

SEDAR[®] SUBSCRIBER UPDATE

December 4, 2000

HOLIDAY SCHEDULE

December 22, 2000	The office will be closed at 1:00p.m. There will be someone on the helpdesk for support until 3:00p.m. (Eastern Standard time). A helpdesk person will check voicemail once per hour from 3:00p.m. to 11:00p.m. . The SEDAR Server will be down at 11:00pm until the morning of December 27. Customer Service Representatives will be checking their voicemail messages from 1:00p.m. to 5:00p.m.
December 25 & 26, 2000	CDS will be closed and the SEDAR Server will be down until the morning of December 27.
December 29, 2000	The office will be closed at 1:00p.m. There will be someone on the helpdesk for support until 3:00p.m. (Eastern Standard time). A helpdesk person will check voicemail once per hour from 3:00p.m. to 11:00p.m. The SEDAR Server will be down at 11:00pm until the morning of January 2. Customer Service Representatives will be checking their voicemail messages from 1:00p.m. to 5:00p.m.
January 1, 2001	CDS will be closed and the SEDAR Server will be down until the morning of January 2.

2000 SEDAR CLIENT SATISFACTION QUESTIONNAIRE

The week of November 6, 2000 the SEDAR Client Satisfaction Questionnaire was sent out to all subscribers. In order to benefit from your feedback and allow us to serve you better, we would like to remind you to complete and return your survey to us by December 20, 2000 in order for it to be incorporated into the results analysis.

If you have not received the survey, please contact Maria DeVuono at 416-365-8133 and a copy will be sent out to you.

If you have any questions please contact your local Customer Support Representative, or the SEDAR Help Desk at 1 (800) 219-5381.