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## SERVICE HOTLINE

**REFERENCE NUMBER: 250/2018**

8 November 2018

### **DELAY OF THE EQUITY DERIVATIVES NON-LIVE MARKET DATA PRODUCTS DISSEMINATED 7 NOVEMBER 2018**

The Equity Derivatives (ED.Zip) Non-Live Market Data products were disseminated at 20h23 on the evening of Wednesday, 7 November 2018, missing the SLA time of 20h00.

The missed SLA was due Clearing members having issues downloading EDM due to price drop on Instrument DLTQ March 2019 and December 2018.

Our technical and operational teams were able to resolve the issues on the same day as follows:

- Adjust the IMRs for both expiries.
- Re-run EDM End of Day processes.
- Produce and disseminate the Equity Derivatives (ED.Zip) files.

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

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

JSE Equity Derivatives Markets

#### **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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