

CIRCULAR



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**To: All Members
Back Office Accounting Suppliers
Quote Vendors**

No: 343/99

Year 2000 Changeover Weekend Contact Details

This statement is a Year 2000 disclosure statement for the purposes of the Year 2000 Information Disclosure Act 1999. A person may be protected by that Act from liability for this statement in certain circumstances.

This statement has been authorised by Brett Young, Director - Administration & Professional Services.

YEAR 2000 CHANGEOVER WEEKEND CONTACT DETAILS

The Sydney Futures Exchange (SFE) and New Zealand Futures and Options Exchange (NZFOE), have put together a plan for the Year 2000 changeover weekend. This circular outlines the Exchanges' contact details during this period.

The SFE and NZFOE have undertaken a comprehensive Year 2000 Programme which included numerous cycles during which the Exchanges' core systems were aged and tested. Furthermore an Industry Wide Test was conducted testing core systems from end to end.

SFE and NZFOE Command Centre

The Exchanges have installed an integrated voice recording system to provide all interested parties with the Exchanges status. In addition a Command Centre has been established to take support calls and queries, and manage communications between external parties and the Exchanges. The Command Centre will be operational from 31st December 1999 until 5th January, 2000.

All messages available on the integrated voice recording system will also be made available on the SFE website at www.sfe.com.au.

The Command Centre telephone numbers are free phone (toll free) numbers.

For AUSTRALIA based enquiries the number is:

1800 118 099

For NEW ZEALAND based enquiries the number is:

0800 900 022

Member Support

During the Member testing window (13:00 - 15:00 EST, 15:00 - 17:00 NZT) on 1st January 2000,

telephone support will be available to all Member sites. A Command Centre as detailed above has been established in Sydney to allocate all calls to the appropriate technical support staff. All support calls should be directed to the Command Centre.

Sydney and New Zealand based Members who requested on site support will be advised when Exchange staff will be attending by December 20th.

Remainder of the Changeover Weekend

The Exchanges will have no staff on site at midnight on December 31st, 1999. Normal callout arrangements will apply through our 24 hour security staff. No staff will be on site on 2nd or 3rd January, 2000 unless problems arise on 1st January, 2000 and remediation work is required.

Normal support numbers should be used for support calls prior to 31st December 1999 and post 5th January 2000.

Please see **Year 2000 Changeover Weekend, Circular 276/99** for further details on the Exchanges' approach and test facilities available on 1st January, 2000.

If you have any queries about the above, please either email to:

year2000@sfe.com.au or contact

Fiona Diplock, Year 2000 Member Liaison on (02) 9256 0479.

Fiona Diplock
Senior Project Analyst

15/12/99

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