



Date: 12 August 2020

Ref No: DNT/ASW/MAINT/20200812-01

Dear Valued Customers,

***Warmest greetings from Dagang Net Technologies Sdn Bhd.***

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

Reference made to the above subject, where this is to inform that there will be a downtime for Malaysia's ASW Gateway due to software upgrade in the gateway production environment as follows:

**Phase 1:** 13 Aug 2020 (Zero downtime required)

**Phase 2:** 14 Aug 2020 start at 7.00pm [MYT] (Maximum 3 hours downtime)

**Phase 3:** 21 Aug 2020 start at 7.00pm [MYT] (Maximum 4.5 hours downtime)

**Phase 4:** 28 Aug 2020 start at 7.00pm [MYT] (Maximum 2 hours downtime)

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

Please refer to the attached announcement from Ministry of International Trade and Industry (MITI) for further details.

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

Thank you.

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