

The Depository Trust Company

IMPORTANT

B#: 0648-06

DATE: December 01, 2006

TO: All Participants

CATEGORY: Executive Notices

FROM: James Koster, Managing Director, Client Services

ATTENTION:

SUBJECT: Consolidation of customer service contact numbers

Effective December 4, 2006, DTCC will establish a primary telephone number for customers to call to reach customer service. The toll-free number for U.S. and Canadian callers to use is 888-382-2721 (callers outside these areas should call 1-212-855-8099). The call menu options have been changed to include access to technical, business transaction, and relationship services support, as well as specific products areas such as Deriv/SERV and AffirmXpress and Settlement.

The new central number provides customers one-stop access for virtually all of their service needs. To ensure a smooth transition, existing numbers will feed into the new central number.

When dialing the number, you will be prompted through the following new options:

Press	For
1	DTCC technical issues, including password resets and file transmissions
2	DTC, FICC, or NSCC Settlement, including CNS
3	Deriv/SERV or AffirmXpress
4	Business operational issues, including DTC and NSCC core products, such as Principal and Income, Reorganization, Proxy, Tax, Mutual Funds and Insurance
5	Relationship Services

For customers who prefer to call certain areas of the organization directly, DTCC will retain six additional telephone numbers for Settlement, Proxy, Relationship Services, FICC's Government Securities Division, FICC's Mortgage-Backed Securities Division and Deriv/SERV (for callers outside the United States and Canada). The numbers are as follows:

Product Area	U.S. Dialing Number	International Dialing Number
Deriv/SERV and AffirmXpress	888-382-2721	+44 0207 136 6328
FICC Government Securities Division	212-855-7600	
FICC Mortgage-Backed Securities	212-855-7886	
Proxy	212-855-5191	
Relationship Services	800-422-0582	
Settlement	212-855-5800	

Attached is a quick reference list of the service groups, functions, hours of operation, and call menu shortcuts for your convenience when using the new call menu.

If you have any questions about this change, please contact your Relationship Manager.



888-382-2721
(888-DTCCSC1)

outside the United States
 and Canada, call
+1 212-855-8099

Group	Functions	Operating Hours (eastern time)	Main Menu Path	Direct Dial Number
Technical	Password resets	24 hours / 7 days	1 - 1	
	NSCC Production Support File Transmissions	24 hours / 7 days	1 - 2	
	DTC Production Support File Transmissions, including MQ Series	24 hours / 7 days	1 - 3	
	PC Web and NSCC Application Testing	24 hours / 7 days	1 - 4	
	Disaster Recovery Planning and DTCC Application Testing	24 hours / 7 days	1 - 5	
	DTCC Web Registration	24 hours / 7 days	1 - 6	
	All other Technical Questions	24 hours / 7 days	1 - 7	
Settlement	DTC and NSCC settlement	Mon-Fri 8:30 a.m. to 7:00 p.m.	2 - 1	212-855-5800
	Continuous Net Settlement (CNS)	8:30 a.m. to 7:00 p.m.	2 - 2	
	Government Security Division (GSD)	7:00 a.m. to 6:00 p.m.	2 - 3	212-855-7600
	Mortgage Backed Securities (MBS)	7:00 p.m. to 5:30 p.m.	2 - 4	212-855-7886
	Corporate and Municipal Bonds and UITs (CMU)	8:30 a.m. to 5:30 p.m.	2 - 5	
Deriv/SERV	Client services or trade support	Mon-Fri 8:30 a.m. to 5:30 p.m.	3 - 1	International: +44 0207 136 6328
	All Deriv/SERV technical issues, including password resets and communications issues	8:30 a.m. to 5:30 p.m.	3 - 2	
	Membership documents and account activation	8:30 a.m. to 5:30 p.m.	3 - 3	
	All other Deriv/SERV issues	8:30 a.m. to 5:30 p.m.	3 - 4	
Asset Services	Reorganization Voluntaries, Stock Dividends or Dividend Reinvestment	Mon-Fri 8:30 a.m. to 5:30 p.m.	4 - 1 - 1 - 1	
	Reorganization Mandatories	8:30 a.m. to 5:30 p.m.	4 - 1 - 1 - 2	
	All other Reorganization Issues	8:30 a.m. to 5:30 p.m.	4 - 1 - 1 - 3	
	Principal and Income or Normal Cash Dividends	8:30 a.m. to 5:30 p.m.	4 - 1 - 2 - 1	
	Redemptions or Call Processing	8:30 a.m. to 5:30 p.m.	4 - 1 - 2 - 2	

(continued)



888-382-2721
(888-DTCCSC1)

outside the United States
 and Canada, call
+1 212-855-8099

Group	Functions	Operating Hours (eastern time)	Main Menu Path	Direct Dial Number
Asset Services (continued)	All other Principal and Income Issues	8:30 a.m. to 5:30 p.m.	4 - 1 - 2 - 3	
	Deposits, Withdrawals, and PTS Navigation	8:30 a.m. to 5:30 p.m.	4 - 1 - 5	
	Domestic (U.S.) Tax Withholding	8:30 a.m. to 5:30 p.m.	4 - 1 - 3 - 1	
	International Tax Withholding	8:30 a.m. to 5:30 p.m.	4 - 1 - 3 - 2	
NSCC Services	Trade Comparisons	24 hours / 7 days	4 - 2 - 1	
	Mutual Funds and ACATS	24 hours / 7 days	4 - 2 - 2	
	PC Web	24 hours / 7 days	4 - 2 - 3	
	Insurance	Mon-Fri 8:30 a.m. to 5:30 p.m.	4 - 2 - 4	
Proxy	Web Registration, Subscriptions, or Listings	Mon-Fri 8:30 a.m. to 5:30 p.m.	4 - 3 - 1	212-855-5191
	Confirmations for faxes sent to the 212 number	8:30 a.m. to 5:30 p.m.	4 - 3 - 2 - 1	
	Confirmations for faxes sent to the 813 number	8:30 a.m. to 5:30 p.m.	4 - 3 - 2 - 2	
	SPR Technical issues, including Password Resets	8:30 a.m. to 5:30 p.m.	4 - 3 - 4	
	All other Proxy and SPR questions	8:30 a.m. to 5:30 p.m.	4 - 3 - 5	
GCA	GCA Technical issues, including password resets, web browser, and file transmissions	Sun 7:00 p.m. to Fri 6:00 p.m.	4 - 1 - 4 - 1	
	Corporate Actions within the United States, Canada, Central America, or South America	Sun 7:00 p.m. to Fri 6:00 p.m.	4 - 1 - 4 - 2	
	Corporate Actions within Asia or Australia	Sun 7:00 p.m. to Fri 6:00 p.m.	4 - 1 - 4 - 3	
	Corporate Actions within Europe, the Middle East, or Africa	Sun 7:00 p.m. to Fri 6:00 p.m.	4 - 1 - 4 - 4	
	Product and Sales Information	Mon-Fri 8:30 a.m. to 5:00 p.m.	4 - 1 - 4 - 5	
Billing	Billing	Mon-Fri 8:30 a.m. to 5:30 p.m.	4 - 5	
Relationship Services	Relationship Services	Mon-Fri 8:30 a.m. to 5:30 p.m.	5	800-422-0582