

## CME GLOBEX® CONTROL CENTER PHONE MENU

For expedited service, press 9 to enter your TeleSTAT User ID and PIN. If you do not have a TeleSTAT User ID and PIN, select from the following options.

**GCC 312.456.2391**

**GCC Outside U.S. 44 20 7623 4708**

For error trades, order cancellation and order status	<b>Press 1</b>
For CME Globex technical assistance	<b>Press 2</b>
For all other market-related assistance including Block Trades	<b>Press 3</b>
For CME Globex Trader <sup>SM</sup> VPN connection issues requiring immediate connection with the Genuity Help Desk	<b>Press 4</b>
For OneChicago SSF issues	<b>Press 5</b>
For Certification Environment users	<b>Press 6</b>
For CME Globex access and registration	<b>Press 7</b>
For e-cbot traded products	<b>Press 8</b>
For expedited service, enter your CME TeleSTAT User ID and PIN	<b>Press 9</b>

NOTE: You can select the desired option at any time after the menu begins.

All calls to the GCC are recorded.  
<http://www.cmegroup.com/gcc>

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**GCC 312.456.2391**

**GCC Outside U.S. 44 20 7623 4708**

OPTION	DESCRIPTION:	SELECT FOR:
1	Error trades, order cancellation and order status	Critical exposure areas such as Error Trades, Order Status, and Cancellation
2	CME Globex technical assistance	Issues relating to connectivity, service restoration, order and market data latencies and functionality issue with all CME Globex software, including FirmSoft
3	All other market related assistance, including Block Trades	Block Trade reporting, product information, product schedules, reports of trading irregularities
4	CME Globex Trader VPN connection issues Press 4 for immediate connection with the Genuity Help Desk	CME Globex Trader VPN connectivity issues (answered by Genuity)
5	OneChicago SSF Issues	All OneChicago issues, including order status and cancellation
6	Certification Environment	All Certification Environment issues
7	CME Globex access and registration	CME Globex Registered Contact changes, CME TeleSTAT access, and FirmSoft password requests
8	e-cbot Traded Products	All service requests for e-cbot Traded Products

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