

October 1, 1984

Stock Data Users: Please be advised that we have received some calls from individuals who have noticed the discrepancy between the volumes that we supply for stocks and the volumes you might see in the paper, which have been compiled by the Associated Press and do not necessarily agree. We looked into this discrepancy and spoke with the Associated Press and the New York Stock Exchange and discovered that, because the Associated Press has an early press deadline, they sometimes capture the volumes before the late ticker reveals all the sales of the day. In all cases that we checked, our data agrees with the exchange. The Associated Press data, where discrepancies existed, was in error.

Weekend Staffing: Although we are staffed during the following hours on the weekends, the staff will be limited, and you may have to let the phone ring many more times than you would normally to get a response. If the skeleton crew is busy, you may have to let the phone ring until a representative can finish with one call and pick up your call. We know that you are paying for your weekend calls to us, and we don't want to leave you on hold while we are finishing up with another customer.

## Hours of Customer Service

7:00 A.M. Monday - 12 PM Friday (24 hour service) 9:00 AM - 5:00 PM Saturday 11:00 AM - 7:00 PM Sunday

<u>Perpetual Index<sup>tm</sup></u>: In our last Newsletter, we promised more information on the Perpetual Index. Customers may access Perpetual Index data for nearly all commodities from the first day of trading forward to the current date. We have identified the following industry groups: CSI Overall Composite Index, a Precious Metals Index, a Grain Index, a Financial Futures Index, a Livestock Index, an Industrial Index, World Commodity Index, Currency Index, Oil Seeds Index, A London Metal Exchange Index, and a CRB look-alike Index.

All industry groups with two exceptions are provided with a three month and a six month forward reading. In the case of the financial group, we will provide a three month forward index and a cash interest rate index. For the London Metal Index, we provide a 90 day forward index, and it is quoted in both dollars and in pound sterling.

The CRB look-alike Index is provided as a six month future index only. All groups use 1982 and 1983 as their base period equal to 100.0. The commodity number for index groups is 235. Please get any delivery month codes from our Customer Service Department when ordering.

The industry group indices identified above will be ready for access between the middle and end of October. In our next Newsletter, additional information will be provided about these indices, together with some material to show how one might use an index to trade the market.

## New Delivery Month Code Introduced:

Customers accustomed to accessing Perpetual and Nearest Future delivery months may be interested in a new series available to all subscribers as delivery month Code 51. Selecting this option will result in obtaining the average open-high-low-close for all contracts of a commodity traded to go with the commodity's total volume and open interest. Conventional commodities apply. London Metals, for example, are excluded.



Month of September 1984

> NO ERRORS REPORTED BY CUSTOMERS AND NONE FOUND BY CSI IN THE PRECEDING MONTH.

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