Australian Customs Notice 2001 14

**NOTIFICATION ARRANGEMENTS FOR COMMERCIAL APPLICATIONS OUTAGES**

This notice relates to outages to the Australian Customs Service's (Customs) Commercial Computer Systems.

Customs guidelines on Commercial Applications Outage Notification were published in ACN 99/72 have been reviewed.

These procedures are now operational and will operate 24 hours a day, 7 days a week. **Notification Responsibility**

Where the cause of the problem is unknown, Customs will notify users of the outage. Where the problem lies with the Customs, Customs will notify users of the outage.

Where the problem lies within the ***connect.com.au*** network, ***connect.com.au*** will notify the trading community of the outage.

# Method of notification

Two primary methods of notification will be used:

Telephone status messages on the ***connect.com.au*** help desk (phone number 131357); Immediate email broadcast messages to subscribers.

Where COMPILE contingencies are to be declared and subsequently withdrawn, ***connect.com.au*** will fax all users.

# Method of operation

When a problem occurs with one or more of the Customs applications, Customs will broadcast a status email message.

Where possible, the Customs will broadcast a message through COMPILE asking clients to check their email for an urgent notification message.

Where the problem is ***connect.com.au*** network related, ***connect.com.au*** will broadcast a status message. Regardless of which organisation is responsible for the problem, ***connect.com.au*** will insert a status message on their help desk answering service.

Regular status updates will also be sent to subscribers 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 the free notification service.

If a user believes there is a problem with accessing one or more of the Customs applications they should check for any broadcast messages.

Queries in relation to this notice should be directed to the Director Commercial Applications Section, Import/Export Management Branch on 02 6275 6867.

Jeff Buckpitt National Manager

Import/Export Management Branch for

Chief Executive Officer February 2001