



Australian Government

IP Australia

Discovery House, Phillip ACT 2606
PO Box 200, Woden ACT 2606
Australia
Phone: 1300 651 010
International Callers: +61-2 6283 2999
Facsimile: +61-2 6283 7999
Email: assist@ipaaustralia.gov.au
Website: www.ipaustralia.gov.au

Published online on Thursday 30 August 2007

Official Notice

Business Service Interruption Friday 14th & 21st September 2007

The IP Australia Canberra office will have all Information Technology computer services interrupted as part of relocating our data centre to the new building.

The interruption will affect IP Australia State Offices ability to electronically receipt all correspondence from customers. Manual receipts will be issued to customers who lodge documents after 4.00pm AEST on these days.

Calls made to our Customer Service Centre on 1300 651 010 will still be answered as normal, however, customers should be aware that IP Australia's Customer Service Centre will not have access to customer information or databases relating to specific applications. Operators will be able to answer general customer enquiries only.

Email systems including assist@ipaaustralia.gov.au will also not be available during these periods.

Customers should further note that all IP Australia computer systems including On-line Services will be unavailable for the following periods.

| Item | Start of Business Service interruption | Finish of Business Service interruption |
|-------------|---|--|
| 1 | AEST 8:00am, Saturday 8 September 2007 | AEST 9:00pm, Saturday 8 September 2007 |
| 2 | AEST 4:00pm, Friday 14 September 2007 | AEST midnight, Sunday 16 September 2007 |
| 3 | AEST 4:00pm, Friday 21 September 2007 | AEST midnight, Sunday 23 September 2007 |

Where possible customers should plan to conduct IP Australia related business outside of these times. Alternatively, applications and other documentation may be faxed to IP Australia on +61 (0) 2 6283 7999. Please note that IP Australia's fax system will have limited capacity during this time and customers should be aware that they need to allow sufficient time to resend their correspondence via fax if the system is busy.



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