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SERVICE HOTLINE

REFERENCE NUMBER: 31/2019

19 February 2019

DELAY OF THE CORE AND SPECIALIST INDICES NON-LIVE MARKET DATA PRODUCTS ON 18 FEBRUARY 2019

The JSE experienced technical problems with the production routines on the evening of Monday, 18 February 2019. As a result of these problems the production and dissemination of the Core Indices (I.Zip) and Specialist Indices (SI.Zip) files were unfortunately delayed.

The cause of the delay was due to the inability to process input files which lead to our technical to investigate and rectify the problem.

Further root cause of these specific problems will be assessed and measures will be put in place to try and mitigate the problems from happening again.

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

Market / Service:

JSE Core Indices Non-Live Data Service

JSE Specialist Indices Non-Live 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

Issued By:

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