

<b>Market Information Circular</b>			
<b>Circular number:</b>	2003-005	<b>Contact:</b>	Jim Sampson
<b>Date:</b>	April 15, 2003	<b>Telephone:</b>	212/897-0235

## **Subject: ISE Emergency After-Hours Contact Information**

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The ISE has implemented an emergency call tree for member firms to utilize when an after-hours issue requires immediate attention, and when the ISE Help Desk is not staffed. The ISE Help Desk is continuously staffed from midnight Sunday through midnight Friday (eastern time), excluding holidays. This circular will serve to provide ISE members with important contact information in such an eventuality.

Note that three ISE functional areas are represented: Network Operations, Computer Operations, and Market Operations. Should you require emergency, after-hours assistance, please select the appropriate staff member within the relevant area. If you do not reach anyone within the top line, feel free to move down the tree until you reach someone.

Please forward the attached call tree to any interested personnel within your organization.



Microsoft PowerPoint  
Presentation

# MEMBER EMERGENCY CALL TREE

