

The Depository Trust Company

IMPORTANT

B#: 2189

DATE: October 09, 2001

TO: All Participants

CATEGORY: Participant Services

FROM: Ann Vece, VP, Customer Training and Information Products

ATTENTION: Managing Partner /Officer, Cashier and Operations Managers

SUBJECT: Training Hotline - New Telephone Number and Automated Menu Option

Effective November 2, 2001, the Training Hotline will begin to use the Customer Support Center's automated menu system and will change its phone number to **(888) 382-2172**. The following numbers will be discontinued:

- **(800) 545-1276**
- **(212) 855-4222**

This change provides participants with a single phone number for accessing centralized support services with access to a host of options.

To contact the Training Hotline:

- 1) Dial **(888) 382-2172**
- 2) You will be prompted to choose from a list of Options as follows:
 - Option 1: Connectivity to PTS and other systems (including Password resets)
 - Option 2: CCF, FTP, MDH, and NDM inquiries
 - **Option 3: Training Hotline (when and how to use PTS functions, business service and product questions and training specific inquiries)**
 - Option 4: Web Support

- Option 5: Corporate Information Security
- Option 6: Omgeo/Trade Suite Service Desk
- Option 7: All other inquiries

3) **Select Option 3** and your call will be directed to the Training Hotline.

If you have any further questions regarding the Training Hotline, please contact Tim Pamlyne by calling (888) 382-2721 and choose option 3 on the main menu.