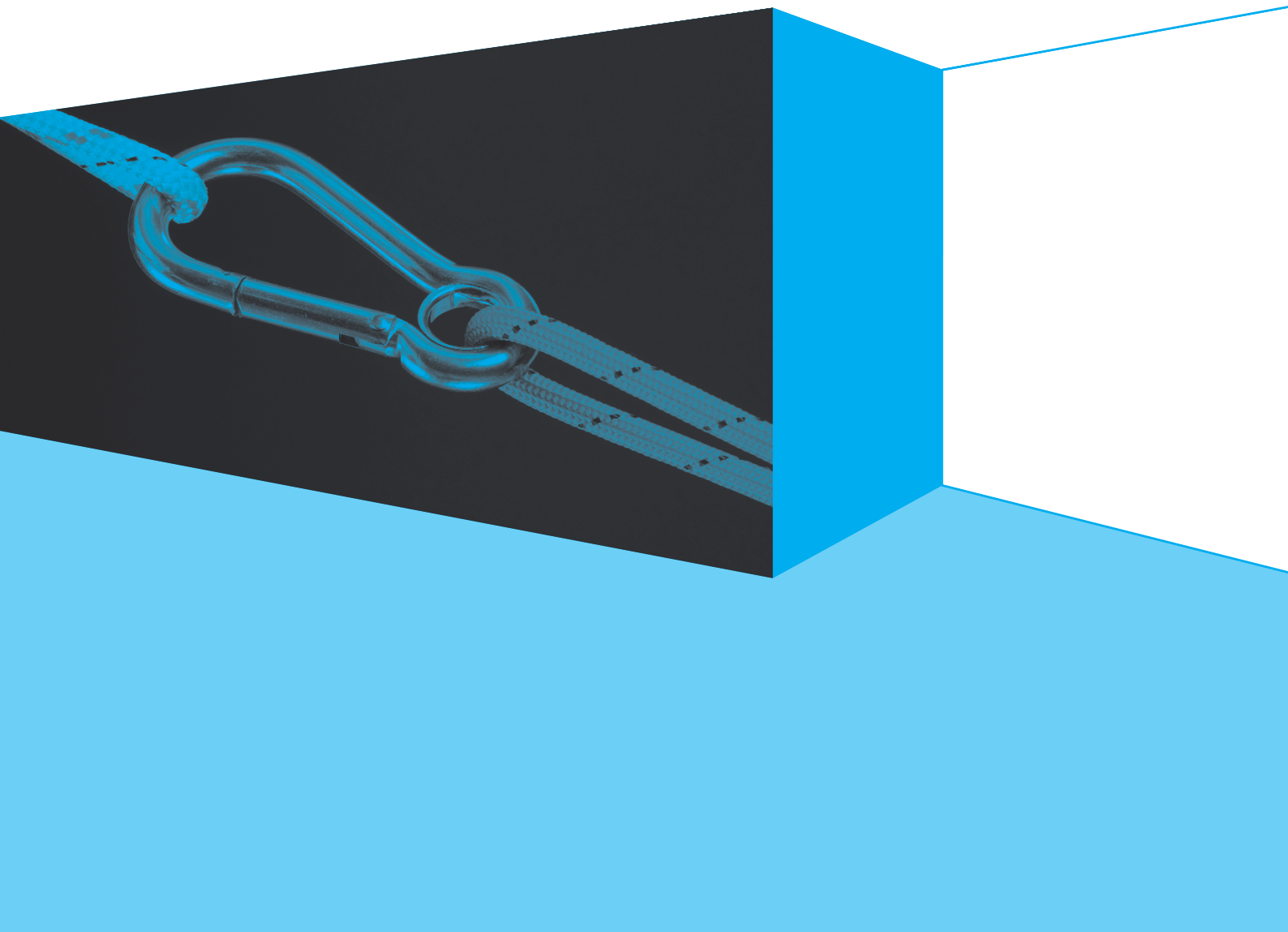




London
Stock Exchange

SERVICE GUIDE

RNS Submit



Contents

1	Introduction	1
2	RNS overview	2
2.1	RNS Submit	2
2.1.1	Main features and functionality of RNS Submit	2
2.2	Types of RNS users	3
2.2.1	Standard Users	3
2.2.2	Super Users	3
3	Announcement distribution	4
4	Security	5
5	Getting started	6
5.1	Registration	6
5.2	Username and password	6
5.3	Logging in	7
5.4	Preparing announcements	7
5.5	AVS numbers	8
6	Announcement submission	9
6.1	Announcement submission - step 1	9
6.2	Announcement submission - step 2	10
6.3	Announcement submission - step 3	10
6.3.1	Related companies	11
6.4	Announcement submission - step 4	11
6.4.1	Adding supplementary destinations	11
6.4.2	Adding PDF files	12
6.5	Announcement submission - step 5	12
6.5.1	Conversion warnings	12
6.5.2	Review and edit	13
6.5.3	Release options	14
6.6	Announcement submission - step 6	15
6.6.1	Copyback	15
6.6.2	Comments box	15
6.7	Announcement submission - step 7	16
6.8	Test conversion	16

7	Status List page - managing announcements	17
7.1	Announcement history	17
7.2	Status List display	18
7.3	Announcement status and actions	19
7.4	Online statement	19
8	Managing accounts	20
8.1	Super Users	20
8.1.1	Generating AVS numbers	20
8.1.2	Activating new AVS numbers	20
8.1.3	View new AVS numbers	20
8.1.4	Managing Contributors	21
8.1.5	Managing users	21
8.2	My profile	22
8.2.1	Profile	22
8.2.2	Change password	22
8.2.3	Change security question (Super User only)	22
8.2.4	Conversion options	22
9	Customer support	23

1 Introduction

The new RNS Submit client interface which we have introduced provides the most advanced and effective financial disclosure tools for Main Market, AIM and other quoted companies.

New RNS Submit is part of a major investment by the London Stock Exchange to upgrade the RNS core systems which are essential for the rapid, secure and reliable dissemination of regulatory announcements. Before commencing, we listened to your views on what was most important to you. As a result, new RNS Submit has been designed to achieve real improvements to the process for uploading announcements to RNS and converting them to a 'market-ready' format.

For many years, efficient regulatory disclosure has been one of the vital building blocks of London's position as the world's leading capital market. Uniquely among the world's main financial centres, London's regulations and market best practice ensure real-time, comprehensive dissemination of the full text of all companies' regulated information announcements. Investors benefit from access to a variety of complete announcement sets through professional data services or investor websites.

RNS is designed to ensure that our clients' regulatory announcements integrate seamlessly with these services. This ensures rapid and efficient price formation which is the ultimate protection for investors. We also recognise that disclosure of regulated information needs to be as resilient as the markets it supports. Therefore, our new system is based on the same IT platform that supports the world's most efficient and stable trading system - TradElect.

We recognise the high importance of effective financial disclosure to our clients. Our investment in new technology is reinforced by our commitment to providing the highest standards of customer service. Put simply, our People and Systems are the best in the business.

Simon Wilkinson

Head of RNS

2 RNS overview

RNS is the longest established Regulatory Information Service in the UK and has built a reputation for market awareness, industry knowledge and product flexibility. Companies, their advisers and other market participants use RNS to meet disclosure obligations including:

- the UK Listing Authority's Disclosure and Transparency Rules (DTRs)
- AIM Rules for Companies
- Takeover Panels (POTAM) Disclosure Rules.

RNS is the provider of choice for major financial PR agencies and corporate advisers along with 80% of Main Market and AIM companies as a result of its track record of service excellence and commitment to continuous improvement.

Releasing announcements using RNS distribution channels will ensure your information is distributed immediately and accurately marked against your company on key vendor terminals such as Thomson Reuters, Bloomberg and Dow Jones. RNS is distributed in full text to over 2 million market professional terminals and global key financial websites.

To further enhance market transparency, RNS will ensure where more than one company is impacted or referenced in an announcement, a news marker can additionally be attributed to this entity ensuring complete market transparency.

2.1 RNS Submit

RNS Submit is an enhanced submission tool for all your regulatory and non-regulatory financial news announcements. With a high-speed conversion process to provide superior efficiency and a new intuitive user interface for enriched functionality and flexibility, RNS Submit will help you communicate with the market with greater ease.

2.1.1 Main features and functionality of RNS Submit:

- Web based - RNS Submit is web based so there is no need to download any software. It can be accessed on any computer with internet access via a URL; giving you greater flexibility.
- Ability to upload Word documents - announcements can be prepared in Microsoft Word so that you have greater control over the format of your announcement. Simply upload your announcement to RNS Submit with no pre-conversion required.
- Superior presentation - Microsoft Word files are automatically converted to XHTML rather than ASCII. This produces a more accurate rendering of the source document.
- High-speed conversion - your Microsoft Word documents are converted for you to review quickly and efficiently.
- Submission of supporting documents - you can upload multiple PDF files providing supplemental information to your main announcement.
- Online editing - you can edit converted documents using an intuitive online user interface without having to communicate changes by phone to RNS (although 24/7 support is still available if required).
- Copyback - you can review and edit your announcement content using the Copyback facility. This gives you greater reassurance as final checks can be made prior to release.

- Online account management - this gives you greater control along with the flexibility to add, lock and delete users, order, activate, print and view AVS numbers and authorise agents using any computer with internet access.
- Manage announcement distribution - manage and review all distribution points from the Status List page which is also your homepage.
- Announcement archive - up to 13 months of new announcement data will be archived and accessible online. This gives you an enhanced view and the ability to track and manage submissions over a greater time period.
- Online billing - you can access your statements online giving you greater flexibility and control.
- Audit trail of all releases - all distribution points are tracked and recorded via the main Status List page giving you increased control on all points of distribution and a full audit trail.
- Enhanced print - announcement and header information is available in a printer-friendly format so that you can create an accurate hardcopy audit trail of the announcement.
- Utilises the latest security software - ensures your information is confidential prior to market release.
- Online help - a detailed and context sensitive help facility is available online.

2.2 Types of RNS users

RNS Submit provides users with much greater visibility and control over internal user management and access. There are two tiers of users in RNS Submit:

2.2.1 Standard Users

Standard Users have the ability to:

- login and submit announcements online
- monitor and track status
- request further control facilities such as embargo, telephone embargo, Copyback etc
- edit own password and contact details at any time when logged in.

2.2.2 Super Users

A Super User is the primary point of contact within your organisation (similar to the historical concept of an AVS contact) and has the ability to administer a Contributor account.

A Super User has the ability to:

- add/delete/lock/unlock user profiles
- order and activate AVS numbers
- authorise an Agent to submit announcements on their behalf
- set up new Standard User accounts.

A Contributor can have as many Super Users as appropriate for the organisation, but invariably they are limited to the primary points of contact.

4 Security

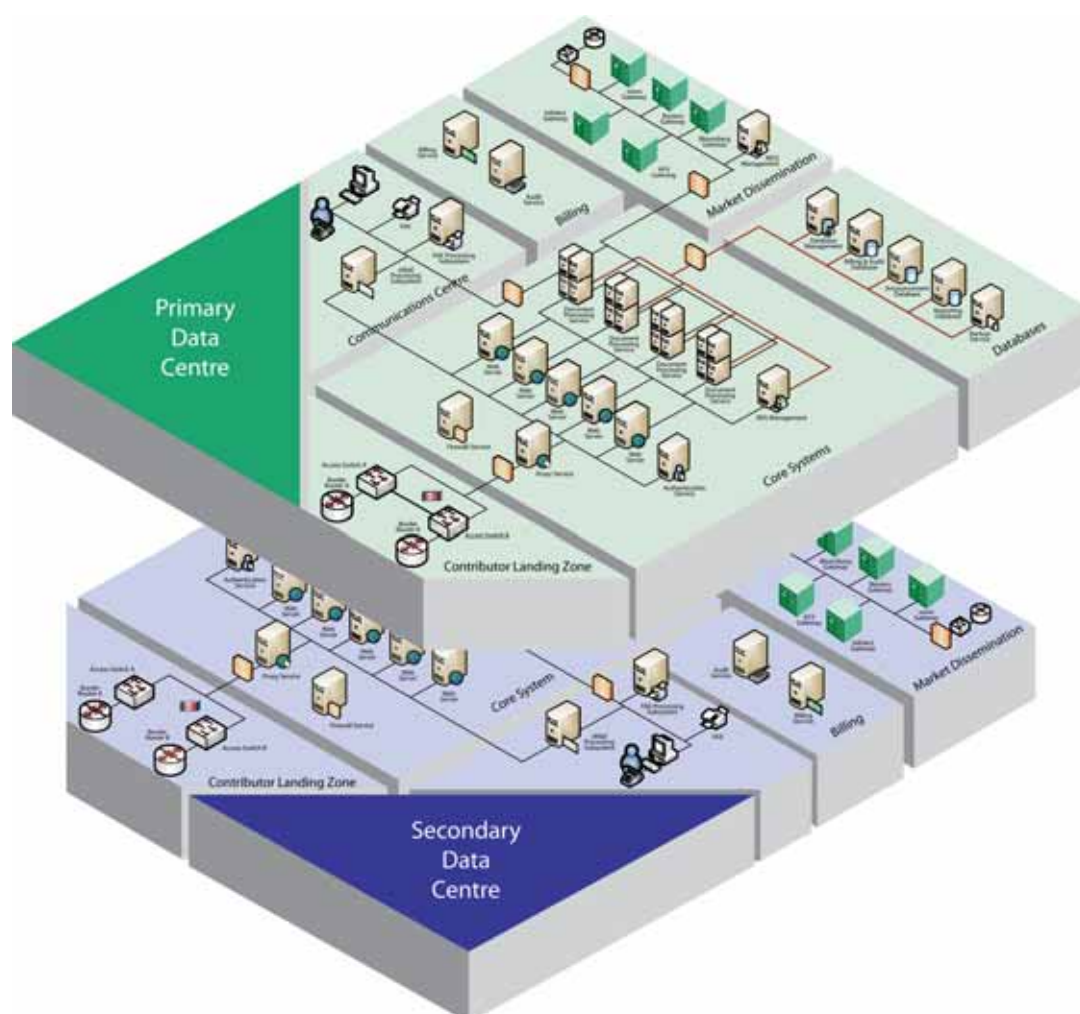
RNS places high emphasis on the security and confidentiality of all information handled. The London Stock Exchange has taken detailed measures to ensure the integrity of the systems and network are sound - as a result of:

- rigorous security testing
- dual (multi-vendor) firewall
- all system communications are encrypted via the Industry Standard SSL.

In addition, access to the system is only permitted through the use of user accounts with secure logins.

The diagram below demonstrates the extensive measures taken by RNS to ensure your announcements are handled securely.

The Secondary Data Centre is a 100 per cent replication of the Primary Data Centre and can be immediately invoked, allowing RNS to continue operating even in the unlikely event of an issue with the Primary Data Centre.



5 Getting started

To submit an announcement online to RNS you will need to:

- be registered with RNS
- have valid login details to access the site
- have an announcement correctly formatted in Microsoft Word in accordance with the Good Formatting Guide (.doc or .docx format)
- have an active AVS number.

5.1 Registration

All organisations that wish to use RNS must first register with RNS. This includes the company whose name the announcement is to be released under (ie the Company), as well as organisations submitting announcements on their clients behalf eg NOMAD or Agent (ie the Contributor).

Registration process

1. The registration form is available from RNS Submit and can be accessed via the online Help text or by visiting www.londonstockexchange.com/submit
2. Fax the completed registration form to +44 (0)20 7588 6057 or post it to:

RNS Customer Services
London Stock Exchange
10 Paternoster Square
London
EC4M 7LS.
3. RNS will process the registration form within one working day of receipt.
4. RNS will email the main nominated contact at your organisation (as stipulated on the registration form) with login details.

5.2 Username and password

In order to log in to RNS Submit, either your organisation's nominated Super User or RNS Customer Services need to designate a username and password to you. If you are a new Contributor organisation, the set-up of your initial user details will occur at the point of registration.

Usernames are case sensitive and alphanumerical. It is recommended that usernames are set-up with the following syntax:

- first initial
- first five letters of the surname
- two numerical values.

Eg Nick Maynard would read Nmayna01

Passwords are case sensitive. After four unsuccessful attempts to access RNS Submit, the account is locked to prevent unauthorised access.

Super Users can unlock passwords for Standard Users within their organisation. If Super Users are locked out, they should contact RNS Customer Services.

5.3 Logging in

1. Open Internet Explorer.
2. Click in the address bar and type the following URL: <https://rnssubmit.com>
3. Type your username and password.
4. Click the 'Log in' button.

If you are logging in as a Super User for the first time, you will be required to set up a supplementary security question which is used to generate, activate and view AVS numbers online.

5.4 Preparing announcements

You should prepare your announcements in Microsoft Word format and the file names should end in .doc or .docx. Please note that Excel tables must be copied and pasted into the Word document and you should use standard formatting and avoid using tabs or unusual characters.

For advice on how best to prepare your announcements, please refer to the Good Formatting Guide, which is available from RNS Customer Services.

To make it easier for you to prepare announcements in Microsoft Word, standard forms including those required by the UKLA and POTAM can be downloaded via the templates section of RNS Submit.

The forms are in Microsoft Word and are preformatted for use with RNS Submit. The forms available to download include:

- block listing six monthly return
- director PDMR shareholding
- EPT disclosure
- ISE form 38.5
- ISE rule 8
- notification of major shareholdings
- publication of prospectus
- RNS correction preamble*
- rule 8.1
- rule 8.1 and supplement
- rule 8.3
- rule 8.3 and supplement
- stabilisation notice
- test**
- TR3.

* Internal template offering guidance on wording for replacement announcements.

** Internal template for creating test announcements.

5.5 AVS numbers

An AVS number is a unique pin required to validate the origin of each announcement and to submit an announcement to RNS. AVS numbers can only be ordered and activated via RNS Submit by a Super User or by contacting RNS Customer Services.

A Super User can generate as many AVS numbers as required, up to the limit set for their organisation, usually 100. The management and distribution of generated AVS numbers is the responsibility of the Super User.

Once a Super User has ordered a new set of AVS numbers they will receive a confirmation email from RNS containing an activation code that can either be activated via the email or by entering the code into the corresponding section of RNS Submit, only then will the AVS numbers be active and ready for use.

AVS numbers are entered at step 6 of the announcement process. AVS numbers may only be used once and will disappear from the active AVS list after use.

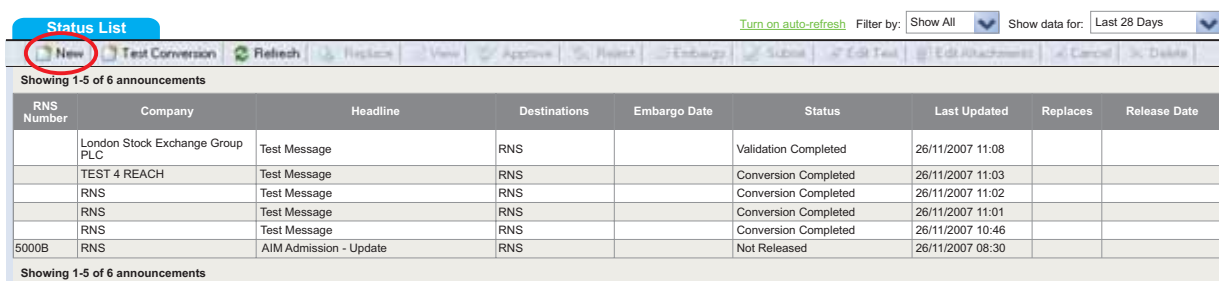
Please refer to the 'Managing accounts' section for more detailed information on how Super Users generate AVS numbers.

6 Announcement submission

Once you have logged in to RNS Submit you will arrive at the Status List page. This is the RNS Submit homepage and is where you can manage all your announcements and access all areas of RNS Submit. Please refer to the Status List section for more information.

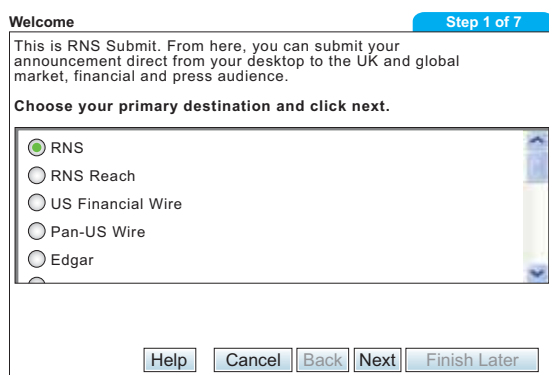
A context sensitive Help text is available at any stage of the process. Simply press on 'Help' in the top right hand corner of the screen and this will open a new window.

To submit a new announcement, click on the 'New' button on the Status List tool bar. This will launch a user-friendly wizard that takes you through the seven steps of the announcement submission process.



RNS Number	Company	Headline	Destinations	Embargo Date	Status	Last Updated	Replaces	Release Date
	London Stock Exchange Group PLC	Test Message	RNS		Validation Completed	26/11/2007 11:08		
	TEST 4 REACH	Test Message	RNS		Conversion Completed	26/11/2007 11:03		
	RNS	Test Message	RNS		Conversion Completed	26/11/2007 11:02		
	RNS	Test Message	RNS		Conversion Completed	26/11/2007 11:01		
	RNS	Test Message	RNS		Conversion Completed	26/11/2007 10:46		
5000B	RNS	AIM Admission - Update	RNS		Not Released	26/11/2007 08:30		

6.1 Announcement submission - step 1



Welcome Step 1 of 7

This is RNS Submit. From here, you can submit your announcement direct from your desktop to the UK and global market, financial and press audience.

Choose your primary destination and click next.

- RNS
- RNS Reach
- US Financial Wire
- Pan-US Wire
- Edgar

Firstly, select the primary destination which you would like your announcement to go to. The primary destination is often the only destination you will choose for an announcement and is the version you will review and edit. The primary destination also determines the format in which your announcement will be released to the market - RNS and RNS Reach will be distributed in XHTML, EDGAR in HTML and with all other destinations distributed in plain text format.

If the announcement is to be released to more than one media circuit or in more than one jurisdiction, you can select supplementary destinations in step 4 of the wizard.

Clicking the 'Help' button at any stage will take you straight to our online context sensitive Help text where each step is explained in detail.

Although the help window automatically opens to the relevant stage you are at, you can move backwards and forwards through all the stages and navigate to other sections if you wish.

If you decide to end the announcement submission process, click 'Cancel' to close the wizard. No information will be saved. Once you have selected your primary destination, click 'Next'.

6.2 Announcement submission - step 2

Upload Document Step 2 of 7

Please enter the following announcement details, specify the document to upload, and then click Next to proceed:

Company Name:

Category:

Headline:

Select the document you wish to submit as an announcement:

RNS accepts Microsoft Word documents only.

Company name

Select the company whose name the announcement is to be released under. If the company required is not listed in the drop down menu, you will need to contact the company directly in order for them to authorise you as a Contributor.

Category

This displays headline categories most relevant to your primary destination announcement. Select the most appropriate category for your announcement.

Headline

This is automatically pre-populated with a headline relating to the category selected. However, you can amend the description up to a maximum of 50 characters. For more details on regulatory headlines please visit the London Stock Exchange website at www.londonstockexchange.com/rnsheadlines

To upload your pre-prepared Microsoft Word announcement, click on 'Browse'. Navigate to the file you want, select it, click 'Open' and then click 'Next'.

6.3 Announcement submission - step 3

Announcement Details Step 3 of 7

Please enter the following announcement details and click Next to proceed:

Immediate Release
 Telephone Embargo
 Embargo

Click here if this announcement contains related companies:

(No companies currently selected)

RNS Submit allows you to control when your announcement is released. Three options are available:

- Immediate release.
- Telephone embargo - your announcement will only be released when RNS Customer Services receives a verbal authorisation.
- Embargo - enables you to specify a time and date in the future for the announcement to be released.

6.3.1 Related companies

To further enhance market transparency, RNS Submit enables you, where more than one listed or quoted company is referenced in an announcement, to choose that company as related. You can select up to four related companies per announcement.

To add a related company:

- Click on 'Related Companies'. This opens a new window.
- Enter the name of a related company and click 'Search'.
- Select the required company under 'Search Results' and then click on the top arrow to add.
- To remove a selected company, click on the company name under 'Related Companies' then click on the bottom arrow.
- Once you have selected all the related companies you wish to add, click 'OK'.

Please note, from Step 3 onwards, you can click on 'Finish Later' to complete the announcement submission process at a later date. The wizard will close and your progress will be saved. Your announcement will be displayed on your Status List page with a status marked 'Conversion Completed'.

To move on to Step 4 click 'Next'.

6.4 Announcement submission - step 4

Additional Distribution Options Step 4 of 7

RNS provides the following additional distribution options.

Additional Destinations:

- RNS
- US Financial Wire
- Pan-US Wire
- Edgar
- UK Financial Media

6.4.1 Adding supplementary destinations

If your announcement is to be distributed to more than one destination (ie another media circuit or regulatory jurisdiction) then you can select your supplementary destination(s) at this stage.

Different media circuits and jurisdictions often require modified versions of your primary destination announcement. RNS will modify your announcement for you to suit the needs of different destinations. If you would like to see the modified version, you will need to contact RNS Customer Services who will arrange a Copyback for you.

6.4.2 Adding PDF files

You can also add supporting PDF files. A link will be created in your converted document, by RNS, to allow readers to download the PDF if they wish. PDFs can be used for a number of reasons including:

- complying with Prospectus Directive requirements
- to display formats not supported by the normal submission process, such as graphs or pictures.

The maximum size for a PDF file is 10MB (please note that this may slow down the transmission of your submission due to the need to send the file over the internet).

To add PDFs:

- Click 'Attach Additional PDFs'. A new window will open.
- Click 'Browse' to locate your PDF.
- Select your file and click 'Open'.
- Click the 'Upload' button.
- Once your required file is uploaded, click 'OK'.
- Now click 'Next' to move on to step 5.

6.5 Announcement submission - step 5

Converting Document Step 5 of 7

Conversion of your announcement document has completed.

Click the button below for information about the conversion.

Click "Review and Edit" to view or alter the announcement content.

You must review your converted announcement before you can continue.

When your announcement is uploaded, it is converted to a format appropriate to the primary destination you have chosen.

6.5.1 Conversion warnings

As part of the conversion process, a number of quality checks are performed and if any issues are identified, they are reported as conversion warnings. To view the conversion warning click on 'View Conversion Messages'. If no conversion warnings are reported, this button will be 'greyed-out'.


Conversion warnings may include:

- incorrect or missing company name
- the presence of tracked changes
- invalid characters detected
- the presence of white text.

It is always advisable to check these warnings and take the appropriate actions to resolve any possible issues with your announcement prior to submission.

6.5.2 Review and edit



 **Go to edit mode** - all editing takes place in the edit mode view. Note that your edit view provides a grid outline only to assist with editing. To see your underlines and any table grid elements that will be visible upon publication, you will need to switch to preview mode.

 **Go to preview mode** - no editing can take place in preview mode.

At this stage you must check that your announcement has converted successfully and that you are happy for it to be submitted to RNS.

Click on the 'Review and Edit' button to open the edit screen. This is the only opportunity you will have to interact and amend the text of your announcement ahead of submission.

The edit screen has two main views:

Edit mode

This allows you to interact with the text and make amendments. This view will include light grey 'ghost' gridlines that will not be viewed on the released announcement, but are displayed to allow easier editing of tables.

The screen offers a range of edit functions similar to those of Microsoft Word, which include:

- cut
- paste
- copy
- copy as text
- spell check
- find
- select all
- remove format
- view mode
- edit mode
- italic
- underline
- subscript
- superscript
- number bullets
- bullets
- indent left and right
- left align
- centre align
- right align
- justify
- insert table
- insert horizontal line
- insert special character.

A range of standard formats are also available including Normal and Headings.

Fonts

The system allows you a choice of six font types within the editor screen:

- Arial
- Comic Sans MS
- Courier New
- Tahoma
- Times New Roman
- Verdana.

Font sizes

There are seven text sizes you can use within the editor:

- xx small
- x small
- small
- medium
- large
- x large
- xx large.

You can also change the background and text colours, although this is not advised as some downstream vendors cannot support this yet and will convert back to a standard display.

Preview mode

This is the non-editable view. It displays the announcement as it will be released. It is important that you view the announcement via this setting before continuing.

6.5.3 Release options

At the bottom of the editor screen you have two options, which instruct RNS Customer Services on how to handle your announcement.

RNS to release without reformatting

This instruction means that other than the normal quality checks RNS Customer Services always performs, your announcement will not be delayed in any way and will be released as per your instructions.

RNS to format for release

This instruction means that you would like RNS Customer Services to review the display of your announcement and make 'cosmetic' changes if we feel they would improve the presentation of the announcement.

Please be aware that RNS Customer Services will not make any contextual changes to your announcement.

By pressing 'Update' you will save any changes and continue with your submission.

By pressing 'Cancel' you will not save any changes you have made to the announcement and will return to Step 5.

To move on to step 6, click 'Next'. Your document will now be validated to ensure that all edits are XHTML compliant.

6.6 Announcement submission - step 6

Submit Announcement Step 6 of 7

Please confirm your contact details, enter a valid AVS number and click Submit to send your announcement to RNS for release.

Company Name:

Category phone number:

Contact mobile number:

AVS security number:

Copyback:

Comments:

This is the final active step in the process and where you confirm that you are happy to submit your announcement to RNS. Please check that your contact details are correct and enter a valid AVS number.

AVS numbers are unique to your organisation and provide an automated security check to ensure you have the authority to submit an announcement. New AVS numbers can be obtained from your Super User or by contacting RNS Customer Services. For further information on AVS numbers, please see section 8.

6.6.1 Copyback

By selecting the Copyback option you are instructing RNS that you require to further review your announcement after RNS has completed all checks and possible formatting changes.

The announcement will be returned in a 'Copyback - Awaiting Approval' state viewable from your Status List and can then be signed-off and released or rejected for further amendment by RNS or amended by you ahead of release.

Please note that choosing Copyback could add considerable time to the release of your announcement and does require further action from you before the announcement can be released.

6.6.2 Comments box

Further instruction can be added at this point. Please note that this will only be read by RNS and will not be published.

By clicking 'Submit' your announcement will be submitted to RNS. Any other action at this stage, eg cancel, back and finish later will mean that your announcement will not be submitted to RNS.

6.7 Announcement submission - step 7

Final Confirmation
Step 7 of 7

Your announcement has been submitted and will be released in accordance with your instructions.

RNS number: 5256B
 Primary Destination: RNS
 Company Name: RNS
 Category: Additional Listing
 Headline: Additional Listing
 Embargo: No
 Related Companies: None
 Additional Destinations:
 Attachments: None
 RNS to release without reformatting:
 Copyback: No

This displays a summary of your submission including the five digit RNS number that has been assigned to your announcement.

Please note that if you wish to discuss your announcement with RNS Customer Services you may be asked to provide this number as reference.

You have now completed your announcement submission and will be returned to the Status List page.

6.8 Test conversion

Status List
Turn on auto-refresh
Filter by: Show All
Show data for: Last 28 Days

New
Test Conversion
Refresh
Replace
View
Approve
Reject
Embargo
Submit
Edit Text
Edit Attachments
Cancel
Delete

Showing 1-5 of 6 announcements

RNS Number	Company	Headline	Destinations	Embargo Date	Status	Last Updated	Replaces	Release Date
5146B	RNS Live Demo	Test Message	RNS		Conformation Completed	26/11/2007 11:08		
5128B	RNS Live Demo	Test Message	RNS	14/02/2008 07:00	Not Released	26/11/2007 11:03		
5161B	RNS Live Demo	Test Message Copyback	RNS		Released	26/11/2007 11:02		26/11/2007 11:02
5148B	RNS Live Demo	Test Message	RNS+Edgar		Copyback	26/11/2007 11:01		
5147B	RNS Live Demo	BG	RNS		Not Released	26/11/2007 10:46		
5141B	RNS Live Demo	AIM Admission - Update	RNS		Not Released	26/11/2007 08:30		


Showing 1-5 of 6 announcements

If you wish to review how a Microsoft Word document converts for any destination, but do not wish to submit it as an announcement immediately, then you can use the test conversion option on the Status List tool bar. This will convert your document, but will not allow you to submit or save the converted file.

7 Status List page - managing announcements

The Status List is the homepage of RNS Submit and is the first screen you are presented with after logging in. It is from this screen that all areas of the system can be accessed.

Status List | My Profile | Statement | Manage | Templates Help | Contact RNS | Logout

 **London Stock Exchange** **RNS Submit**

Status List [Turn on auto-refresh](#) Filter by: Show data for:

Showing 1-5 of 6 announcements

RNS Number	Company	Headline	Destinations	Embargo Date	Status	Last Updated	Replaces	Release Date
	London Stock Exchange Group PLC	Test Message	RNS		Validation Completed	26/11/2007 11:08		
	TEST 4 REACH	Test Message	RNS		Conversion Completed	26/11/2007 11:03		
	RNS	Test Message	RNS		Conversion Completed	26/11/2007 11:02		
	RNS	Test Message	RNS		Conversion Completed	26/11/2007 11:01		
	RNS	Test Message	RNS		Conversion Completed	26/11/2007 10:46		
5000B	RNS	AIM Admission - Update	RNS		Not Released	26/11/2007 08:30		

Showing 1-5 of 6 announcements

7.1 Announcement history

The Status List provides up to 13 months history of all your announcements and is defaulted to display the last 28 days of activity. The screen will display a maximum of 100 announcements per page which you can filter using the following 'Show data for' criteria:

- last 28 days (default)
- today
- yesterday
- this month only
- last month only
- this calendar year
- show all.

There is a further set of 'Filter by' criteria available if required, which may be used exclusively, or in conjunction with the list above:

- show all (default)
- copyback
- deleted
- held
- pending
- released
- unsubmitted.

7.2 Status List display

The Status List displays information against each announcement and allows further actions to be performed depending on the status of the announcement.

The following information is displayed for each announcement on the Status List:

- RNS number - all submitted announcements are assigned a unique RNS number. This is used to identify the announcement on vendor applications and ensure accuracy when replacing announcements.
- Company - the name of the organisation that the announcement will be assigned against.
- Headline - please see section 6.2.
- Destination - displays the destination(s) chosen at Step 1 and/or 4 of the announcement submission process. The primary destination will be displayed first.
- Embargo date - displays any embargo information that has been assigned to the announcement. If no embargo preference has been selected, no information will be displayed. If telephone embargo has been assigned then the word 'Telephone' will be displayed.
- Status - please see section 7.3. The Status List page can also be filtered by announcement status.
- Last updated - displays the time and date the announcement status was last changed.
- Replaces - displays the RNS number of the announcement that has been replaced. No information will be displayed if the announcement is not replacing an existing announcement.
- Release date - displays the release time and date of the announcement. This will remain blank until the announcement is released.
- Refresh - the Status List can be set to automatically refresh every two minutes by using the auto refresh setting, or it can be manually refreshed by clicking on the 'Refresh' button on the menu bar. We advise that you do not use F5 to refresh your screen as this can change the state of some Copyback announcements.

7.3 Announcement status and actions

Depending on the status of your announcements, different options are available on the Status List tool bar. If an action is not available for a particular announcement, then the button is 'greyed-out'.

Announcement status	Description	Further actions available
Released	The announcement has been successfully released.	Announcement can be replaced.
Deleted	The announcement was deleted before being submitted.	No further action.
Submitted	The announcement has been submitted to RNS but not yet released.	<ul style="list-style-type: none"> • delete announcement • add/delete embargo details.
Validation completed	The announcement has been successfully converted and validated but has yet to be submitted. The announcement is only visible to the user.	<ul style="list-style-type: none"> • submit announcement • add/amend embargo details • add/delete/amend PDF attachment • delete announcement.
Conversion completed	The announcement has been successfully converted but has yet to be validated and submitted. The announcement is only visible to the user.	<ul style="list-style-type: none"> • validate announcement • submit announcement • add/amend embargo details • add/delete/amend PDF attachment • delete announcement.
Pending	The announcement has been assigned an AVS number but has yet to be submitted. The announcement is visible to all of the organisation's users.	<ul style="list-style-type: none"> • submit announcement • add/amend embargo details • delete announcement.
Held	The announcement has been submitted but is being held by RNS.	<ul style="list-style-type: none"> • release announcement • add/amend embargo details • delete announcement.

7.4 Online statement

With RNS Submit, you can view your statements online by clicking on 'Statement' from the top tool bar. This shows you a summary of all announcements due to be invoiced to your company and also previously invoiced announcements.

There are options to download this information into a csv file or simply print from screen.

8 Managing accounts

8.1 Super Users

A Super User is the primary point of contact within your organisation (similar to the historical concept of an AVS contact) and has the ability to administer a Contributor account.

A Super User has the ability to:

- add/delete/lock/unlock user profiles
- order and activate AVS numbers
- authorise an Agent to submit announcements on their behalf
- set up new user accounts.

Super Users can manage accounts and AVS numbers by clicking on 'Manage' at the top of the screen. This is not visible to Standard Users.

Status List | My Profile | Statement **Manage** | Templates Help | Contact RNS | Logout

London Stock Exchange **RNS Submit**

Status List Turn on auto-refresh Filter by: Show All Show data for: Last 28 Days

New Test Conversion Refresh Replace View Approve Reject Embargo Submit Edit Text Edit Attachments Cancel Delete

Showing 1-5 of 6 announcements

RNS Number	Company	Headline	Destinations	Embargo Date	Status	Last Updated	Replaces	Release Date
	London Stock Exchange Group PLC	Test Message	RNS		Validation Completed	26/11/2007 11:08		
	TEST 4 REACH	Test Message	RNS		Conversion Completed	26/11/2007 11:03		
	RNS	Test Message	RNS		Conversion Completed	26/11/2007 11:02		
	RNS	Test Message	RNS		Conversion Completed	26/11/2007 11:01		
	RNS	Test Message	RNS		Conversion Completed	26/11/2007 10:46		
5000B	RNS	AIM Admission - Update	RNS		Not Released	26/11/2007 08:30		

Showing 1-5 of 6 announcements

8.1.1 Generating AVS numbers

- Click on the 'Generate' button within the 'Manage' area.
- Enter the number of AVS numbers required. You can generate as many AVS numbers as required, up to the limit set for your organisation, usually 100.
- Click 'Generate'.

8.1.2 Activating new AVS numbers

- Once the AVS numbers have been generated, you will receive an email with instructions on how to activate the new AVS numbers.
- Click on the link within the email to activate the AVS numbers and follow the on-screen instructions.
- Alternatively, click on the 'Activate' button within the 'Manage' area and copy and paste the remainder of the link within the email after 'token=' into the box, then click 'Validate'.

8.1.3 View new AVS numbers

You can view your new AVS numbers by clicking on the 'AVS Numbers' link on the left navigation and answering your supplementary security question which you should have set-up upon logging-in for the first time. You can print the AVS numbers by right clicking on your mouse and choosing print, or copy and paste the numbers into Word or Excel.

8.1.4 Managing Contributors

Only Companies can manage Contributors. Companies can view authorised Contributors by clicking on 'Contributors' on the left navigation.

Adding a new Contributor:

- Click 'Add'.
- Enter at least the first three characters of the Contributor you wish to add.
- Locate and select the correct company.
- Click 'Authorise'.

Removing a Contributor:

- Select the company you wish to remove from your authorised Contributor list.
- Click 'Remove'.

8.1.5 Managing users

With RNS Submit, you can manage users online by clicking 'Users' on the left navigation. This shows you a list of users who are authorised to submit announcements on behalf of your organisation.

By selecting a Standard User you can:

- edit their details
- delete the user
- lock or unlock the user.

You can also add a new Standard User by clicking 'New'.

If you would like to add, delete or amend a Super User, please contact RNS Customer Services.

8.2 My Profile

All users have the ability to manage their own personal details. These areas can be accessed through the 'My Profile' link at the top of the Status List screen.

8.2.1 Profile

- Click on the 'Profile' link within the My Profile area.
- Users can amend their email address, name, telephone number and mobile number.

8.2.2 Change password

- Click on the 'Change Password' link within the My Profile area.
- Users can change their password by re-entering their existing password, creating a new password (as per guidelines, see 5.2) and then re-typing the new password to confirm the change.

8.2.3 Change security question (Super User only)

- Click on the 'Change Security Question' link within the My Profile area.
- Choose a generic security question from the drop down menu.
- To create your own security question, select 'Other (please specify)' from the drop down menu.
- Click on the box below and enter your own security question.
- Type in the answer to the question in the final box.

8.2.4 Conversion Options

- Click on the 'Conversion Options' link within the My Profile area.
- There are three options that can be selected:
 - Automatically accept track changes – by ticking this option all outstanding track changes in the source document will be accepted and displayed in the converted document.
 - Include comments in the document text – by ticking this option all comments in the source document will be retained and displayed in the converted document.
 - Include footnotes in the document text – by ticking this option all footnotes in the source document will be retained and displayed in the converted document.
- Once you are happy with your selection, click 'Save'.

If you are unsure of this functionality, we would advise that you do not alter the default settings. If you do wish to change the configuration, you can use the Test Conversion option from the Status List to ensure you are comfortable with the results.

9 Customer support

The RNS team is based in London and is available 24 hours a day from 11.00pm Sunday to 8.30pm on Friday. Outside these hours we provide an on call support service.

RNS is able to accept announcements 24 hours a day, 7 days a week.

UK Regulatory and Reach announcements are released between 7.00am and 6.30pm Monday to Friday.

We also support core release hours for other services we offer including SEC, EDGAR filing and US Financial Media.

RNS Customer Services	
URL	www.londonstockexchange.com/rnscontacts
Tel	+44 (0)20 7797 4400
Fax	+44 (0)20 7588 6057
Email	rns@londonstockexchange.com
Onsite hours	11.00pm on a Sunday through to 8.30pm on a Friday evening.





London
Stock Exchange

Copyright © December 2008 London Stock Exchange plc.
Registered in England and Wales No. 2075721.

London Stock Exchange plc has used all reasonable efforts to ensure that the information contained in this publication is correct at the time of going to press, but shall not be liable for decisions made in reliance on it.

London Stock Exchange, the coat of arms device, RNS, AIM and TradElect are registered trade marks of London Stock Exchange plc.

All other logos are trade marks of their respective owners.

London Stock Exchange
10 Paternoster Square
London EC4M 7LS
Telephone: +44 (0)20 7797 1000
www.londonstockexchange.com

RNS/SMA/123