DATA PRODUCTS PROVISION ON 3 JUNE 2020

The Currency Derivatives (CD.Zip) and Equity Derivatives (ED.Zip) Non-Live Market Data products were disseminated at 21h57 and 22h00 respectively last night, missing SLA of 20h30.

The SLA was missed as a result of an end of day in our Real Time Clearing system (RTC) where clients were unable to complete balancing activities, this led to:

- Our technical team to investigate the root cause and apply fixes to the RTC System
- Delay in Clearing Members to complete their balancing activities
- Delayed run of the Non-Live Market Data processes.
- Delay in the production of the Currency Derivatives (CD.zip) and Equity Derivatives (ED.zip) files

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

Market / Service:

JSE Derivative Markets

- Equity Derivatives
- Currency Derivatives

Environment(s):

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

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