

The Depository Trust Company
IMPORTANT
REVISION

B#: 2189R
DATE: November 06, 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 began using the Customer Support Center's automated menu system and has changed its phone number to **(888) 382-2721**.

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) 382-2721**
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/TradeSuite Service Desk
- Option 7: All other inquiries

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