DTCC DATA SERVICES

CLIENT SUPPORT

This document details how to get support for DTCC Data Services offerings.

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Introduction

This document is a reference guide for you to find support for DTCC Data Services offerings after completion of data feed and/or browser application connectivity.

Please share this document with the respective teams that will be using this data.

What to Provide Support Team Members

Please have the following information handy when reaching out to DTCC support teams:

1. Account/Member Number
2. Company Name
3. The Product name you are calling about:

    a. Product subscription AutoRoute (if applicable)
4. Let the Support team know you are a Data Services customer
5. Your Question

Resources

Data Services Learning Center
The Data Services Learning Center contains a variety of files and information about our data offerings.

Exchange Traded Funds Learning Center
The Exchange Traded Funds Learning Center contains common FAQs, a Portal User Guide, and other reference materials.

Corporate Actions Web Client Portal Tutorial
Use the Corporate Actions Web Client Portal Tutorial to learn how to use the CA Web portal.

Product Page Resource Section
Each product page on www.dtccdata.com has a resource section that contains documents that may help answer your questions.

Methods of Getting Support

By Phone

Call the DTCC Data Services Phone Number: 1-800-253-2488. Once connected, you can expect to hear the following call tree:

	Verbiage/Action
Primary Greeting	Welcome to the DTCC Data Services Customer Service Hotline. Your call may be monitored or recorded for quality assurance purposes.
Main Menu Options	For **File Delivery** and **Connectivity** issues, press 1. For **Password Resets** or **Login** issues to dtccdata.com or portal.dtcc.com, please press 2. For all other **Product Support** issues, press 3. For Data Services **Sales**, press 4,
Option 1 Selected	File Delivery / Technology issues
Option 2 Selected	Password resets and Login issues
Option 3 Selected	For Corporate Action Announcements, press 1. For Derivatives products including TIW, press 2. For all other Data Services, press 3.
Option 4 Selected	Data Services Sales

Additional information related to the call tree:

- Option 1: **Technology-related** issues. Use this option if:
    - You did not receive your file(s).
    - You are unable to access your file(s).
        - → including server password issues.
- Option 2: **Password/Login-related** issues. Use this option for:
    - DTCC's Custom Portal (Portal.DTCC.com)
    - DTCCdata.com
- Option 3: **File Content** related issues. Use this option if:
    - You have a question on a file layout.
    - You have a question on data content.

Online

1. For faster responses to **Corporate Actions** announcement content related questions such as "Why do I not see a specific announcement?, email ASBSDataProducts@dtcc.com with the following information:

    - Problem description
    - Your contact information

2. For all other data services:

    - Visit the DTCC Data Services website, www.dtccdata.com.
    - Click the **Contact Us** link on the top right, then select **Product Support**.

Note

User registration is required in order to proceed further.

- Fill out the support information and press **Submit**.
- When filling out this information, ensure that you select the product with which you need help form the drop-down list. Also add specifics about your inquiry in the **Additional Information** field before submitting.
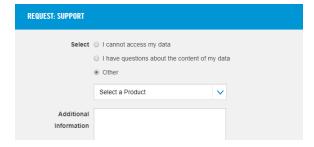

Figure 1 Product Support Request Submission

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FOR MORE INFORMATION
Email DTCC Learning at:
DataLearning@dtcc.com
or visit us on the web at:
www.dtcclearning.com