

2. GENERAL INFORMATION FOR FILERS

2.1 How to Obtain the EDGAR Filer Manual

You can download the latest version of the Filer Manual from our website (<https://www.sec.gov>) under “Information for EDGAR Filers.” The Filer Manual is also available in HTML format on the EDGAR Filing Website (<https://www.edgarfiling.sec.gov>).

You can also purchase the latest version of the EDGAR Filer Manual from Thomson Financial, formerly Disclosure, Inc., at the following address:

ATTN: Thomson Financial
Public Reference Room
US Securities and Exchange Commission
100 F Street, NE
Room 1580
Washington, DC 20549

Or, call Thomson Financial at one of the following numbers:

(800) 638-8241
(301) 951-1350

2.2 Hours of Operation

EDGAR accepts new filer applications, new filings, and changes to filer data each business day, Monday through Friday, from 6:00 A.M. to 10:00 P.M., Eastern Time. Transmissions started but not completed by 10:00 p.m. Eastern Time may be canceled, and you may have to re-submit on the next business day.

2.3 Introduction to Web Browsers

The EDGAR system uses web-based technology to make submitting filings easier and faster. Web browsers read code called Hypertext Mark-up Language (HTML). Many people have become familiar with HTML since they have used the Internet. We use a browser as an integral part of EDGAR, providing our interface to the EDGAR Filing Website.

2.3.1 Browser Differences

Internet Explorer (IE) and Google Chrome browsers comply with Secure Socket Layer (SSL) communications that you will use to reach the EDGAR websites. Which browser you use is a personal preference. This section covers some functions that are innate to browsers and how your browser should be set up. You should be aware that there might be subtle differences if you are using IE or Google Chrome.

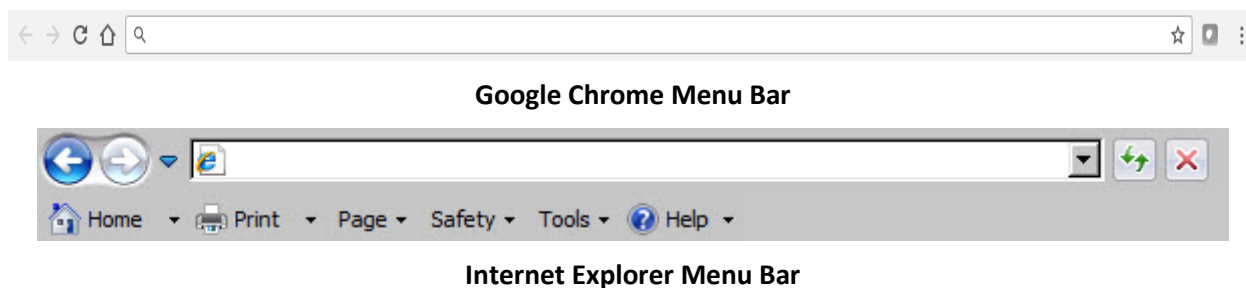


Figure 2-1: Browser Menu Bars

Browsers have very similar navigation functions: [Back], [Forward], [Stop], and [Reload] buttons, Current Address Location fields, as well as buttons for performing other functions such as printing and saving. The biggest differences between the browsers are visual elements, such as buttons, menu options, and the location of preference settings. In addition, browsers behave differently in how they save or download files.

To change default Google Chrome download/save settings, select “Settings” from the icon at the top right corner of the browser with the “Customize and control Google Chrome” help message; this will cause the “Settings” tab to open in the same browser window. In the “Settings” tab, click [Show advanced settings]. Under “Downloads,” select the “Ask where to save each file before downloading” check box. Choosing this setting prompts you for a location each time you save or download a file. For detailed information on your browser, see your browser’s user manual or help function.

The browser window works similarly to all windows, in that it can be maximized, minimized, and sized. The default menu bar contains buttons that help you navigate the Internet; however, these buttons do not necessarily help you navigate EDGAR. For the purposes of logging into EDGAR, downloading files, submitting filings and company queries, or updating company information, these buttons do not apply. Some of the functions you can use are Bookmark, to mark the EDGAR Login page for easy accessibility; Back, to correct, add, or remove criteria from a query; and Security, to turn on or off your security functions.

IE and Google Chrome are the supported browsers for the EDGAR Filing Website, EDGAR Filer Management, and EDGAR OnlineForms Management websites.

When you log in to an EDGAR website, please read the Welcome Page. It contains updated information about EDGAR, including filing requirements, system changes, new versions of software tools, and other related information. We recommend that you do not use multiple browser windows or tabs when working on EDGAR. Otherwise, information from one window may impact information on other window(s) causing EDGAR applications to potentially function incorrectly. If you want to use multiple windows when working on EDGAR, you must select “New Session” (for IE) from the “File” menu. This creates a new browser session that will not share information with the existing session.

2.4 Accessing EDGAR

To access EDGAR, a filer must have EDGAR access codes. If you are a new filer or an existing filer who wants to file in another capacity (e.g., become a filing agent or training agent), you must use Form ID to apply for EDGAR access codes. You do this by completing and submitting an electronic Form ID along with a notarized authentication document. If you do not attach the

required notarized authentication document as a PDF, we cannot process your application. Details of this process are covered in other sections of this manual. Once you have obtained your access codes, you will be ready to log in to EDGAR, transmit submissions, run company queries, update your company information, or change your password/CCC (CIK Confirmation Code).

2.5 EDGAR Hardware and Software Requirements

The following list states the recommended system requirements:

- PC with the following:
 - 500+ MHz processor
 - All Microsoft supported Windows desktop operating systems up to Windows 7
 - 128 MB of RAM recommended; less may cause program or system performance problems
 - Local Hard Drive with sufficient capacity for submission preparation and transfer (this capacity depends upon the size of the total documents needed for the submission)
- For those using EDGARLink Online for the creation of more document intensive submissions, the following PC recommendation applies:
 - 1.28 GB MHz processor or higher
 - 1 GB or more of RAM; less may cause program or system performance problems
- Monitor (color recommended, but not required)
- Printer (recommended, but not required)
- Internet browsers:
 - EDGAR Filing Website: Vendor supported versions of Internet Explorer and Google Chrome are the recommended browsers.
 - Other EDGAR websites: A version of Internet Explorer with 128-bit cipher strength is the recommended browser. Java should be enabled in the browser. These websites also work well with Google Chrome.
- Word processing or spreadsheet applications having the option to save documents as standard ASCII or HTML text
- Internet access

If you have questions about your PC configuration, check with the manufacturer.

2.6 Getting Help with EDGAR

For Procedural and Technical questions, contact Filer Support.

You can reach our Filer Support Branches in the Divisions at (202) 551-8900. These offices respond to general EDGAR questions like how to become a filer, the Form ID process, how to get to the websites, how to update filer information, filing of forms, and header tags. Filer Support is available each business day from 9:00 A.M. to 5:30 P.M. Eastern Time. Filer Support voicemail will be available during off hours. The exception will be that the Corporation Finance Filer Support office will be closed from 9:00 A.M. to 10:00 A.M. on the last Wednesday of each month.

For general fee information, contact our Fee Account Services Branch in the Office of Financial Management at (202) 551-8900.

For Substantive questions, contact your Division or Office

For filing content, rule interpretations, filing date adjustments, and hardship exemption requests, contact the division or office that reviews the filing, the Division of Corporation Finance or Investment Management, during normal business hours 9:00 A.M. to 5:30 P.M., Eastern Time. The exception will be that the Corporation Finance Filer Support office will be closed from 9:00 A.M. to 10:00 A.M. on the last Wednesday of each month.

Division of Corporation Finance:

For help with filings reviewed by the Division of Corporation Finance, contact the Division of Corporation Finance at (202) 551-3600.

Division of Trading and Markets:

For help with short sale filings, contact the Office of Interpretation and Guidance in the Division of Trading and Markets inquiry line: (202) 551-5777.

Division of Investment Management:

For help with Form 13F, call the IM Chief Counsel inquiry line: (202) 551-6865.

For help with Form N-SAR or Form 24F-2, call the N-SAR/24F-2 inquiry line: (202) 551-6703.

For help with investment company filings (except Forms 13F, N-SAR and 24F-2), call the IM EDGAR inquiry line: (202) 551-6989.

- For questions concerning post-acceptance corrections and withdrawals, first please read our notice, “IM EDGAR Post-Acceptance Corrections” on the Information for EDGAR Filers web page (<https://www.sec.gov/info/edgar.shtml>).
- For questions concerning series and classes (contracts), first read our notice, “Series and Class (Contract) Notice and FAQ’s,” on the Information for EDGAR Filers web page (<https://www.sec.gov/info/edgar.shtml>).

Office of Municipal Securities:

For help with the municipal advisor registration forms (Forms MA, MA-I, MA-NR, and MA-W), contact the Office of Municipal Securities at (202) 551-5680.

Office of Credit Ratings:

For help with Form NRSRO and reports filed pursuant to Rule 17g-3 under the Exchange Act, contact the Office of Credit Ratings by e-mail at NRSROsubmissions@sec.gov or by phone at (212) 336-9080.