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#### SYCOM FUNCTIONAL UPGRADE

Please be advised that SFE intends to upgrade the SYCOM Host and Client Application with functional enhancements and minor fault fixes between 15<sup>th</sup> and 28<sup>th</sup> May 2005.

Upgrade Component	Date
SYCOM Host Upgrade	14 <sup>th</sup> May
Client Upgrade 1	21 <sup>st</sup> May
Client Upgrade 2	28 <sup>th</sup> May

The SYCOM host upgrade will incorporate a range of functional changes, none of which will be enabled at this stage. The Client Upgrade 1 will incorporate 20% of total clients, covering all Participants and the full range of ISV solutions. Client Upgrade 2 will incorporate the remaining 80% of terminals.

All Client upgrades and implementation will be remotely performed by SFE using SMS and accordingly will not require the involvement of Participants.

All functionality has been thoroughly tested and contingency rollback plans have been developed.

In the event that a rollback is required Participants will not be required to technically respond but should be aware that access to SYCOM will be impacted. In this situation please direct all queries to the Business Operations helpdesk on 9256 0554 or alternatively use the SYCOM Status webpage below for up to date information.

<http://www.sfe.com.au/index.html?content/sfe/intro.htm>

Should you have any queries please contact the under signed on 9256-0554 or draper@[sfe.com.au](mailto:sfe.com.au)

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