

Direct connections to Customs Connect Facility (CCF)

Various telecommunications carriers offer a range of technologies that supply direct connections to the Customs Connect Facility (CCF). Direct connections provide guaranteed bandwidth and stable transit times between the client and Customs. They can support both electronic data interchange (EDI) and interactive transactions.

Direct connections to the CCF will be by a frame relay connection or an integrated services digital network (ISDN) line. Customs preference is for frame relay connections because:

- frame is cheaper than ISDN for the same amount of bandwidth
- frame can be expanded quickly in comparison to ISDN
- frame is the more modern technology that is taking over from ISDN in the market place
- multiple users can use the same frame tail, thus reducing the number of connections into the CCF
- frame gives both connecting parties more flexibility with infrastructure.

In most cases, the costs associated with direct connections are higher than using the Internet and clients will need to consider this when deciding which connection option is appropriate for them. Clients need to be aware that they will be responsible for all costs associated with their direct connection to the CCF.

Frame relay

Frame relay is a telecommunications service designed for cost effective data transmissions for intermittent traffic between end-points in a wide area network (WAN). Frame relay puts data in a variable sized unit called a frame and sends the frame over the WAN to a defined end-point. This process speeds up overall data transmission. Frame relay provides a permanent virtual circuit (PVC) which means the user sees a continuous dedicated connection without having to pay for a full-time leased line.

ISDN line

ISDN is a network architecture in which the network conveys all data as a digital bit stream directly between two points. ISDN services are generally provisioned in 64Kbps increments.

Costs

Customs will not be administering a chargeback arrangement for direct connections. All ongoing line rental charges are the responsibility of the communicating party. It is the communicating parties' responsibility to arrange billing directly to themselves.

Where a client wishes to utilise a new carrier, or additional capacity to an existing carrier is required, the requesting communicating party will fund the installation of that connection. To offset the connecting parties' cost, they can, at their own discretion, permit other clients to utilise the same carrier service and on-charge part of the initial installation fee. It is the original connecting party's sole responsibility to make these arrangements. However, Customs will maintain a register of connecting parties that are willing to share a connection and advise interested parties of contact details. Once shared, no party has the right to remove any other party from the shared connection.

Customs will fund the Customs end of the network connection from the carriers terminating device to the Customs perimeter. This will be limited to the routers and interface cards.

Organising a direct connection

To organise a direct connection to the ICS clients must first complete the *CCF Direct Connection* form and send to Customs via facsimile, email or post (contact details are outlined on the form).

Once Customs has processed the *CCF Direct Connection form*, EDS will contact the client to coordinate installation. EDS will:

- provide all information for the client to order line
- provide the client with a sample router configuration for their end (Cisco)
- organise Customs router configuration.

Expected lead times from completed request are mostly due to carrier lead times and will be:

- three weeks if Customs already has a connection to the carrier service with sufficient capacity
- five weeks to connect a new carrier service to the CCF.

Australian
CUSTOMS
Service

For more information go to www.customs.gov.au,
email cmr@customs.gov.au or phone 1800 022 267.

CCF direct connection request form

Return the completed CCF direct connection request form to the Australian Customs Service via:

Post: ICS Business Support
Direct Connection to the ICS
Cargo Management Re-engineering
Australian Customs Service
5 Constitution Ave
Canberra City ACT 2601

Facsimile: (02) 6122 5534
Email: cmr@customs.gov.au

Client name
Client address
Client site address (the physical location of where the connection is to be made)
Any other information about the client site (for example floor and security)
Client site contact details Name Phone Email
Client technical contact for installation Name Address Phone Email
Telecommunication company
Type of connection (tick appropriate box) <input type="checkbox"/> Frame relay <input type="checkbox"/> ISDN
Speed of connection (frame relay access speed and CIR, ISDN 64 k increments only)
In the event your preferred carrier is not already established as a provider within Customs, or the connection to that carrier has insufficient capacity to support your request, you will be required to fund the installation cost of the connection. In this event, you are able to indicate whether you will share the connection with other potential clients, providing you the opportunity to on-charge reasonable portions of the installation cost. Are you willing to share the connection with other parties? <input type="checkbox"/> Yes <input type="checkbox"/> No

For Customs internal purposes only Web server: www.ccf.customs.gov.au, 162.145.16.17 E-mail server: cargo@ccf.customs.gov.au, 162.145.16.18
Customs site address EDS Computer Centre 48-60 George Street BURWOOD SYDNEY NSW 2134
Customs technical contact for installation Name Phone Email
Customs site contact for installation Name Phone Email
Has the client's carrier been sent a letter of authority to connect? (frame relay only) <input type="checkbox"/> Yes <input type="checkbox"/> No
Frame relay technical details Customs Access line number DLCI IP address Client (must use public IP addresses) Access line number DLCI IP address
ISDN technical details Customs ISDN line number IP address Client (must use public IP addresses) ISDN line number IP address
Customs approvals ICS business support: ITB: