CHAPTER X

ABNORMAL /EMERGENCY CONDITIONS AND CONTINGENCY PLAN

A. Abnormal /Emergency Conditions

1. Abnormal /Emergency Conditions at the location of the Members or at the location of the Operator may affect the uninterrupted operation of BI-SSSS.
2. Abnormal /Emergency Conditions may result from system, application, communication network problems and/or events beyond the control of the Members and/or Operator.
3. In the event that the Abnormal Conditions/Emergency Conditions occur at the location of the Members, the Members concerned shall follow procedures for handling Abnormal /Emergency Conditions in accordance with contingency plan procedures prepared by the Members.
4. In the event that the Abnormal /Emergency Conditions occur in the location of the Operator, the Operator and the Members shall conduct contingency plan procedures stipulated by the Operator.

B. Contingency PlanProcedures at the location of the Members

In the event that the Abnormal /Emergency Conditions occur at the location of the Members, the Members shall follow contingency plan procedures in the form of internal proceduresand/or help desk procedures as follows:

1. Communication Problem

a. In the event that a Member who is also the member of BI-RTGS System, encounters communication problem, the Member concerned may contact:

BI-RTGS Help Desk

Bank Indonesia – Directorate of Accounting and Payment System

*c.q.* Division of Rupiah Transactions Settlement

Building D, 4th Floor,

Jl. M. H. Thamrin No. 2, Jakarta 10350

Phone : 021- 381 8888

Facsimile : 021- 231 1426

1. In the event that a Member who is not the Member of BI-RTGS System, encounters communication problem, the Member concerned may contact:

BI-SSSS Help Desk

Bank Indonesia – Directorate of Monetary Management

*c.q.* Division of Monetary Management Transactions Settlement

Sjafruddin Prawiranegara Tower, 11th Floor

Jl. M. H. Thamrin No. 2, Jakarta 10350

Phone : 021- 381 8555

Facsimile : 021- 381 8026

1. In the event that the communication problem encountered by the Member as intended in letter a or b remains unsolved after contacting the BI-RTGS Help Deskor the BI-SSSS Help Desk, the Member concerned shall use backup communication (dial-up) or, if available, the communication line with a different Automatic Telephone Central (STO).

2. (ST) System/Application Problem

a. In the event that a Member, whether or not as the Member of BI-RTGS System , encounters ST problem, the Member concerned may contact the BI-SSSS Help Desk as intended in number 1 letter b.

b. In the event that ST system/application problem encountered by the Member as intended in letter a remains unsolved after contacting the BI-SSSS Help Desk, the Member concerned shall transfer the operation of BI-SSSS from ST Main Server to ST Backup Server and/or backupsystem*.*

c. For a Member who is also the Member of BI-RTGS System, the transfer of the operation of BI-SSSS to backup system as intended in letter b may only be conducted in the event that the RT of the Member also encounters a problem, so that the operations of both RT and ST shall use backup system*.*

C. Procedures for the Use of Guest Bank Facility

In the event that the Abnormal /Emergency Conditions at the location of a Member cannot be handled by the internal procedures and the help desk procedures as intended in letter B numbers 1 and 2, such Member may use the Guest Bank Facility by following the procedures below:

Requirements for the Use of Guest Bank Facility

1. ST Main Server and/or ST Backup Server fail(s) to function;
2. ST Main Server fails to function and the Member requires a relatively longer time to restore the ST Backup Server so that the Member has no sufficient time to conduct the Transactions with Bank Indonesia in accordance with applicable window time;
3. communication network between the ST of the Member and the SCC fails to function; and/or
4. the occurrence of Emergency Conditions which as a result, the RT Main Server and the RT Backup Server cannot be used.

The Use of Guest Bank Facility

The Members may use the Guest Bank Facility under the following conditions:

1. The Members may use Guest Bank Facility during operational hours of BI-SSSS as set forth in Attachment C.
2. The Members can conduct transactions and settlement the window time of which remains open through the Guest Bank Facility.
3. The Operator may set maximum time limit for the use of Guest Bank Facility in the event that the total Members submitting the application for the use of Guest Bank Facility exceed the available capacity.
4. The Operator shall impose fees on the Members using GuestBank Facility.
5. The Operator may exempt the Members from the imposition of fees for the use of Guest Bank Facility in the Emergency Conditions, both based on the announcement of Bank Indonesia and the approval of Bank Indonesia to the applications of the Members accompanied with a written statement from authorized agency.
6. The Operator shall not be responsible for all loss incurred by the Members in relation to the implementation of transactions through the Guest Bank Facility.

Procedures for the Application for the Use of Guest Bank Facility

The Members at the Location of Bank Indonesia Head Office (KPBI – *Kantor Pusat Bank Indonesia*)

The Members may submit the applications for the use of Guest Bank Facility by following the procedures below:

1. The Members shall submit the applications for the use of Guest Bank Facility by phone to the Operator, namely the Directorate of Monetary Management, *c.q.* the Division of Monetary Management Transactions Settlement.
2. The Members must confirm the applications as intended in number 1) by submitting a letter to the Operator which may be transmitted in advance through facsimile by no later than 1 (one) hour before the use of Guest Bank Facility.
3. The applications as intended in number 2) shall be submitted to the Operator or the Operator of BI-RTGS System under the following conditions:
   1. A Members, who is also the Member of BI-RTGS System, shall submit the application as the sample given in Attachment F to the following address:

Bank Indonesia – Directorate of Accounting and Payment System

*c.q.* Division of Rupiah Transactions Settlement

Building D, 4th Floor, Jl. M. H. Thamrin No. 2

Jakarta 10350

C.c. to:

Bank Indonesia – Directorate of Monetary Management

*c.q.* Division of Monetary Management Transactions Settlement

Sjafruddin Prawiranegara Tower, 11th Floor

Jl. M. H. Thamrin No. 2

Jakarta 10350.

* 1. A Member, who is not the Member of BI-RTGS System, shall submit applications as the sample given in Attachment G to the following address:

Bank Indonesia – Directorate of Monetary Management

*c.q.* Division of Monetary Management Transactions Settlement

Sjafruddin Prawiranegara Tower, 11th Floor

Jl. M. H. Thamrin No. 2

Jakarta 10350

* 1. The Members may use Guest Bank Facility upon the receipt of the original copy of applications by the Operator.
  2. The Members must bring the most recent ST backup data to be restored in the Guest Bank that will be used.

Members at the Location of Bank Indonesia Office (KBI – *Kantor Bank Indonesia*)

The Members existing at the location of KBI and having no branches in KPBI area may use Guest Bank Facility to conduct Securities transactions and settlement under the following conditions:

1. The Members shall submit applications of the use of the Guest Bank Facility by phone to the Operator, namely the Directorate of Monetary Management, *c.q.* the Division of Monetary Management Transactions Settlement.
2. The Members must confirm the applications intended by delivering a letter as the sample given in Attachment H to the following address:

Bank Indonesia – Directorate of Monetary Management

*c.q.* Division of Monetary Management Transactions Settlement

Sjafruddin Prawiranegara Tower, 11th Floor

Jl. M. H. Thamrin No. 2

Jakarta 10350

by facsimile with c.c to local KBI by no later than 2 (two) hours prior to the use of Guest Bank Facility.

1. The applications as intended in number 2) shall be submitted upon the signing of the applications by authorized official by attaching the transaction and/or Securities transaction settlement instruction forms as well as the most recent ST backup data.
2. The transaction and/or Securities transaction settlement instruction forms as intended in number 3) must contain all data and information on transaction and/or Securities transaction settlement to be inputted by the Operator to the Guest Bankon behalf of the Members.
3. The Guest BankFacility may be used upon the receipt of the original copy of applications and the original copy of transaction and/or Securities transaction settlement instruction forms that to be inputted and the most recent ST backup data by KBI.
4. Based on the instructions as intended in number 5), the Operator shall make input to the Guest Bank for and on behalf of the Members*.*

D. Contingency Plan Procedures at the Location of the Operator

In the event that the Abnormal /Emergency Conditions occur at the location of the Operator, the Operator shall follow the contingency plan procedures below:

1. In the event that the Abnormal /Emergency Conditions occur at the location of the Operator causing a problem at the Main SCC, the operation of BI-SSSS shall be transferred by using the Backup SCC.
2. If necessary, the Operator may transfer the operations of BI-SSSS to the location of the Disaster Recovery Center (DRC) of Bank Indonesia.
3. The transfer of the operations of BI-SSSS as intended in numbers 1 and 2 shall be conducted by the Operator after previously informing the transfer intended to all Members.
4. The Operator shall inform of the transfer of the operations of BI-SSSS through Administrative Messages or other facilities containing information on the contingency plan procedures to be followed by the Members.
5. In the event that the Abnormal /Emergency Conditions occur at the location of the Operator, the Members shall conduct the following:
   1. Suspending transactions during recovery process and refraining from transmitting the transactions until the receipt of further notification from the Operator.
   2. After the recovery process is completed, conducting online retrieve to retrieve the most recent transaction “Retrieve Txn from SCC” transmitted by ST and checking transaction status.
   3. Checking the balance position through menu “Supervisory Securities Holding Enquiry by Member”.
   4. Informing the Operator in the event that ISN SSTS Txn is “lost or incomplete”.
6. In the event that the SCC (Main SCC and Backup SCC) fails to function and as a result, the Members are unable to conduct transactions and/or settlement through BI-SSSS, the obligations of the Members related to the implementation of transactions and/or settlement through BI-SSSS shall be postponed until the expiration of the intended SCC failure.