



SunGard introduces US toll-free support number for FAME products: **877.987.FAME (3263)**

SunGard is pleased to announce an enhanced client support telephone number for its FAME product family. Many clients use multiple support teams at SunGard FAME. The new telephone number provides toll-free, "one-number" access to all FAME client support groups, with easy call rerouting during emergencies or disaster recovery situations to ensure continuous client support.

The new number became operational on 20 August 2007 and can be used immediately. The old numbers will continue in service until at least 31 October 2007. After this time, they may be removed or replaced as part of our strategy to streamline and strengthen our infrastructure.

*** NOTE that non-U.S. based numbers will remain unaffected. Clients calling support desks in London or Singapore should continue to use the same numbers.*

We advise clients to begin using the new number immediately. We would also like to remind you to update any of your internal documentation and escalation procedures that reference the support numbers being phased out. This will ensure that your continuity plans and other functions have the latest information.

The new number offers four menu options, each connecting to the relevant support team. The four options are as follows:

Press	Support for	Replaces
1	Operations and data delivery	Voorhees Data Center Operations ▲ 856.566.5450 / 856.566.5037 ▲ 734.332.4400 (option 2) ▲ 734.996.4357 (option 2)
2	Financial data	NY Data Hotline: 212.506.0340
3	FAME and referencePoint software and licensing	Ann Arbor Hotline ▲ 734.996.4357 (option 1) ▲ 734.332.4400 (option 1)
4	FAME Components, FAME Feed and FAME Desktop	Burlington Help Desk: 781.663.3410

None of the personnel will change; your call will still be answered by the specialist team assigned to the current telephone numbers. The new number simply allows easier access to the support groups.

For reference, page 2 of this document details the general responsibilities of the support teams listed above, their expertise, and available support hours.

SunGard believes that these changes offer clients easier, more reliable, and more cost-effective access to support than before, ensuring that high-quality support is always one number away.

SunGard_FAME support teams

Operations and Data Delivery support – Option 1

The Operations group can assist with questions relating to:

- ▲ FAME Realtime market data processing
- ▲ Configuration and set up of your FAME SiteServer environment for new products
- ▲ Data delivery issues
- ▲ General configuration or connection problems for all FAME products and “smart hands” assistance for Hosted clients

The Operations team is available 24/7 to assist clients and can also be reached via email at ops.dms@sungard.com

Financial Data support – Option 2

The Financial Data Support team can assist with questions relating to:

- ▲ Challenges to the accuracy of data supplied in any FAME services
- ▲ The definition or use of any data supplied in FAME services
- ▲ Coverage of FAME services in security, item or geographic terms
- ▲ Information on additional FAME data products that are available

The support team can be reached Monday through Friday from 9AM to 5PM EST excluding holidays, and also via email at datai@sungard.com.

FAME and referencePoint Software and Licensing support – Option 3

The FAME and referencePoint software support team can assist with questions relating to:

- ▲ Installation, configuration, and use of SunGard FAME software applications
- ▲ Installation, configuration and use of SunGard FAME APIs, like the FAME 4GL, C and Java APIs
- ▲ Questions related to the installation of product licenses

The support team can be reached Monday through Friday from 8AM to 5PM EST, excluding holidays, and also via email at hotline.dms@sungard.com.

FAME Components, FAME Feed and FAME Desktop support – Option 4

The PowerData and FAME Feed support team can assist with questions relating to:

- ▲ Implementations, questions and use of the PowerData Processor (PDP) for real-time data
- ▲ Questions and use of the Component (JTic) solutions for real-time data, historical data, charts, news, and fundamentals
- ▲ Implementations, questions and use of the FAME Desktop product
- ▲ Questions related to all Tradeline & PowerData products

The support team can be reached Monday through Friday from 8AM to 5PM EST, excluding U.S. holidays and also via email at smds.tl.helpdesk@sungard.com.