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## SERVICE HOTLINE

**REFERENCE NUMBER:** 151/2018

8 August 2018

### **DELAY OF THE EQUITY DERIVATIVES END OF DAY DATA PRODUCTS DISSEMINATED 7 AUGUST 2018**

The JSE picked up a technical problem with the production routines on the evening of Tuesday, 7 August 2018. This problem resulted in the dissemination of the Equity Derivatives file (ED.Zip) being delayed for more than an hour.

The problem was due to the valuations process experiencing technical issues generating the files, the process was executed manually to ensure that the files were disseminated.

The JSE will conduct further investigations of the root cause of the problem and assessing what measures to take to try and mitigate this specific type of problem from happening again.

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

#### **Market / Service:**

JSE Equity Derivatives End of Day  
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 e-mail [CustomerSupport@jse.co.za](mailto:CustomerSupport@jse.co.za)

#### **Issued By:**

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