



RUSSELL A. FARROW LIMITED

A FARROW COMPANY

CUSTOMS · LOGISTICS · SYSTEM SOLUTIONS · GLOBAL SERVICE

UPDATE - Customs System Down - UPDATE

Canada Border Services Agency / Canada Revenue Agency

The following information was issued by Canada Border Services Agency (CBSA) – Electronic Commerce and distributed by the Canadian Society of Customs Brokers (CSCB).

6 May 2008

Connection Problems - Update

CBSA has provided the following update regarding their most recent systems outage. Clients are encouraged to provide feedback, as CSCB are planning a bilateral meeting to discuss outages and contingency plans.

The CBSA is already making improvements to avoid such outages. This most recent outage was related to a firewall and tied to the problems experienced by the Canada Revenue Agency TAX NETFILE system.

With outbound data not flowing, affected clients had no ability to determine release status of goods and led to additional expense incurred by CBSA clients.

In some cases, officers would not accept paper release requests and this is being investigated. We understand that **reverting to paper is not an effective solution given that most clients, and CBSA offices, are no longer set up to produce or process paper** efficiently.

CBSA will conduct a full IT “post mortem”, including how systems can be modified to avoid similar situations. As well, Admissibility, Operations and IS&T branches will move quickly to consider possible contingencies, such as e-mail. CBSA will also ensure that update information going out to clients and offices during such incidents is precise and is directed to all who need to know.

"We sincerely apologize for the disruption caused to your businesses by these problems.

Engagement with our clients is important to us in determining how we improve our contingencies during such outages and in reestablishing a high degree of integrity and credibility in our commercial systems. We recognize that these are essential issues to be resolved together, as we go forward with such major initiatives as E-manifest, which will greatly increase our electronic transaction volumes.

Thank you for your understanding and cooperation and please be assured that we are committed to finding the best way forward to resolve these important issues."