

**Discount
Brokerage**

TeleMax User Guide

- Automated real-time trading service
- Automated equity, option and mutual fund order entry, 24 hours a day, seven days a week
- Enjoy additional savings off our already low commission rates



Waterhouse

Wealth of Experience

INVESTING HAS NEVER BEEN EASIER

WELCOME TO TELEMAT[®]

Telemax is the advanced automated telephone service that lets you monitor the market, review your portfolio and enter orders 24 hours a day, seven days a week.¹ All with security and privacy provided by your personal TD Waterhouse[®] Discount Brokerage account number and confidential password.

TO ACCESS TELEMAT

CALL USING A TOUCH-TONE PHONE

Toronto	(416) 593-TMAX (8629)
Montreal	(514) 765-TMAX (8629)
Elsewhere in Canada or U.S.A.	1-800-387-1722 (Toll Free)

WHEN PROMPTED, ENTER THE FOLLOWING INFORMATION BY PRESSING THE TOUCH-TONE KEYS:

SELECT **1** FOR ENGLISH OR **2** FOR FRENCH
ENTER YOUR SIX-DIGIT TD WATERHOUSE DISCOUNT BROKERAGE
ACCOUNT NUMBER, FOLLOWED BY **#**

To enter a letter, you will need to press three keys. Press star, then the key on which the letter appears and then the number corresponding to the position of the letter on that key. For example, for "H", which appears on the 4 key in position 2, press *, 4, 2. For "I" press *, 4, 3. If your account number is 12A345, then you would press 1, 2, *21, 3, 4, 5.

Please use the numeric alphabet guide on page 2.

ENTER YOUR FOUR-DIGIT TELEMAT PASSWORD FOLLOWED BY **#**

You are now ready to use TeleMax. Use the following commands at any time during your call:

- *** to return to previous menu
- #** to access Help under any selection, or to skip ahead when listening to quotes, outstanding orders, new issues information or stock baskets
- 0**, **#** to speak to a TD Waterhouse Representative

Now read on for instructions on each of these features.

WHEN PROMPTED, SELECT FROM THE MAIN MENU

- 1 QUOTES**
Obtain real-time quotes on Canadian and U.S. equities, options, indices and Canadian mutual funds.²
- 2 MARKET MONITOR**
Review popular indices and market indicators, create customized stock baskets to track your own investments.²
- 3 ACCOUNT INQUIRY**
Monitor cash and portfolio values and outstanding orders, contributions to your TD Waterhouse Self-Directed RSPs and payments from your TD Waterhouse Self-Directed RIFs.
- 4 ORDER ENTRY**
Place buy or sell orders for Canadian and U.S. equities or options. Review, change or cancel outstanding equity or option orders. Place buy or sell orders on Canadian mutual funds.²

5 PERSONAL PROFILE

Change your quote format(s) and password(s).

Read on for easy instructions on how to complete each of these trading inquiries and transactions.

TO ACCESS EACH LETTER, ENTER TWO NUMBERS

First, enter the number of the phone button on which the letter appears. Then press **1**, **2** or **3** to indicate whether the letter is in the first, second or third position on that button. Note: there are exceptions for the letters Q, R, S, Z, dashes (55) and spaces (44).

NUMERIC ALPHABET

A 21	J 51	T 81
B 22	K 52	U 82
C 23	L 53	V 83
D 31	M 61	W 91
E 32	N 62	X 92
F 33	O 63	Y 93
G 41	P 71	Z 99
H 42	Q 77	- 55
I 43	R 72	• 44
	S 73	

QUOTES

1

SELECT THE TYPE OF QUOTE AND EXCHANGE

- 1 CANADIAN EQUITY QUOTES
- 2 U.S. EQUITY QUOTES (NYSE, NASDAQ, AMEX, Composite)
- 3 OPTION QUOTES (Canadian, U.S. Options)
- 4 MUTUAL FUND QUOTES
- 5 INDEX OR QUICK QUOTES (Indices (see appendix) and Canadian and U.S. Equities)

EXAMPLE: TO OBTAIN AN EQUITY QUOTE ON INTERNATIONAL BUSINESS MACHINES ON THE NYSE

2	for U.S. Equity Quotes
1	for NYSE
43 22 61 #	for the equity symbol (IBM):
43	because I is on the 4 button, the third letter on that button
22	because B is on the 2 button, the second letter on that button
61	because M is on the 6 button, the first letter on that button
#	to end your entry

**EXAMPLE: TO OBTAIN AN EQUITY QUOTE ON
TORONTO DOMINION PREFERRED SERIES D**

1 for Canadian Equity quotes
81 31 44 71 72 44 31 # for the equity symbol (TD.PR.D)
To obtain quotes on other securities, use Preferred (PR), Right (RT),
Warrant (WT). Alternatively, you may shorten your quotes by using
01 to replace PR, 04 for RT, or 03 for WT. For example:
81 31 01 31
T D (PR) D

**EXAMPLE: TO OBTAIN AN OPTION QUOTE ON
S&P 100 INDEX MAY 550 CALL**

3 for Option Quotes
4 for U.S. Options
63 32 92 # for the option symbol (OEX)
0 5 # for the expiry month (May, entered as
two-character numerical month)
5 5 0 # for the whole number portion of the strike price (550)
0 # for the decimal portion of the strike price
(in this case, none)
1 for Call option (for Put options, enter 2)

**EXAMPLE: TO OBTAIN A MUTUAL FUND QUOTE ON
TD CANADIAN BOND FUND (TDB 162)**

4 for Mutual Fund Quotes
81 31 22 # for the fund family TDB
162 # for the fund code

**EXAMPLE: TO OBTAIN AN INDEX QUOTE ON THE
S&P/TSX COMPOSITE INDEX**

5 for Quick Quotes
43 81 73 32 # Symbol ITSE

MARKET MONITOR

2

The MARKET MONITOR feature lets you review popular indices and market indicators, create stock baskets to track your own equities, options and mutual funds, and receive information on new issues available through TD Waterhouse Discount Brokerage.

SELECT YOUR ACTIVITY

1 MARKET BASKET

This lets you review a fixed basket of popular market indicators:

S&P/TSX Composite	S&P 100
S&P/TSX Venture	S&P 500
Dow Jones Industrial Average	Canadian \$ Spot
NASDAQ Composite	U.S. Gold Price
West Texas Intermediate Crude	

2 STOCK BASKET

This lets you create and review your own customized basket of equities, options, indices and mutual funds. You can maintain up to five separate baskets at one time, with up to 10 equities, options, indices or mutual funds in each. You will be prompted to select:

1 to review baskets with quotes, enter **1** or **2** or **3** or **4** or **5** to indicate the basket number

TO CREATE OR EDIT A STOCK BASKET, ENTER:

6 to access the Create/Edit function, enter **1** or **2** or **3** or **4** or **5** to indicate the basket number, then select your activity:

1 to review a basket (without quotes)

2 to add equities, options, indices or mutual funds to your basket.

When adding equities/options/mutual funds/indices, you may include a number of shares/contracts and cost per share/contract to track your portfolio's value

3 to remove equities/options/mutual funds or indices from your basket

4 to delete the entire basket

To save your basket or any changes you have made, press **5** and you will be brought to the Save Changes Menu. To save any changes made to your stock basket, press **1**. To exit without saving the basket changes, press **2**.

ACCOUNT INQUIRY

3

The ACCOUNT INQUIRY feature lets you monitor up-to-date cash and portfolio values and outstanding orders in your TD Waterhouse Discount Brokerage trading accounts as well as contributions to your TD Waterhouse Self-Directed RSPs and payments from your TD Waterhouse Self-Directed RIFs. Once you have accessed Account Inquiry from the main menu:

SELECT YOUR ACCOUNT

or, if applicable, enter **2** to move to the multiple account access menu where you can enter a valid six-digit sub-account for inquiry

1 first account

2 second account

3 third account

4 fourth account

5 other

SELECT YOUR ACTIVITY

1 REVIEW CASH BALANCE, SECURITIES MARKET VALUE, TOTAL EQUITY OR MARGIN AVAILABLE

All information you receive is effective on the last business day.

1 REVIEW SDRSP CONTRIBUTIONS

All contributions are as of the last business day.

2 REVIEW SDRIF PAYMENTS RECEIVED

All payments are as of the last business day.

2 REVIEW, CHANGE OR CANCEL OUTSTANDING ORDERS

You will receive the current status of all your orders, including any fill information. You can also change or cancel outstanding equity or option orders. Your request to change or cancel an order may be reviewed by a TD Waterhouse Discount Brokerage Representative.

ORDER ENTRY

4

Note: Mutual fund orders cannot be reviewed, changed or cancelled through TeleMax. Please call your local TD Waterhouse Discount Brokerage office if you wish to review, change or cancel a mutual fund order.

Once you have accessed Order Entry from the main menu, TeleMax will prompt you to:

- **SELECT AN ACCOUNT**
Enter to access the account you logged on with. **If applicable**, enter to move to the multiple account access menu where you can enter a valid six-digit sub-account for order entry.
- **SELECT A TRANSACTION**
Buy or sell Canadian and U.S. equities, options, or Canadian mutual funds traded through TD Waterhouse Discount Brokerage. Review, change or cancel outstanding equity or option orders (subject to prior fills).
- **SELECT THE TD WATERHOUSE DISCOUNT BROKERAGE ACCOUNT IN WHICH YOU WANT TO TRADE**

FOR EQUITIES AND OPTIONS

- **ENTER THE EQUITY OR OPTION SYMBOL**
- **CHOOSE THE MARKET IN WHICH YOU WANT TO TRADE**
- **INDICATE THE NUMBER OF SHARES OR CONTRACTS**
- **CHOOSE THE TYPE OF ORDER**
- **SET THE ORDER EXPIRY DATE**
- **ADD ANY SPECIAL INSTRUCTIONS**

FOR CANADIAN MUTUAL FUNDS TRADED THROUGH TD WATERHOUSE DISCOUNT BROKERAGE:

- **ENTER THE FUND COMPANY SYMBOL AND FUND NUMBER**
- **INDICATE A DOLLAR AMOUNT, A SPECIFIC NUMBER OF UNITS OR WHETHER YOU WOULD LIKE TO REDEEM ALL UNITS (SELL ORDERS ONLY)**
- **ENTER THE DIVIDEND OPTION (IF APPLICABLE)**
Reinvest or Cash
- **INDICATE GROSS OR NET (IF APPLICABLE)**
Indicate if the order value should not include the commission (NET) or should include the commission (GROSS).

TRANSMITTING THE ORDER

After sending your order, you will be given a reference number for record keeping purposes.

APPENDIX – INDEX SYMBOLS

CANADIAN INDICES

S&P/TSX Composite	ITSE	S&P/TSX Canadian Gold	ITTGD
S&P/TSX Ventures Composite	IVSEC	S&P/TSX Canadian Health Care	ITTHC
S&P/TSX 60	ISXO	S&P/TSX Canadian	
S&P/TSX Canadian		Information Technology	ITTTK
Consumer Discretionary	ITTCO	S&P/TSX Canadian Materials	ITTMT
S&P/TSX Canadian		S&P/TSX Canadian MidCap	ITXMC
Consumer Staples	ITTCS	S&P/TSX Canadian Real Estate	ITTRE
S&P/TSX Canadian Div		S&P/TSX Canadian SmallCap	ITXXX
Metals and Mining	ITTMN	S&P/TSX Canadian	
S&P/TSX Canadian Energy	ITTEN	Telecommunication Services	ITTTS
S&P/TSX Canadian			
Financial Services	ITTF5		

U.S. INDICES

AMEX		NASDAQ Computer	IXK
AMEX Biotechnology	IBTK	NASDAQ Finance	IOFIN
AMEX Composite	IXAX	NASDAQ Financial	IIXF
AMEX Computer Hardware	IHOW	NASDAQ Industrial	IINDS
AMEX Computer Technology	IXCI	NASDAQ Insurance	IINSR
AMEX Financial	IXFI	NASDAQ NMS Industrials	ININD
AMEX Gold BUGS	IHUI	NASDAQ NMS Composite	INCMP
AMEX Major Market	IXMI	NASDAQ	
AMEX Major Market		Telecommunications	IIXTC
Index Reduced	IXLT	NASDAQ Transportation	ITRAN
AMEX Oil & Gas	IXOI		
AMEX Pharmaceutical	IDRG	PHLX	
		Philadelphia Gold and Silver	IXAU
		Philadelphia Oil	
DOW JONES		Service Sector	IOSX
Dow Jones Corporate Bond	IDJBD	Philadelphia Semiconductor	ISOX
Dow Jones Composite	IDJIC		
Dow Jones		STANDARD & POOR'S	
Industrial Average	IDJII	Standard & Poor's 100	IOEX
Dow Jones		Standard & Poor's 500	ISPX
Transportation Average	IDJIT		
Dow Jones Utilities Average	IDJIU	OTHER U.S. INDICES	
NASDAQ		CBOE Latin 15	ILTX
NASDAQ 100	INDX	CBOE Market Volatility	IVIX
NASDAQ Bank	IBANK	CBOE Mexico	IMEX
NASDAQ Biotech	IXB	Russell 2000	IRUT
NASDAQ Composite	ICOMP	Russell 3000	IRUA

ACCUMULATED VOLUME SYMBOLS

American	IVOLA	NASDAQ	IVOLQ
Dow Jones Industrials	IVOLD	TSX	IVOLT
New York	IVOLN	TSX Ventures	IVOLV

INTERNATIONAL MARKET INDICATORS

German Dax	IGDAXI	Japan Yen ¥ Spot Rate	
Hong Kong Hang Seng	IHHSI	(US\$ per 10,000)	IFJPY
Japan Nikkei	IINIK	Mexico Peso Exchange Rate	
Singapore Straits Times	ISST	(US\$ per 100)	IFMXP
Canadian Dollar Exchange Rate		Singapore Dollar Exchange Rate	
(C\$ – US\$)	ICAN	(US\$ per 10,000)	IFSPD
Canadian Dollar Exchange Rate		Swedish Krona Exchange Rate	
(US\$ – C\$)	IFCAN	(US\$ per 100)	IFSWK
Australian Dollar Exchange Rate		Swiss Franc Spot Rate	
(US\$ per 100)	IFAUD	(US\$ per 100)	IFSWF
Brazilian Real Exchange Rate		Taiwan Dollar Exchange Rate	
(US\$ per 10,000)	IFBRR	(US\$ per 10,000)	IFTWD
British Sterling £ Spot Rate		Federal Fund Rate	IFEDF
(US\$ per 100)	IFSTG	U.S. Gold Spot	ICGLD
European Monetary Exchange		Silver Spot	ICSIL
Rate (US\$ per 1,000)	IFEUR	West Texas	
Hong Kong Dollar Exchange Rate		Intermediate Crude	ICWTI
(US\$ per 100)	IFHKD	London Gold Fix	IGLDL
Indian Rupee Exchange Rate		Zurich Gold	IGLDZ
(US\$ per 10,000)	IFINR		

ISSUE FLUCTUATIONS

NYSE		TSX	
TRIN NYSE	ITRIN	Toronto Issues Advanced	ITYUS
New York advances	INYUS	Toronto Issues Declined	ITYDS
New York declines	INYDS	Toronto Issues Unchanged	ITYUC
New York down volume	INYDV	Toronto Volume	
NYSE unchanged	INYUC	Issues Advanced	ITYUV
New York		Toronto Volume	
volume advances	INYUV	Issues Declined	ITYDV

TICK INDEX

American	ITICA	New York	ITICN
NASDAQ	ITICQ	Toronto	ITICT

Index symbols may be subject to change at any time. If the index symbol is not found in TeleMax, please contact your local TD Waterhouse office, or visit www.tdwaterhouse.ca

ERRORS AND WARNINGS

When you send your trade request, the TD Waterhouse Discount Brokerage system performs several edits to ensure that your order meets certain requirements. If there is a problem, you may receive one of these messages.

Edit Error – This means that you cannot enter your order in its current format. The order must be modified or ended.

You may enter:

- 1 to modify the order
- 2 to end the order
- 3 to repeat the error message

Edit Warning – This gives information about your order. You may choose to modify or end the order, or override the warning and continue with your order in its current format. You may enter:

- 1 to override the edit warning and proceed with the order
- 2 to modify the order
- 3 to end the order

REVIEW YOUR ORDER AND CORRECT IF NECESSARY

TeleMax will read back your order in detail, stating the estimated value of your transaction. The estimated commission is based on TD Waterhouse Discount Brokerage's regular Commission Schedule and includes any applicable commission discount for using TeleMax.

Once you have reviewed your order, enter:

1 IF THE ORDER IS CORRECT

You will be prompted to enter your password to send the order to TD Waterhouse Discount Brokerage.

Note: All mutual fund orders will be processed when received by the Mutual Fund Company and will be processed at the next valuation day price.

2 TO MODIFY THE ORDER

TeleMax will take you back to the order to make changes.

Or simply press to go to the previous menu.

3 TO END THE ORDER

TeleMax will return you to the main menu.

4 TO HAVE THE DETAILS OF YOUR ORDER REPEATED

SEND YOUR ORDER TO TD WATERHOUSE DISCOUNT BROKERAGE

If you pressed above, you will be prompted to enter your password to send the order.

ENTER YOUR PASSWORD, FOLLOWED BY

WRITE DOWN YOUR ORDER REFERENCE NUMBER

When your order has been sent, TeleMax will read back a reference number. Keep this for your records.

ONCE YOUR ORDER HAS BEEN SENT, YOU MAY SELECT

- 1 to return to main menu
- 2 to return to order entry menu
- 3 to have your reference number repeated

TO REVIEW, CHANGE OR CANCEL AN EQUITY OR OPTION ORDER

FROM THE ACTION MENU, SELECT:

- 3 review, change or cancel

SELECT THE ACCOUNT YOU WANT TO ACCESS

ENTER THE NUMBER OF THE ACCOUNT

TeleMax will read back all of your orders in the selected account.
After reviewing your orders:

SELECT YOUR ACTIVITY

- 1 return to order entry menu

- 2 change an order

Enter the corresponding order number followed by .

Then select one of the following:

- 1 to change the price

- 1 to have your order filled at market price

- 2 to specify a limit price

- 3 to enter an On Stop order

- 2 to change order quantity

- 3 to change expiry date

- 4 to add, change or remove special instructions

Follow the prompts to make the desired changes to your order.
TeleMax will read back the details of your change request, then prompt you to enter:

- 1 if your changes are complete. You will then be prompted to send your order to TD Waterhouse Discount Brokerage

- 2 to make more changes to the same order

- 3 cancel an order

Enter the corresponding order number, followed by .

TeleMax will read back your cancel request and prompt you to select:

- 1 to transmit the cancel request by entering your password

- 2 to end your cancel request and return to the main menu

SELECT YOUR ACTIVITY

1 CHANGE YOUR PREFERENCES

This lets you customize the format in which you receive quotes.

Press:

1 to change your quote preference

2 to change your order entry quote preference

Follow prompts to select appropriate quote formats.

2 CHANGE YOUR PASSWORD(S)

This lets you customize your four-digit password.

It must always be four digits. Press:

1 to change logon password

2 to change trading password

Don't forget we also offer WebBroker[®], which features on-line access to order entry, market quotes, research, Fixed Income Centre, New Issues Centre, TD Waterhouse eServices[®] and account information.

¹ Except during regularly scheduled system maintenance times.

² Available through TD Waterhouse Discount Brokerage.

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Elsewhere in Canada or the U.S.A.

1-800-387-1722

Internet/WebBroker

www.tdwaterhouse.ca

Other Important

TD Waterhouse Numbers:

Trading/Customer Service

1-800-465-5463

Electronic Brokerage Services

Help Desk 1-800-667-6299

Mutual Fund Specialist

1-800-461-3863

Options Specialist

1-800-668-6787

Fixed Income Specialist

1-888-983-2663

TalkBroker

1-800-240-5869

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