



Date: 7 September 2020

Ref No: DNT/ASW/MAINT/20200907-02

Dear Valued Customers,

Warmest greetings from Dagang Net Technologies Sdn Bhd.

UPDATE - NOTIFICATION : ANNOUNCEMENT ON DOWNTIME FOR MALAYSIA'S ASEAN SINGLE WINDOW (ASW) GATEWAY

We refer to the previous announcement made on 13 August 2020. Please be informed that the software upgrade work for Phase 1, 2 & 3 has been successfully completed. However, Phase 4 could not be made on 28 August 2020 for certain unavoidable reasons. Therefore, the activity will continue with Phase 4 software upgrade work as follows:

Phase 4: 11 September 2020 from 5.00pm [MYT] (Approximately 2 hours downtime)

During these periods, Malaysia will not be able to send and receive ATIGA e-Form D and its related responses.

Should you require more information, please reach out to our **Careline** at **1 300 133 133** or email careline@dagangnet.com.

Thank you.

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