FREQUENTLY ASKED QUESTIONS

RNS Submit
Frequently asked questions

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1. **Why are you replacing RNS Submit?**

   We’re constantly striving to improve our service to you and following extensive consultations, we’ve made further improvements to RNS Submit. By incorporating the best features from RNS Submit and the contributor input site (RNS Input) along with additional enhancements, the new RNS Submit web application will help meet your future needs.

2. **What are the changes for RNS Submit users?**

<table>
<thead>
<tr>
<th>Features</th>
<th>Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Web based</strong></td>
<td>New 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.</td>
</tr>
<tr>
<td><strong>Superior presentation</strong></td>
<td>Word files are converted to XHTML rather than ASCII.</td>
</tr>
<tr>
<td><strong>Submission of supporting documents</strong></td>
<td>Upload multiple supporting PDF files.</td>
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<tr>
<td><strong>Faster conversion speed</strong></td>
<td>Conversion speed on complex documents has been improved and will convert announcements quicker.</td>
</tr>
<tr>
<td><strong>Account management</strong></td>
<td>Add/delete users, lock/unlock users, order, activate and view AVS numbers, authorise agents.</td>
</tr>
<tr>
<td><strong>Improved editing suite</strong></td>
<td>Users can review and edit announcement content (including Copyback).</td>
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<tr>
<td><strong>Audit trail of all releases</strong></td>
<td>All distribution points are tracked and recorded via the main Status List page.</td>
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<tr>
<td><strong>Announcement archive</strong></td>
<td>Cumulative build up of new announcement data up to 13 months (one month historic data from day one).</td>
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<tr>
<td><strong>Online help</strong></td>
<td>Context sensitive online help functionality.</td>
</tr>
<tr>
<td><strong>Online billing</strong></td>
<td>Access to transaction and invoice information.</td>
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</table>
3. What are the changes for RNS Contributor Input website users?

<table>
<thead>
<tr>
<th>Features</th>
<th>Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ability to upload Word documents</td>
<td>Announcements no longer need to be submitted as an HTML file. Simply upload a Microsoft Word document.</td>
</tr>
<tr>
<td>Superior presentation</td>
<td>Word files are converted and released in XHTML format.</td>
</tr>
<tr>
<td>Online editing</td>
<td>Full editorial control of converted document.</td>
</tr>
<tr>
<td>Copyback</td>
<td>Users can review and edit announcement content on Copyback.</td>
</tr>
<tr>
<td>Submission of supporting documents</td>
<td>Upload supporting PDF files.</td>
</tr>
<tr>
<td>Audit trail of all releases</td>
<td>All distribution points are tracked and visible via the Status List page.</td>
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<td>Announcement archive</td>
<td>Cumulative build up of new announcement data up to 13 months (one month historic data from day one).</td>
</tr>
<tr>
<td>Enhanced print</td>
<td>Printable announcement and header information.</td>
</tr>
<tr>
<td>URL</td>
<td>A new URL is required to submit announcements. Re-directs from the current URL will be in place on the day the new RNS Submit is launched.</td>
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4. What do I need to do in preparation for the new system?

All user and login details along with any current AVS numbers will be migrated across to the new system. However, during the preparation for Go Live we will ask you to confirm/nominate a main point of contact (Super User) within your organisation and request some additional details including an email address.

If you have not already provided this information, please call RNS Customer Services on +44 (0)20 7797 4400, or email: rns@londonstockexchange.com

5. When will the new system be implemented?

The new system will go live on 10 May 2008.
6. Will the old systems cease to operate when the new RNS Submit is launched?
   Yes. Due to the functionality changes both on the front end and within RNS it will not be possible to run them all concurrently. The new system is designed to be a direct replacement for the current submission tools and will retain the best features from both.

   New RNS Submit can be accessed via https://rnssubmit.com. It is recommended that you save this URL in your favourites in Internet Explorer for your convenience. A redirect will be in place to take you from the Contributor Input site to the new website.

7. Will I have to sign revised Terms and Conditions of service?
   No, this will not be required. We have made a number of minor amendments to our terms and conditions but these do not impact existing customers. However, new customers will be required to use the updated version on first registration with RNS.

8. If I am preparing an announcement on the Friday before go live but don’t want to submit it until the Monday (after go live) how will this work?
   Announcement submission will be unavailable from 6.30pm Friday 9 May 2008 until 5.00pm Saturday 10 May 2008. All submitted but unreleased announcements in the old system will be cut over to the new system. Please note: Unsubmitted drafts saved in RNS Submit will NOT be transferred as part of the migration as they are stored on your local PC.

Training and support

9. What kind of support will I receive when new RNS Submit is launched?
   A service guide, formatting guide and demo is available on our website at www.londonstockexchange.com/submit. The RNS Customer Services team will also provide support and guidance to ensure a seamless transition from your current process and interaction with our systems.

10. Will your hours of support remain the same?
    Yes. The RNS team will continue to provide support between the hours of 11.00pm on a Sunday night through to 8.30pm on a Friday to provide you with any support or guidance you may need. Outside these hours we provide an on call support service.

11. Will RNS still format announcements for us when required?
    New RNS Submit will substantially improve the upload and conversion process to produce a more accurate representation of your original source Word document with less need for formatting. A flexible and easy to use edit tool will also be available to improve your user experience. However, the RNS team will continue to provide support and assistance to enable you to overcome any formatting issues with any planned submission.

    It is recommended that you use the good formatting guide available on the website at www.londonstockexchange.com/submit to help you prepare your announcements in Microsoft Word. This will help ensure the fast and accurate dissemination of your announcements.
Announcement submission

12. **Will the submission website address remain the same?**
   No. the URL will be https://rnssubmit.com. Diverts will remain in place on the current web address to ensure you are using the correct LIVE site from the day the new system is launched.

13. **Will we stop using the desktop RNS Submit system completely?**
   Yes. From the launch date, submission of announcements through the current RNS Submit tool will be disabled and all announcements should be submitted using new RNS Submit.

14. **Do I have to prepare announcements in HTML before submitting it to new RNS Submit?**
   No. This feature from the current RNS Submit has been retained to help make the submission of announcements quicker and easier for all RNS users. Announcements should be uploaded in Microsoft Word format with the conversion process producing an XHTML output for you. Please refer to the [good formatting guide](#) for advice on formatting your Word document.

15. **Can images be submitted in a Word document?**
   No. If images are submitted within the document these will be removed during the conversion process. You will be alerted to their removal during the submission process. You can however include images in a PDF document. A link will be created in your converted document, by RNS, to allow readers to download the PDF. Please refer to the [good formatting guide](#) for advice on formatting your Word document.

16. **Will I be able to submit announcements in Excel?**
   No, not directly. You can however copy and paste data from Excel into Word. This can then be submitted in the normal way and will be converted into XHTML for release to the market. Please refer to the [good formatting guide](#) for advice on formatting your Word document.

17. **Will I be able to submit announcements in PDF?**
   No. You can however use the Exchange’s Secure PDF Distribution Service to insert a URL link in your announcement body. This will link directly to your PDF documents that are hosted securely by the London Stock Exchange.

18. **Will we still be able to review and edit our announcements like we can in Submit?**
   Yes. The ability to review and make changes to your announcement following conversion has been retained in the new system.

19. **Can I still select Copyback?**
   Yes. The option for Copyback on all announcement types will be available. We will also provide you with the ability to make further changes to your Copyback announcement following receipt back from RNS. However, please be aware that high volumes of Copybacks may cause delays in the release of announcements.

20. **Will the new system convert documents quicker?**
   Yes. We have made significant investments in technology to further improve the speed of document conversion. The new system will be considerably quicker than the old RNS Submit with conversion times ranging from 3 to 20 seconds depending on the size and complexity of the source document.
Note: for users of Contributor Input system the overall speed to market will be dramatically improved as the step to convert HTML to ASCII has been removed.

21. **How do I know it is secure?**
The network and infrastructure is designed and built with input and support from the Exchange’s technology and security teams and includes the latest versions of security software.

22. **What is the maximum document size that can be uploaded?**
The maximum document size that can be uploaded to RNS is 10MB, however to improve efficiency of conversion we would suggest you limit file sizes to 2MB.

If your document is over the file size limit, RNS Submit will generate a conversion message to inform you that your document exceeds the maximum submission size.

23. **Will there still be the ability to alert companies when an announcement is released via email?**
Yes. However, this will not be possible as part of the submission process. Companies can receive free news alerts as soon as the announcements are made by using the email alerts tool within the Investor Centre of the London Stock Exchange website. To find out more, visit [www.londonstockexchange.com/alerts](http://www.londonstockexchange.com/alerts).

24. **How much data will be migrated across to the new system?**
We will migrate 28 days’ regulatory and Reach announcement data to your status list. All additional destination information will build up from day one and all data will continue to build up to a maximum of 13 months.

25. **Can we allow the system to have companies outside of the Exchange Market to be included as a related company?**
No. To ensure that downstream vendor systems (eg Thomson Reuters and Bloomberg) can map the announcements correctly, the company (including TIDM & ISIN information) must be present on the London Stock Exchange trading system.

26. **Will the new system allow related companies for listed or AIM Companies to be added to non-regulatory (RNS Reach) announcements?**
No. Related company functionality is a key requirement for regulatory disclosure and ensures we maintain an orderly market. Non-regulatory disclosures do not require this area of functionality.

**EDGAR**

27. **How is the EDGAR filing process going to change?**
The actual filing process will not change. The way you manage your filings will.

28. **Why are EDGAR filings only in HTML?**
The new submit software will make the conversion process to HTML more compatible.

29. **How will I view my drafts?**
EDGAR drafts will be visible on your Status List page and will have a destination of ‘EDGAR’, copyback enabled and a status marked ‘Held’.
30. How will I notify RNS of any changes to my EDGAR draft?
The EDGAR announcement on your status list will have the copyback enabled and you will be able to make any changes required via the status screen. Once you have made your changes and signed off the filing, you will need to approve the copyback and RNS will then file the EDGAR to the SEC.

31. How will I know when my EDGAR has been filed to the SEC?
You will receive an email confirmation direct from the SEC to your requested email contacts.

32. If I use an Agent to submit my announcements, how will I see the EDGAR on my status list?
You will not be able to see the EDGAR filing on your status screen. It will be on your Agent’s screen. If you normally request to see a draft before submission to the SEC, this will be sent to you via email.

Account details

33. Can I still use the same username and password?
Yes. Your existing username and password will be transferred across to the new system.

34. What is a Super User?
A Super User will be the primary point of contact within your organisation (similar to current concept of primary AVS contact) and will have the ability to administer your contributor account. A Super User will have the ability to add/delete users, lock/unlock users, order AVS numbers and create agent relationships all from the online application.

35. How many Super Users can we have?
You can assign as many Super Users as appropriate for your organisation, but we recommend that the number is limited to key contact points only. The assumption is that your current main AVS contact will become a Super User in the new system.

36. As a Super User, what happens if I forget the answer to the additional security question?
In the unlikely event that you have forgotten the answer to your additional security question, you should contact RNS Customer Services.

37. Will my current AVS numbers still work?
Yes. Your existing numbers will remain valid and can be used on the new system. All existing AVS numbers will be migrated over to new RNS Submit and will be available online to view or print.

38. How will I receive my AVS numbers?
AVS numbers can be ordered and activated by your Super User via the new system. 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 (these can be printed or stored locally as needed).
39. **What if I need to make a submission at home and don't have any AVS numbers?**
Your nominated Super User can provide you with AVS numbers via the new system. Alternatively, RNS Customer Services can provide you with AVS numbers on behalf of your Super User.

40. **Will all my current contributor relationships be transferred across to the new system?**
Yes. All existing relationships will be transferred across to the new system ready for day one.

41. **Will I still have access to the standard templates under FSA/Panel rules?**
Yes. All standard templates can be downloaded from the templates section on the new system.

**Output and technical configuration**

42. **How will announcements be displayed on the London Stock Exchange website?**
Announcements will be displayed on the Exchange website in XHTML format.

43. **What is XHTML?**
EXtensible Hyper Text Markup Language - XHTML is a variant of XML and is a stricter, cleaner version of HTML.

“Web style” XHTML format is the next generation format for Financial communications, replacing ASCII which has been an industry standard for many years.

This provides more readable announcements and defines financial and non-financial tables for reading and manipulation actually as tables by analysts and users of the data.

44. **Can we provide output to other European Exchanges eg sending an announcement to OSLO Stock Exchange?**
No. The complexities of other Exchange formats and requirements along with limited demand make this a very difficult integration process.

45. **What versions of Microsoft Word are compatible with the new system?**
The new system will support Word documents created in Word 97 through to Word 2007.

46. **What versions of Internet Explorer are compatible with the new system?**
The new system is compatible with Internet Explorer 6 and 7.
Billing

47. **Will you be changing your prices?**
   No. Our prices for the current year will remain unchanged as we believe it accurately reflects the current level of support and service we provide to our clients.

   As a commercial organisation we will continue to review our pricing to ensure that it accurately reflects our service offering.

48. **Will I still be able to view my statement online?**
   Yes. Your statement will be accessible through a link on the Status List page.

49. **Will I be able to see charges for all my announcements including other destinations?**
   Yes. The statement will include details of all RNS announcements including those sent to additional destination points.

50. **Is my billing cycle going to change?**
   Invoices for RNS regulatory announcements will not change and RNS Reach announcements will continue to be sent on a quarterly basis.

   Invoices for additional distribution ie EDGAR, US financial disclosure etc will be changed from a monthly invoice to a quarterly invoice. This is to ensure consistency of billing between your UK announcement releases and those sent to other destinations.

51. **If I have an issue with my statement who should I call?**
   Credit control should be called in the first instance on +44 (0)20 7797 1030 or email credit_control@londonstockexchange.com.

52. **If I am having problems viewing my statement who do I call?**
   RNS Customer Services on +44 (0)20 7797 4400 or email rns@londonstockexchange.com.

53. **Do I need new login IDs to access online statements?**
   No. This function will form part of your front line user interface and be accessible through a separate tab. This is available to all user types.

54. **How much billing information will be migrated to the new system?**
   We will migrate aggregated totals (ie Cap, rebate and product balances) for business to date from the old system, but we will not be migrating records at a transaction level. All historical information will be available by contacting RNS Customer Services.

   Please note that the ability to view statements online will be implemented in phase two of the project which is planned to go live in June 2008.

   We will create a final invoice from the old system and this will be sent for the period up to 13 May 2008. The new system will then create invoices based on your standard billing period. Your first invoice from the new system will include announcements submitted during the remainder of May.