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## SERVICE HOTLINE

**REFERENCE NUMBER:** 76/2019

9 April 2019

### PROBLEM WITH THE DAILY BOND DATA FILE (CSV) FOR 8 APRIL 2019

The JSE encountered a technical problem with the production routines on Monday, 8 April 2019. As a result, the Daily Bond Data File (CSV) was produced and disseminated with semicolon delimiter instead of the comma delimiter.

As reported in hotline ref: 70/2019 issued 3 April 2019, this problem is the same as it was caused by incorrect version of the application used to produce the file, the version was fixed previously and automatically updated to the incorrect version on 8 April 2019.

The JSE's technical team has put high focus in analyzing the cause of the problem and are identifying what measures to apply to ensure that this problem does not re-occur.

Clients are requested to re-download the daily Bond Data File for Monday, 8 April 2019.

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

#### Market / Service:

JSE Daily Bond Data File

#### 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](mailto:customersupport@jse.co.za)

#### Issued By:

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