Australian Customs Notice 1997 75

**COMMERCIAL APPLICATIONS OUTAGE NOTIFICATION**

The Australian Customs Service in conjunction with the CBCA and AT&amp;T completed a review of the method by which our commercial clients are notified about disruptions to any or all of the commercial computer applications. The commercial computer applications include COMPILE, EFT, EXIT, Air Cargo Automation, Sea Cargo Automation and EDIFICE.

Previously AT&amp;T, as the contracted Tradegate network provider and based on information supplied by the ACS, was responsible for outage notification. Notification was by telephone status messages at the AT&amp;T help desk, direct output of information to Customs Broker's printers and in some cases by fax to certain areas of the Trading Community.

With the review of the notification procedures now complete, the ACS wishes to advise its client base of the new notification arrangements. These arrangements are in place and operational now. The procedures will operate on a 24 hour a day, 7 days a week basis.

**The Notification Arrangements** Responsibility

Where the problem lies with the ACS, outage notification to our clients will be undertaken by the ACS.

Where the problem lies within the AT&amp;T network outage notification to the Trading Community will be undertaken by AT&amp;T.

Where the cause of the problem is unknown, the ACS will undertake outage notification. **Method of notification**

Two primary methods of notification have been identified:

Telephone status messages on the AT&amp;T help desk (phone number 131357); Immediate email broadcast messages to subscribers of 'Attmail' (also known as CBCMail);

Where COMPILE Contingencies are to be declared (and subsequently withdrawn), AT&amp;T will undertake a Trading Community-wide fax notification broadcast.

# Notification E-Mail audience

Trading Community members who will receive the notification (providing they have subscribed to Attmail) are Customs Brokers, Freight Forwarders, Depots, Terminals, EXIT I users, EXIT II users, Air/Sea Lines and CTOs.

# Method of operation

When a problem occurs with one or more of the ACS applications, the National Customer Support Centre (NCSC) will broadcast a status email message to the Attmail subscriber group.

Where possible, the ACS will also flash a message through COMPILE asking clients to check their Attmail for an urgent notification message.

Where the problem is AT&amp;T network related, AT&amp;T will broadcast a status message to the subscriber group.

Regardless of the which organisation 'owns' the problem, AT&amp;T will insert a status message on their help desk answering service.

Regular status updates will also be sent to subscribers by the ACS until the problem has been resolved. A final message will be broadcast upon resolution of the problem. Where possible, the final message will inform clients of the expected message turnaround delays and the expected time to clear the backlog of messages.

# Client responsibility

In order for as wide as possible notification of problems, clients should ensure they have a current subscription to Attmail.

As this notification system is not intrusive, clients should immediately call the AT&amp;T help desk (131357) if they believe there is a problem with accessing one or more of the ACS applications.

In parallel, clients should, providing they have access, check their Attmail for any broadcast messages from either the ACS or AT&amp;T.

Those users who do not have Attmail access, but do have internet email address, are invited to send us their [email address to "helpdesk@customs.gov.au](mailto:helpdesk@customs.gov.au) (all lowercase)" to be included on the ACS mailout group.

Queries in relation to this notice should be directed to Mr Peter Johnson, Director Entry Applications Section, Cargo Facilitation Branch on 02 6275 6867.

(R.J. MITCHELL)

National Manager Cargo Facilitation

for CHIEF EXECUTIVE OFFICER CANBERRA ACT

22 September 1997

Cargo Facilitation (C96/12098)