

IMPORTANT NOTICE

The Depository Trust & Clearing Corporation



#: Z0026
Date: November 19, 2010
To: All DTC, NSCC & FICC Members
Attention: Managing Partner/Officer, Operations Partner/Officer
From: Relationship Management
Subject: Customer Guidelines for Equipment Relocation / Router Disconnection -
REVISED

DTCC manages a very resilient and highly redundant network service to our customers. This service is monitored 24/7, 365 days per year by our Network Engineering team. An interruption to that service is immediately escalated and triggers an incident outage ticket. Each ticket creates a workflow to evaluate, diagnose and remediate the underlying problem. The resolution of trouble tickets may involve multiple engineers and many hours to isolate a root cause.

Therefore it is critically important that the guidelines described below are followed at all times whenever a change to the DTCC remote infrastructure is required.

Relocation Request

DTCC must be notified **prior to any relocation** of DTCC router equipment – including data center moves, equipment relocation or cabinet moves.

Customers should never shutdown a router; disconnect any cables or interfaces without first contacting DTCC's Customer Support Center at phone number 1-888-382-2721 option 5 then option 4 or e-mail address: SMART@dtcc.com. In response to the request, DTCC Network Engineering will coordinate with the customer to move or relocate the hardware and test the applications.

Network Configuration and Application change request

All network or application related changes including a router IP address change, host IP address change or adding or removing specific application access require the submission of a Router Exchange Form.

Customers that require these types of modifications should contact DTCC's Customer Support Center at phone number 1-888-382-2721 option 5 then option 4 or e-mail address: SMART@dtcc.com to acquire a Router Exchange Form (REF). The REF form has specific instructions for these types of modifications. The DTCC Customer Support Center representative is available to assist customers to complete form correctly.

Router Disconnect Request

If a customer wishes to disconnect service for any reason, they must first complete a Service Disconnection Form. Customers should contact DTCC's Customer Support Center at phone number 1-888-382-2721 option 5

and option 4 or e-mail address: SMART@dtcc.com to acquire the Service Disconnection Form and instructions on how to complete the form.

Upon receipt of the Service Disconnection Form, DTCC will process a disconnection request with the circuit carrier and the Network Engineering team (NEO) will coordinate with customer to shutdown the router. Once the router and circuit have been disconnected, the customer must remove all hardware and return it to DTCC. Instructions for return shipment are detailed in the disconnection form. Customers should not shutdown a router prior to direct coordination with DTCC's Network Engineering team that it is appropriate to do so.

In response to customer feedback, DTCC is now offering enhanced access to all important notices via a new, Web-based subscription service. The new notification system leverages RSS Newsfeeds, providing significant benefits including real-time updates and customizable delivery. To learn more about this new service and to set up your own DTCC RSS alerts, visit http://www.dtcc.com/subscription_form.php.

To remove your name from the former system of email notifications, send a message to unsubscribe@dtcc.com.