



Johannesburg
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SERVICE HOTLINE

REFERENCE NUMBER: 207/2019

19 September 2019

DELAY OF THE CORE AND SPECIALIST INDICES NON-LIVE MARKET DATA PRODUCTS DISSEMINATED 18 SEPTEMBER 2019

The JSE experienced processing issues on the evening of Wednesday, 18 September 2019. As a result, the production and dissemination of the Core (I.Zip) and Specialist (SI.Zip) files were unfortunately delayed.

The processing issues were attributed to incorrect input data in the 5 day trackers which had to be corrected manually.

Further root cause of the issue will be done and measures will be put in place to try and mitigate the same issue from happening again.

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

Market / Service:

JSE Core Indices Data Service
JSE Specialist Indices Data Service

Environment(s):

Production

Additional Information:

If you have any queries about this announcement, please contact the Client Services Centre (CSC) on +27 11 520 7777 or e-mail CustomerSupport@jse.co.za

Issued By:

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Market Data