

# THE DEPOSITORY TRUST COMPANY

# IMPORTANT

**B#:** 9046

**DATE:** January 12, 2000

**TO:** All Participants

**FROM:** Clifford L. Testa, Director - Customer Support Center

**ATTENTION:** Managing Partner/Officer/Cashier

**SUBJECT:** *Change to Customer Support Center's Telephone Call Distribution System*

On January 20, 2000, DTC will implement a new Call Distribution System for users that dial DTC's Customer Support Center (CSC) at telephone number 1-888-382-2721. This new Call Distribution System will provide better customer service by automatically routing calls to a CSC agent who may be familiar with the caller's type of request. Additionally, in the event that DTC is having a system wide problem, a voice message will be played addressing all the pertinent information about the problem and the user, if they choose, would not need to speak to an agent directly. However, if a system wide problem exists, there could be the possibility of a user receiving a busy signal. If this occurs, users should check the DTC closed web site ([www.dtc.org](http://www.dtc.org)) which will provide details of the outage.

The new Call Distribution System menu is as follows:

1. PTS Users
2. CCF/MDH/NDM/FTP
3. Trade Suite Users
4. Mortgage Backed Securities
5. Other

Once the message "Welcome to DTC" is heard the appropriate number can be selected at any time.